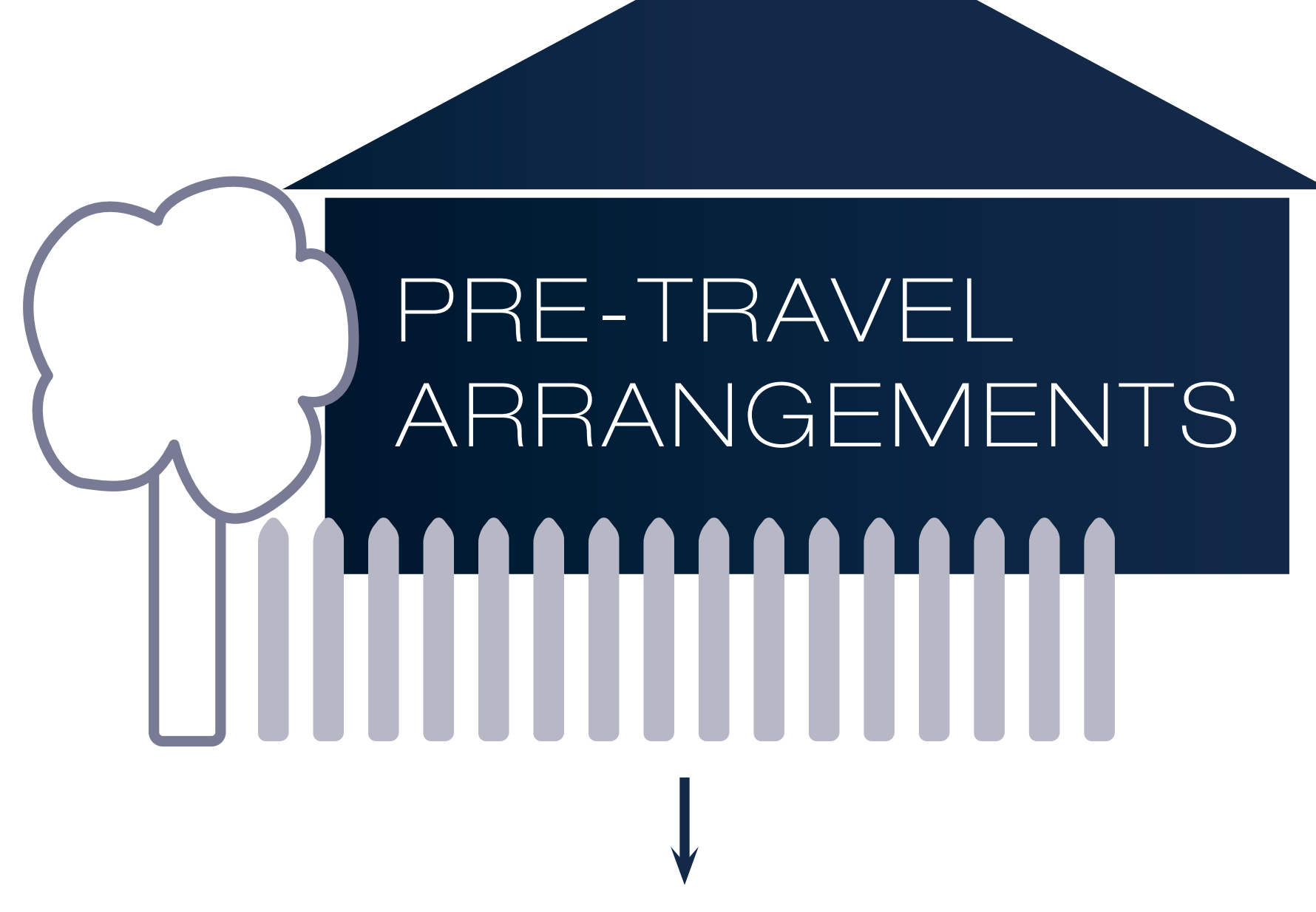


THE TRAVEL EXPERIENCE IN TIMES OF COVID-19



DESTINATION INFORMATION UPDATES
Star Alliance and members frequently update website information to help customers manage transit and destination expectations along their journey

DOCUMENTATION, CHECK-IN, AND BAGGAGE
Check travel documents and, if possible, use online/mobile check-in and home printed baggage tags



AT THE DEPARTURE AIRPORT

FACE MASK FOR MOUTH-NOSE PROTECTION
Be prepared to wear your mask or protective face covering through all phases of your journey

HEALTH CHECKS
Airports and airlines may require health checks, including temperature screenings

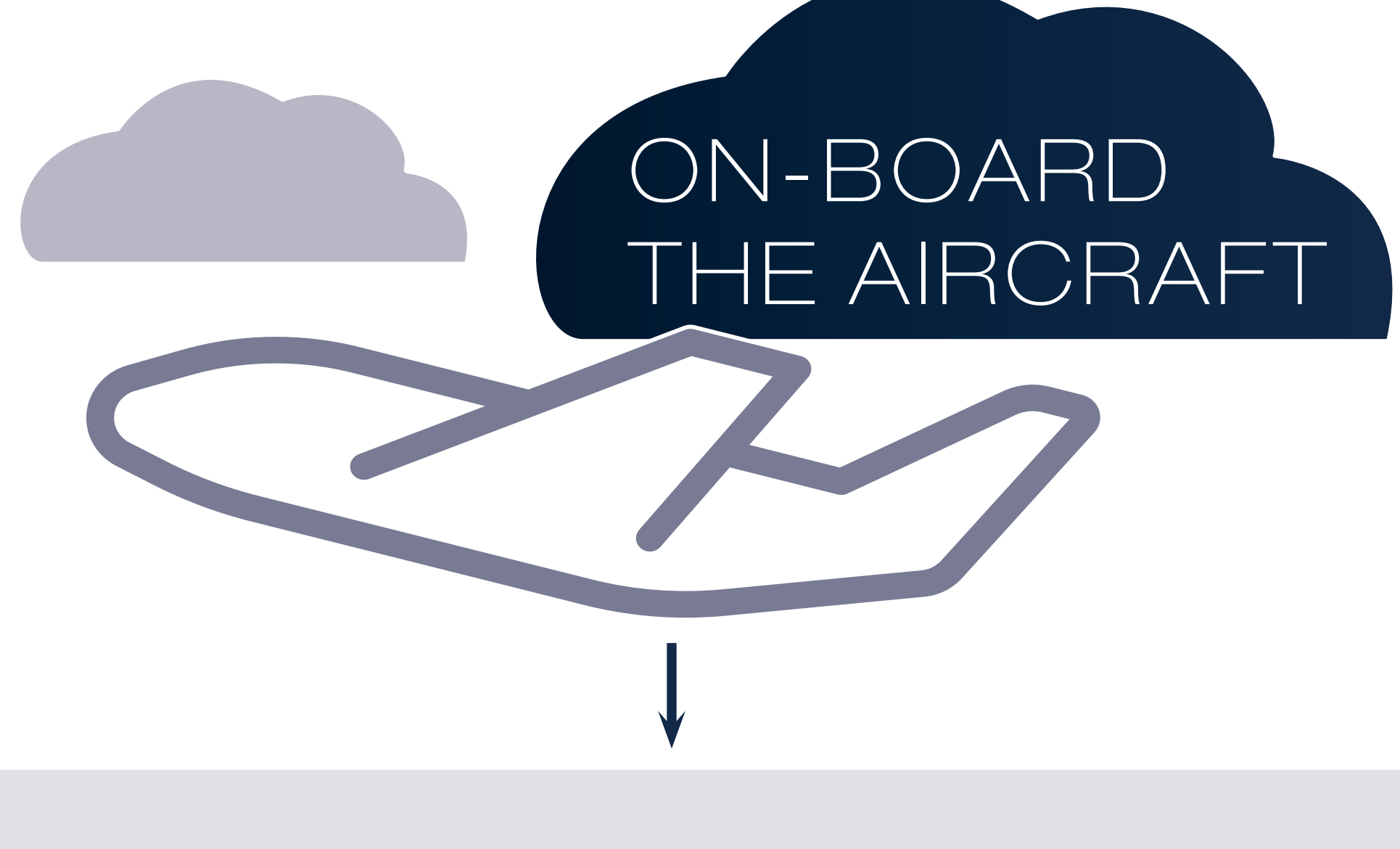
PHYSICAL DISTANCING
Please maintain physical distancing throughout your travels, according to local guidelines

SELF-SERVICE CHECK-IN AND BAGGAGE DROP-OFF
If available, use self-service bag drop facilities at the airport

SIMPLIFIED SECURITY CHECKS, CUSTOMS CONTROLS AND BOARDING
Selected airports offer separate lanes for contactless security checks, electronic immigration, electronic customs, and contactless boarding to speed up boarding processes and ensure physical distancing

CLEANING AND DISINFECTION AT AIRPORTS
Airports practice enhanced cleaning and disinfection at all touchpoints of your journey

ANNOUNCEMENTS AND VISUALS IN THE AIRPORT ENVIRONMENT
Announcements, display signs or pictograms will highlight mandatory requirements or recommended etiquette to minimize the risk of spreading COVID-19



FACE MASK PROTECTION OPERATING CREW
The operating crew on-board the aircraft is required to wear appropriate PPE (personal protective equipment, e.g. face masks, gloves, eye goggles) throughout the flight

HYGIENE KITS FOR TRAVELLERS
Member airlines may provide a care kit or hygiene amenities

AIRCRAFT INTERIOR CLEANING
Member airlines clean or disinfect aircraft at relevant intervals using procedures and products of appropriate grade to minimize the risk of spreading coronavirus infection

SIMPLIFIED ON-BOARD SERVICE
On-board service options and pre-packaged and sealed food and drink products

AIRCRAFT VENTILATION
Modern aircraft are equipped with hospital-grade air filtration systems (HEPA) that remove over 99.9% of airborne microbes.

OPERATING PROCEDURES
Member airlines have adjusted their operating procedures for cases where a passenger develops or displays symptoms of a COVID-19 infection during a flight (e.g. temperature checks, passenger, and crew isolation)



AT THE ARRIVAL AIRPORT

AIRCRAFT DISEMBARKATION AND BAGGAGE COLLECTION
Please maintain physical distancing according to local guidelines when disembarking the aircraft and collecting your baggage

IMMIGRATION
If available, use contactless immigration terminals on exit, further health checks may be required