

THIS IS HOW WE ENSURE A HEALTHY EXPERIENCE ON THE GROUND AND IN THE AIR.



1

BEFORE YOU LEAVE HOME



Check-in online and get your boarding pass.

Get your boarding pass online, from your home just accessing the check-in online section 4 days before flight if you do not have a seat selection. We also recommend to download our mobile app that allows you to store your boarding passes and have a quick access to them.



Bring your own mask. You must wear it at all times.

We kindly ask you to bring your own face mask. Face masks are mandatory at all times either at the airport and on board the aircraft. Also we recommend you bring a spare one (common medical masks should be replaced after around 4 hours of use). Please always dispose any face mask in the designated disposable bin or ask our cabin crew if you are on board.



Come along only if you have no fever or other symptoms.

Be aware that passengers not wearing face masks, and specially with fever or with flu-like symptoms, will not be allowed to enter the airport terminal. Also bear in mind the access to all airports is limited to travellers only.



Leave with enough time for eventual airport controls.

Please arrive at the airport 2 hours before departure. This is to allow enough time for passing temperature scans and also for checking out eventual health questionnaires. In that sense, and to help mobility, we recommend to limit the use of hand luggage whenever possible.

2

AT THE DEPARTURE AIRPORT



Physical distancing in check-in and boarding procedures.

Physical distancing will be observed and there will be floor markers at queuing areas, including check-in counters and kiosks. Alternate check-in desks may be opened to keep social distancing. Please limit contact with surfaces and people, you should maintain a safety distance of 1,5-2m whenever possible. Only make use of airport facilities and services when necessary.



Keep good hand hygiene and a respiratory etiquette.

Wash your hands with water and soap, and also please make use hand sanitizers, they will be available for all clients and staff. We recommend the use of gloves for extra protection. Our cabin crew will be wearing gloves and other uniform protections. Also, when sneezing or coughing please use a tissue, towel or your flexed elbow even with your mask on.



Check-in all your luggage whenever possible.

As always, all passengers can travel with a handbag (or small personal item) and a suitcase (no larger than 55x40x20 and max of 10 kg) free of charge. However, in order to reduce number of bags on board for safety reasons, only paxs with priority boarding can take the two items into the cabin. The rest of the passengers will need to check the cabin-suitcase in the check-in counter free of charge before going to the boarding gate. Bags exceeding cabin restrictions will follow usual charges for checked bags.

3

ON BOARD THE AIRCRAFT



Extensive aircraft disinfection and interior cleaning measures.

Every night, all aircrafts undergo a deep disinfection procedures, including the spraying of all cabins, using Airbus and EU approved aerosol disinfectants which are effective for over 24 hours. During the day, disinfectant procedures are carried out on all cabin surfaces and in toilets.



On board service is temporarily suspended

There will be no on board services in our flights just in order to ensure comfort and wellbeing standards for passengers and limit the contact between crew members and passengers in all the duration of the flights. In order to keep the cabin clean, avoid touching surfaces and leave the mask on at all times, we kindly ask you to please do not bring your own food on board.



Limit contact measures.

Listen to cabin crew safety instructions and always try to follow health protocols and recommendations. Please, we ask you to avoid queueing for the cabin toilet, wait your turn. Limit the use of air supply nozzles. Keep your distance to other passengers whenever possible, specially during onboarding and disembarking procedures.

4

UPON ARRIVAL AT YOUR DESTINATION



Be prepared for more temperature checks.

Before you continue to the baggage claim belts, at the arrival airport there may be other temperature checks and health questionnaires collections. Remember to keep your distance with other passengers. We recommend to limit the use airport premises and services if not necessary.



Go to the baggage claim and then just exit the airport.

In case you have checked in luggage, wait for it at the baggage claim while you keep your 1,5m distance with other people and surfaces. Once you have your bags, please go directly to the nearest airport exit. Please, only use airport facilities and services when necessary.