

Safe Travel Memo

GENERAL MESSAGES

- Wear medical face masks, ensure their correct use and disposal, and replace every 4 hours (unless instructions say otherwise)
- Observe physical distancing (1.5 meters)
- Wash hands regularly for at least 20 secs with soap and water or, where not available, use alcohol-based hand sanitizing solutions
- Cover the mouth and nose with a tissue or flexed elbow when sneezing or coughing
- Limit direct contact with surfaces and people
- Be kind to each other – it's the only way we will get through this

BEFORE LEAVING FOR THE AIRPORT

- Complete the Questionnaire of Health status from your airline
- Don't travel to the airport if you have been in any of the situation specified in the Questionnaire of Health status
- Be aware that only travelers should enter the airport terminal at arrival and departure. (The only other people who should enter the terminal are people accompanying or picking up a passenger requiring assistance – Persons with Reduced Mobility or unaccompanied minors)
- Read the health safety promotional material from your airline
- **Check that you have sufficient medical face masks supply and sanitizing gel for your journey**
- Ensure you leave enough time for your journey including checks at the airport

AT THE AIRPORT

- Ask a member of staff in case you have any questions or feel uneasy (they are there to help you in this new situation)
- Be prepared for thermal screening at the airport
- Observe physical barriers or signs indicating distancing requirements
- Check-in your bag whenever possible
- Minimize your use of airport facilities
- **Wear a face mask, and expect to be denied boarding if you do not wear one**

ON THE AIRCRAFT

- Ask the cabin crew if you have any questions or feel uneasy (they are there to help you in this new situation)
- Wear your medical face masks during the flight, and until You exit your destination airport
- You can change it if needed during the flight and throw away into special disposable bag onboard (ask crew for assistance if necessary)
- Watch the cabin safety demonstration so you know what is happening on your flight
- Reduce the use of individual air supply nozzles as far as possible

FAILURE TO COMPLY WITH THE RULES MAY RESULT IN REFUSAL OF ACCESS TO THE AIRPORT TERMINAL OR DENIED BOARDING (CANCELLED TRAVEL).