



Caring for our customers has always been at the core of SkyTeam, the foundation upon which our alliance is built. Our members have collaborated on a series of core measures that provide additional layers of safety, enhancing each step of the journey. As the world continues to deal with the COVID-19 pandemic, this guiding principle will remain. Safety first, adjusting measures to best care for customers and employees as the landscape evolves.



1. The latest information at your fingertips

All SkyTeam members provide up-to-date information regarding various measures, network changes, revamped onboard and ground services, and refund and cancellation policies on their webpages. This means customers can have the latest information for each airline at their fingertips.

2. Comply before you fly

A link to IATA's interactive coronavirus travel map, or similar online tool, is available on SkyTeam.com and all members' websites, helping customers see where they can fly and the current regulations they need to comply with at a glance. Click [here](#).

3. Testing Labs Locator

With a negative COVID-19 test result now a common mandatory requirement for entry to international destinations, customers can find a trusted testing center close to them – in almost 19K locations worldwide. Developed in partnership with TrustAssure, SkyTeam's Testing Labs Locator enables customers to check which COVID-19 test they require, find a testing location and book a test. The site also provides information about turnaround time for results. The testing labs locator, or similar, is available on SkyTeam.com and all member airlines' websites.

4. Partner airlines' information, readily available

To help customers' travel preparations, partner airline COVID-19 policy details are available via a mini-site or dedicated section online. This quickly gives customers a clear idea of what their journey will look like when flying on codeshare services or connecting between carriers.

5. Pre-trip messaging

Before they fly, customers will receive a pre-trip message that includes the operating carrier's COVID-19 policies and reminders of current travel requirements for their destination. This gives them more confidence when they fly, because they know what to expect at every step.

Ready to Fly

6. Digital check-in available (some regulatory restrictions apply)

Before customers even arrive at the airport, our members have created a safer journey for them. Customers can check-in digitally to receive their boarding passes on their mobile devices or print them before leaving home. The travel experience continues to evolve and as technology develops, our members will use these advancements to create an end- to-end touchless journey.

7. Contactless boarding

Where operations permit, customers can scan their own boarding passes – both digital and paper – without having to hand travel documentation to an agent. This reduces touchpoints for safer travel at SkyTeam’s hub airports.

8. Revised boarding procedures

New boarding procedures have been designed to help minimize contact between customers in gate areas, on jet-bridges and when boarding remotely by bus, to enable everyone to keep a safer distance.

Cleaned

9. Frequent cleaning at hub airport high-touch areas

Our members have enhanced cleaning with a focus on high-touch areas in the airport, in close cooperation with airport operators. Customers can be confident that touchpoints throughout their journey are being thoroughly cleaned and sanitized. Areas may include check-in, baggage drop-off, baggage delivery belts, security, lounges, and gate areas.

10. Aircraft disinfected regularly

This is an important measure where aircraft are thoroughly and regularly disinfected to enhance hygiene and help ensure a high level of cleanliness throughout.

11. High-touch areas intensified cleaning on all aircraft

Aircraft interiors are cleaned to the highest standard. This process has been enhanced further with our members cleaning high-touch areas including amongst others, armrests, seatback trays, window shade handles, IFE screens, and lavatories.

12. Fresh outside air and HEPA filters

Members' aircraft are ventilated with fresh, outside air and when air is recirculated, quality is assured by the use of HEPA filters. There has been a lot of talking about HEPA filters and there's a good reason why. They extract airborne particles including bacteria and viruses with 99.95% efficiency or more and play an essential role in the aircraft system when air is circulated, providing refreshed air into the cabin every three minutes on average.

13. Revised onboard services

Customers will experience a temporarily adapted onboard service. All changes have been made with their safety in mind to create a more hygienic experience. This means changes may have been made to catering and/or other items like blankets, pillows, or in-flight reading materials.

14. Cleaning wipes or additional personal space cleaning available upon request

Although high touch areas and aircraft cabins are regularly cleaned and sanitized, some customers may feel more comfortable if they can give their personal onboard space a quick wipe down. We want our customers to feel as reassured as possible, so on request, SkyTeam members can provide additional hygiene supplies.



15. Greater protection for customers and airport staff

We know it's important to create a safe space both in the air and at the airport. To do this, members' hubs have measures in place such as airport staff wearing masks or face coverings and/or other safety measures such as clear screens to help everyone maintain a safe distance.

16. Safe distancing at members' hub airports (in compliance with local regulations)

Our members have been working hard with airports and are in compliance with local authorities to ensure safe distancing occurs via an array of initiatives such as floor markings, signage, and/or queue designs at various touchpoints. These are meant to help everyone in the airport to make space for safer travel.

17. Hand sanitizer available at key touchpoints in members' hub airports

Hand sanitizer has become commonplace in our daily lives in restaurants and shops. Airports are no different and hand sanitizers or wipes are readily available at members' hub airports.

18. Customers are required to wear face masks (exceptions for medical conditions and children apply)

SkyTeam members currently require the majority of customers onboard to wear masks or face coverings (unless exempt).

19. Use of masks or face coverings by cabin crew

All SkyTeam members' cabin crew currently wear masks onboard and, in some cases, you may see cabin crew using additional personal protection equipment (PPE). Our airlines and crew want to create a safer travel experience for all those that fly across our members.

20. Onboard sickness action plan

Our members have action plans at the ready. They will take quick action to support and care for customers that become sick and help protect their fellow passengers onboard. Although a rare situation, cabin crew are prepared to respond when needed.

21. Enhanced onboard communications

To help customers keep travel requirements in mind, members have stepped up onboard communications with announcements about COVID-secure measures in-flight, such as mandatory face coverings and required etiquette. On arrival, disembarking procedures are clearly explained and, to keep everyone safer, crews enforce onboard requirements.



Screened

22. Health checks conducted if required by local regulations

Where required, members complete health checks. This might include temperature checks of customers, health certificates, or similar. Currently, temperature checks are typically done at the entry to the airport, boarding, and/or arrival to a chosen destination. Customers may also be asked questions regarding their health during the check-in procedure or in some cases require a health certificate. However, at this time it differs by country and is not a requirement for every departure airport or destination.