**COVID-19 Aviation Health Safety Protocol Guidance**

**for the management of airline passengers in relation to the**

**COVID-19 pandemic Issue no: 1.1 Issue date: 21/05/2020**

**General messages:**

* Wear medical face masks (Medical masks comply with requirements defined in European Standard EN 14683:2014 or equivalent), 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 sanitising 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 Notification of Health status from your airline
* Don’t travel to the airport if you have been in any of the situation specified in the Notification 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 promotion material from your airline
* Check you have sufficient medical face masks and sanitising 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
* Minimise 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) and be nice to them.
* 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