Traveling safely and healthy during COVID-19

Always taking care

WHICH MEASURES AIR FRANCE AND KLM TAKE AND HOW CUSTOMERS CAN PREPARE FOR A SAFE JOURNEY
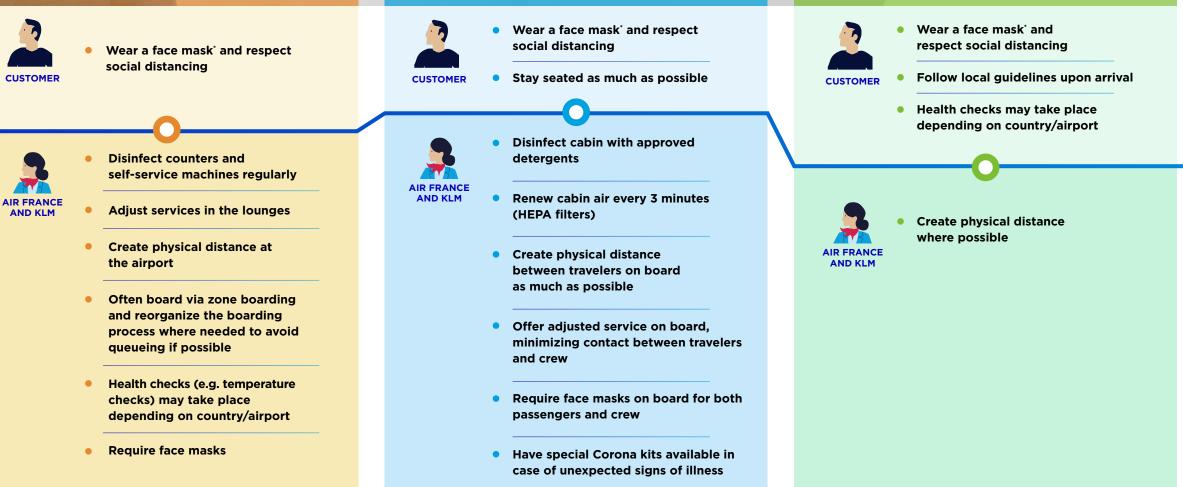
BEFORE DEPARTURE

CUSTOMER

- Check local health regulations and needed COVID-19 tests on the Air France and KLM TravelDoc; Paris-CDG, Paris-ORY and Amsterdam Airport Schiphol offer test facilities
- Use the Air France 'ReadytoFly' or KLM 'Upload@Home' apps to pre-validate travel documents to fly through various document checks at the airport
- Bring enough face masks for your flight*
- Receive your boarding pass at the check-in desks at the airport (depending on the departure airport, online boarding passes might be unavailable as travel requirements are verified at check-in)

AIR FRANCE AND KLM

- Offer flexible (re)booking conditions

AT THE AIRPORT

CUSTOMER

- Wear a face mask* and respect social distancing

AIR FRANCE AND KLM

- Disinfect counters and self-service machines regularly
- Adjust services in the lounges
- Create physical distance at the airport
- Often board via zone boarding and reorganize the boarding process where needed to avoid queueing if possible
- Health checks (e.g. temperature checks) may take place depending on country/airport
- Require face masks

ON BOARD

CUSTOMER

- Wear a face mask* and respect social distancing
- Stay seated as much as possible

AIR FRANCE AND KLM

- Disinfect cabin with approved detergents
- Renew cabin air every 3 minutes (HEPA filters)
- Create physical distance between travelers on board as much as possible
- Offer adjusted service on board, minimizing contact between travelers and crew
- Require face masks on board for both passengers and crew
- Have special Corona kits available in case of unexpected signs of illness

ON ARRIVAL

CUSTOMER

- Wear a face mask* and respect social distancing
- Follow local guidelines upon arrival
- Health checks may take place depending on country/airport

AIR FRANCE AND KLM

- Create physical distance where possible

*On Air France flights, surgical masks are mandatory

As the current situation may change rapidly, please check the airline website for the latest and most detailed information.

AIRFRANCE   KLM