

# Traveling safely and healthy during COVID-19

Always taking care

WHAT 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
- 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 opening times and services of lounges
- Create physical distance at the airport
- Reorganize boarding procedures, creating physical distance and avoid queueing where possible
- Health checks (e.g. temperature checks) may take place depending on country/airport
- Require face masks while boarding

## 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.