

FLYONE Guide for Safe Travel

Preventive Measures for Safe and Pleasant Flights

Trip Planning



1. Online planning – book tickets on flyone.eu. Select online card payment.



3. Make sure that you do not display any symptoms characteristic to COVID-19 (cough, fever, difficulty breathing, loss of smell and taste). **Do not go to the airport if you have any of these symptoms.**



2. Check-in online and get the boarding pass on your mobile.



4. Make sure you always have protective masks, gloves and hand sanitizer prepared. Make sure you replace your mask every four hours.

Before arriving at the airport



1. Complete the epidemiological card with true information.



4. Mind the respiratory etiquette – covering the mouth and nose with a paper towel cover or a flexed elbow when sneezing or coughing, even when wearing a mask. Throw the paper towel in the recycle bin immediately after use.



2. Only travelling passengers with valid tickets can enter the airport terminal. Persons that accompany are not provided access into the airport.



5. Have your ticket and all travel documents ready. The latest travel restrictions can be check on www.flyone.eu in the category News/TravelUpdates.



3. Limit the direct contact of any surfaces and remember about social distancing.



6. Allow sufficient time for new safety and checking procedures.

At the departure airport



1. Mind hand hygiene.



4. Read health promotion materials.



2. Comply with thermal scanning requirements.



5. Be informed and follow the instructions of the airport staff.



3. Maintain physical distancing of 1.5 -2 meters between individuals at the airport, while embarking or disembarking.



6. Check-in online to minimize any possible physical contact at the airport.

On-board



1. Mind hand hygiene.



4. If you do not feel well, immediately inform the FLYONE crew.



2. Remain seated with the seatbelt fastened as much as possible. Follow staff instructions for safe boarding.



5. When necessary, use hygiene and antibacterial cleaning products.



3. Remember board safety instructions and consider crew operational recommendations and guidance.



6. Limit the direct contact of any surfaces and minimize any possible physical contact.

After landing



1. Follow staff instructions about specific disembarkation procedures.



2. Do not hurry to collect your luggage, maintain social distancing and be calm.

FLYONE Protective Measures



1. Informing passengers about the preventive measures to be considered and respected.



6. Air filtering of aircraft through HEPA filters, which destroy 99,97 of viruses and bacteria.



2. Aircraft disinfection.



7. Removal of magazines for reducing physical contacts.



3. Providing cabin crew with masks, gloves and disinfectants.



8. Passengers with COVID-19 symptoms are not allowed on board.



4. Equipping the aircraft with hygienic and antibacterial products.



9. Reduced food and drink service by offering pre-packaged and sealed food and drink products, such as canned drinks.



5. Seat configuration should adhere to preventive measures of 1 metre distance if allowed by passenger load.



10. Ongoing enhancement of protective measures in line with CAA, ANSP, EASA, IATA, WHO, ICAO recommendations.