

HEALTH SAFETY PROMOTION

General messages:

- Wear medical face masks, ensure their correct use and disposal, and replace every 4 hours (unless instructions say otherwise).
- Observe physical distancing (1 metre).
- 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 Health Monitoring Questionnaire from your airline.
- Don't travel to the airport if you have answered yes to any of the questions in the health declaration form.
- Be aware that only travellers 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 to 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 / doubts or feel uneasy (they are there to help you in this new situation).
- Be prepared for thermal screening at the airport.
- Have your Health Monitoring Questionnaire ready (if not electronic).
- Make use of physical barriers.
- Check-in your bag whenever possible.
- Minimise your use of airport facilities.
- Expect to be denied boarding if you do not wear a mask.

On the aircraft:

- Ask the cabin crew if you have any questions / doubts 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.