



SKYCARE & PROTECT

To help care for passengers and staff, SkyTeam has brought together a series of personal safety measures for its members as part of its SkyCare&Protect pledge.

These health and hygiene practices are designed to enhance safety for customers at every step of their journey.

Take a closer look at the measures and how they benefit the customer experience here.

Informed

COVID-19 information regularly updated
Up-to-date information will be posted on member websites, allowing customers to make educated decisions about their travel plans.

Ready to Fly

Digital check-in
Members offer customers the ability to check-in online and at home.

Screened

Health checks
This could include temperature checks, health certificates or some airlines may ask simple questions regarding a customer's current health status during the check-in procedure.

Protected

Hand sanitizer available at key touchpoints
Hand sanitizer and/or wipes are available for use by customers throughout hub airports.

Protected

Safe distancing in hubs
Airport staff wear masks and/or screens are in place for greater protection. In addition, floor markings and adjusted queuing help maintain safer distancing.

Cleaned

Frequent cleaning at hub airports
High-touch areas such as check-in, baggage drop off, and gate areas are frequently and intensively cleaned.

Cleaned

Aircraft disinfected on a regular basis
All aircraft are intensively disinfected to ensure high levels of hygiene.

Cleaned

High-touch areas cleaned onboard all flights
Aircraft interiors are cleaned intensively and frequently to the highest standard.

Cleaned

HEPA Filters**
Aircraft are ventilated with fresh, outside air and recirculated air quality is assured by the usage of HEPA filters.

Protected

Revamped onboard services
Onboard services and/or comfort items such as catering and blankets have been temporarily adjusted with greater personal safety in mind.

Cleaned

Clean kits/wipes available to customers upon request
On request, cleaning wipes are available if customers wish to further clean his/her space.

Protected

Use of masks by customers and crew*
Customers and cabin crew are currently required to wear face masks onboard.

Protected

Onboard sickness action plan
Members have action plans at the ready to care for customers that become sick and to protect others onboard.

* Member exceptions apply

**High Efficiency Particulate Air

