

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.



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

Protected

safer distancing.

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

Digital check-in

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



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.



(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

hub airports.

Protected

Hand sanitizer available

wipes are available for use

by customers throughout

at key touchpoints

Hand sanitizer and/or

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.



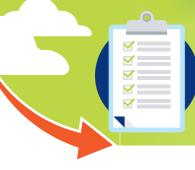
(Cleaned

Clean kits/wipes available to customers upon request

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



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.



















































