



How the Lufthansa Group airlines ensure safe travel

A reunion with the world is coming closer. It is important to us that all passengers feel well protected on their travels, even during these times. In order for you to feel comfortable traveling, Austrian Airlines, Lufthansa, SWISS, Brussels Airlines and Eurowings have introduced many additional hygiene measures and adapted service procedures.

Safety first – with increased hygiene measures:

Whether it is at check-in, security, the gate, or when you are boarding, on the aircraft, disembarking, or at baggage reclaim, safety comes first. Travel in times of coronavirus means adjustments to our normal procedures. This is why the airlines of the Lufthansa Group have taken extraordinary measures to ensure that you can travel with peace of mind. Here are some of the many key measures we have introduced:

- **Mandatory mouth and nose protection:** In order to protect the health of all persons on board, passengers and crew are required to wear mouth and nose protection while boarding, during the flight and when leaving the aircraft
- **Additional hygiene services for passengers on board:** Each passenger will receive a disinfectant wipe upon boarding which can be used for cleaning the surfaces around the seat
- **Simplified onboard service:** In order to minimize contact between guests and crew on board, our current in-flight service has been adapted and simplified
- **Filters in aircraft:** The air on board our aircraft circulates vertically and passes through highly effective filter systems, ensuring a complete air exchange within a few minutes. Thus, the excellent air quality, in combination with wearing a face-nose cover, offers such a high level of protection that it is not essential to maintain minimum distances to passengers in neighboring seats
- **Cabins are thoroughly cleaned before and after each flight:** Surfaces in aircraft (e.g. armrests, seat belts, seat belt fastenings/buckles, tables and toilet door handles) are being thoroughly cleaned using certified cleaning products

[Protective measures during the journey at-a-glance](#)

FlyingReporter: Accompany our reporter on his flight

Whether at the airport or on board – some things have changed quite a bit when flying. What exactly? Find out together with our reporter Bastian, who is checking out what it is like to fly in times of the Coronavirus for you.

[Watch video](#)

LUFTHANSA GROUP

The most important thing for us is for our passengers to feel safe and comfortable on board. #WeCare is therefore not just an empty promise, it is what we do- we care about our passengers!

We hope to welcome you and your travelers back on board soon.

Yours sincerely,

Your Lufthansa Group airlines Team

Corporate headquarter: Deutsche Lufthansa Aktiengesellschaft, Venloer Str. 151-153, 50672 Köln, Deutschland
Registration: Amtsgericht Köln, HRB 2168
Chairman of the supervisory board: Dr. Karl-Ludwig Kley
Executive Board: Carsten Spohr (Chairman), Thorsten Dirks, Christina Foerster, Harry Hohmeister, Dr. Detlef Kayser, Dr. Michael Niggemann

Austrian 



Lufthansa

 **SWISS**



brussels airlines

Eurowings 