



## Your pre-flight checklist

We are looking forward to welcoming your customers back on board soon. We wanted to get in touch to let you know a few important details before they fly as things may feel a little different for them when they travel. We've introduced some extra measures to look after their health and safety at every stage of the journey to help them fly safe and fly well with us.

In order that we as an airline, and your customers meet regulatory requirements in many countries we fly to we do need to communicate the below information to them prior to travel. Where we have customer information we will send a direct service led communication highlighting this but where we do not have this information please ensure you communicate these details to them prior to travel.

### Your pre-flight checklist

It's important you fill out our pre-flight health questionnaire [here](#), every time you travel with us. This is to confirm that you're symptom free and safe to fly before you head to the airport.



Carefully review the latest safety measures or travel restrictions at your destination [here](#) - you may need to take action up to 72 hours before you fly.



Before you travel to the airport, check [here](#) for any temporary terminal changes, including at London Heathrow.



We require all passengers to wear a face mask or face covering throughout your journey, including at the airport. Your onboard personal Health Pack will include face masks, but if you prefer to wear your own, please bring it with you. There are some [exemptions](#) in place.



Continue to [check](#) the latest travel advice from the UK Government and Foreign & Commonwealth Office (FCO).



If you have a connecting flight with one of our partners, rest assured they have similar measures in place to ensure your health and safety. You can find out more [here](#).

### What to expect when you fly

On top of the changes in place for your safety (you can see everything we've been doing [here](#)), you can count on the highest standards of service from our team, who will do everything to make your journey comfortable and enjoyable.

We've redesigned our food and drink service to limit interaction for your wellbeing. It's been prepared with the highest possible standards of hygiene in mind. While it may look a bit different, you'll still have some delicious dishes and drinks to choose from.

We also want to let you know that we may have to change your assigned seats before the flight. This is for the comfort and safety of all our customers flying on the day to provide additional space between customers from different households where possible. If you are travelling in a group, we'll still make sure you're all able to sit together.

We hope you're looking forward to flying again as much as we are. Thanks for putting your trust and confidence in us. We're excited to welcome you onboard very soon.