



#HOLIDAY2020 – How we prepare for safe travel during Covid-19



We will be as prudent as necessary and as open as possible!
Travel builds on trust and we will put health and safety first. When tourism kicks in again we are going to have the right measures in place, and that's why we are thinking about safe travel now.



Flights

AT THE AIRPORT

Personal distancing, paperless ticketing, temperature checks, additional staff

CLEAN AIR ONBOARD

Highly effective air filtering systems with air flowing vertically ensures good air quality

BOARDING

Announcements, requirement to wear face masks, staggered boarding in small groups, no lines in jet bridges and aisles

SERVICE ONBOARD

Pre-order and cashless payment for food & beverages, seats assigned apart as much as possible on flights with lower occupancy

AFTER ARRIVAL

Staggered deboarding, more transfer busses, distancing at baggage belts and passport controls, frequent deep cleaning



In Destination

MEET & GREET

Provide relevant information digitally and upfront to ensure smooth Meet & Greet on arrival.

TRANSFERS

Increased hygiene measures for every journey plus more frequent cleaning and increased offering of private transfers.

ACTIVITIES AND EXCURSIONS

Increased availability of outdoor activities, smaller groups and private tours as well as domestic products.

SERVICE

Digital services to reduce unnecessary touchpoints, apply social distancing and hygiene measures in personal interaction.



Hotels

INCREASED HYGIENE STANDARDS

Increased Covid-19 hygienic & cleaning standards, increased disinfection points, implementation of 1.5-2m safety distance, extensive training of hotel staff

ADAPTED FOOD CONCEPTS

Less tables per restaurant, adapted opening hours, serviced buffet instead of self service buffet, open air seating space to be prioritized

ENTERTAINMENT

Alternative evening programme at spacious outdoor area, no night clubs, Kids' Club according to regulations in source market and destination

ACTIVITIES

Team sports replaced by other activities (e.g. tennis instead of soccer), less participants but more frequencies, spa areas with limited offers, saunas closed



Cruises

BOARDING

Health questionnaires, screening pre-boarding (for crew and guests, e.g. temperature scan), staggered boarding.

CAPACITY

Restart with lower occupancy rates (until 31 Aug max. 1,000 guests) – allowing for more distance in public areas

PORTS

Joint procedures with port authorities for handling possible Covid-19 cases

AT SEA

No self service restaurants, every third seat occupied in theatre's, max of 10 in Kids' Club, limited guests in Spa and Gym

HYGIENE & SAFETY

OPP-Level 3 (cleaning of frequently touched surfaces every 30 minutes), Covid-19 testing devices on board, additional health staff on board