



OUR HEALTH & SAFETY COMMITMENT

THE PROMISE OF A SAFE TRIP

Your comfort, health and well-being have always been at the heart of our concerns. At a time when an unprecedented health crisis is affecting the entire world, we have implemented exceptional measures to guarantee you a safe trip.

BEFORE DEPARTURE

Make sure you are aware of the rules to be respected in your destination country and don't forget to pack:



Several surgical masks for the entire duration of your trip.



Disposable tissues (to place your mask on if necessary).



Hand sanitizer (<100ml).



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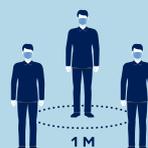
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AT THE AIRPORT

AT CHECK-IN



You must wear a **surgical mask**, to protect yourself and others.



Special signage, announcements and floor markings remind you of the **physical distancing measures**.



All check-in counters are equipped with **Plexiglas protective screens**. Check-in counters and self-service kiosks are **disinfected regularly**.

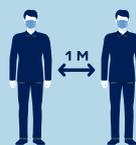


Hand sanitizer is also available.

AT BOARDING



You must wear a **surgical mask**, to protect yourself and others.



Special signage and announcements remind you of the **physical distancing measures**.



As a preventive measure, **contactless body temperature checks are carried out on all passengers**.



Our boarding procedures have been reorganized to limit contact on board. We first board customers sitting at the back of the aircraft, moving up to those at the front.



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ON BOARD



You must wear a **surgical mask**, to protect yourself and others.
Use a tissue to dispose of the mask in the toilet wastebasket.



Our aircraft are equipped with an **air recycling** system consisting of HEPA «High Efficiency Particulate Air» filters identical to those used in operating theatres, which trap **99.9% of particles**. The air in the cabin is therefore renewed **every 3 minutes**.



Before each departure, all our aircraft are **thoroughly cleaned**:

- **vacuuming** of all carpets, seats and headrests,
- **cleaning of all contact surfaces**: tables, armrests, entertainment screen, remote control, baggage racks, windows & toilets,
- **systematic renewal** of all blankets **in a protective plastic wrap**

The cabins are regularly completely **disinfected** with an **approved disinfectant spray**.



Our in-flight service has been adapted to limit contact as much as possible:

- on domestic flights and short flights in Europe, **the food & beverage service has been suspended**.
- on long-haul flights, we are limiting cabin service, with dishes served in **sealed or individually wrapped containers**. Snacks may be served in our «Bon Appétit» bags and the second meal service at the end of the flight may not be available.



AIRFRANCE 
duty free



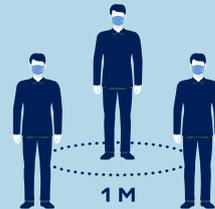
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ON ARRIVAL



You must wear a **surgical mask**, to protect yourself and others.



Before leaving the aircraft, specific announcements are made on board to facilitate disembarkation and promote **physical distancing**.



In the baggage arrival area:

- special signage, announcements and floor markings remind you of the **physical distancing measures**,
- **hand sanitizer** is also available.