

# Your Travel-Briefing

A GUIDE FOR SAFE TRAVEL

We look forward to welcoming you back on board your Austrian Airlines flight in a few days.

You assuredly have many questions about your journey. We have taken comprehensive precautions to ensure your comfort and safety. Please see below to help prepare you for your flight.

We wish you a warm welcome back!

Your Austrian Team





# 01. Before your flight (1/2)



Please review and observe the current [entry requirements](#) for your destination as well as the regulations at the departure and destination airports. The current entry requirements for Austria can be found [here](#).



We strongly recommend to check in for your flight via our digital and mobile services on our [website](#) or via the [Austrian App](#)



For your safety and your fellow passengers, please check that you are not experiencing any common Covid-19 symptoms including fever, cough, and loss of taste.



Store your [contact details](#), so that we can contact you during your trip if necessary.





# 01. Before your flight (2/2)



Many authorities and airports have introduced restrictions on the amount & size of carry on luggage due to the current situation.

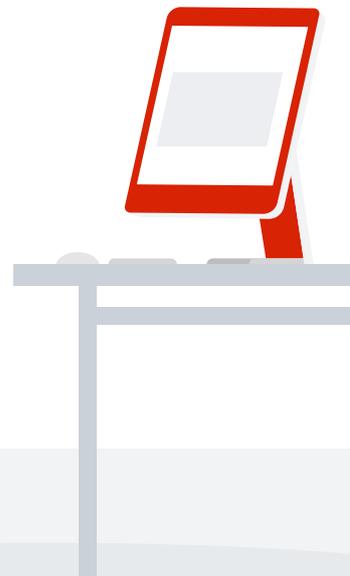
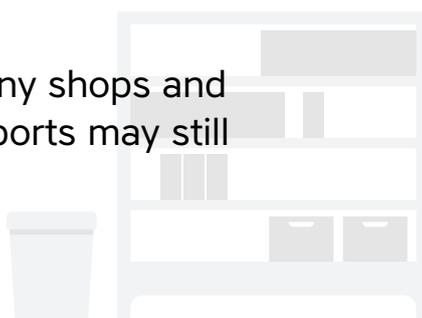
The less baggage you carry-on will result in a reduction in waiting times and less follow-up checks at the security checkpoint. The boarding and de-boarding process will be faster and frictionless.



Due to the current Corona Ordinance of the Austrian Federal Government, masks in the form of a surgical mask or a simple mouth-nose protection or a community mask are compulsory during your journey with Austrian Airlines until further notice. Higher classified masks, such as FFP2 masks or FFP3 masks, can be worn in any case as long as they do not have a valve. Please note that visors (face shields) may not be worn as a substitute for mouth-nose protection on our flights. On long-haul flights, we recommend you to bring several masks and change them as necessary (in case of moisture penetration). The mask requirement on board also applies if you are vaccinated.



Keep in mind that many shops and restaurants at the airports may still be closed.





## 02. At the airport



Please wear your face mask at all times while at the airport.



Use the hand sanitizers that are available.



Please check in for your flight via our digital and mobile services on our [website](#) or via the [Austrian app](#).



Check in your bags with our contactless self-service kiosks.



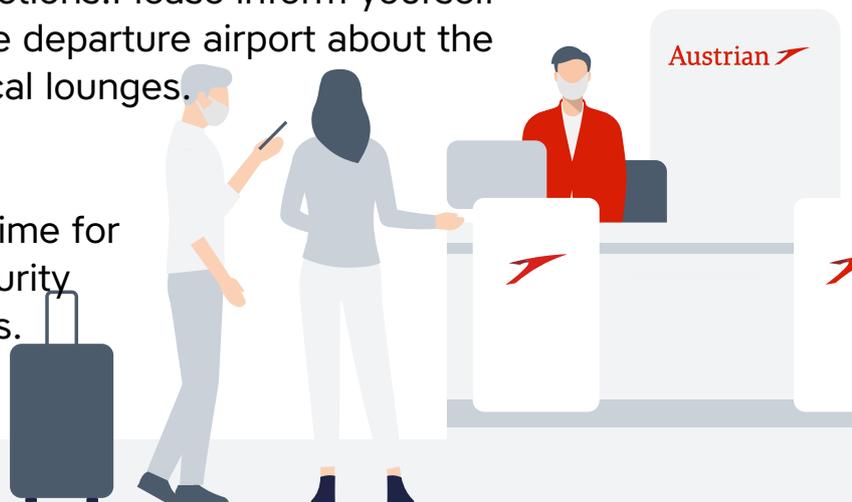
In order to make handling easier, we ask you to check in your hand luggage free of charge. Every piece of hand baggage that complies with the regulations may be checked in at no charge - even with a light tariff.



Due to national legal requirements and restrictions in connection with the coronavirus, airport lounges are subject to changed opening hours and temporary closures or service reductions. Please inform yourself directly at the respective departure airport about the opening hours of the local lounges.



Please allow additional time for the modified airport security and screening processes.





## 03. Boarding and once on board (1/2)



Wait until your boarding group is called.



Use our automatic boarding gates for contactless boarding.



(1) Our cabins will have been thoroughly cleaned before and after each flight. The frequency and intensity of the cabin cleaning has been increased with particular attention given to tray tables, armrests, seat belts, lavatories and door handles.



Upon boarding we will provide you with disinfectant wipes. Please only use the disinfectant wipes provided by us for cleaning the surfaces in and around your seat.





## 03. Boarding and once on board (2/2)



**(2)** Wear your mouth-nose protection at all times while on board, just as our crew members do. Please note that on Lufthansa Group Airlines flights, face shields may not be worn as a replacement for nose and mouth protection, as they only block droplets emitted directly to the front, still allowing air flow out the sides. Thus, they provide non-comparable protection. The mask requirement on board also applies if you are vaccinated.



**(3)** Our air filter supplies a complete exchange of fresh air approximately every three minutes. The resulting excellent air quality, in combination with a face mask, offers so much protection that it is not essential to maintain minimum distances to passengers in neighboring seats



**(4)** In order to minimize contact between people on board, our current in-flight service has been adapted and simplified.





## 04. Deboarding and upon arrival



Please consider your fellow passengers and maintain social distancing upon leaving the aircraft.



Please review and observe the current entry requirements for your destination as well as the regulations at the departure and destination airports.

