

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.



We strongly recommend to check in for your flight via our digital and mobile services on our [Website](#) or with 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. At check-in, please confirm that within the past 14 days, you have not been in contact with anyone testing positive for Covid-19 nor tested positive yourself.





01. Before your flight (2/2)



Store your contact details, so that we can contact you during your trip if necessary.



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.



Don't forget to bring your own face mask. On long haul flights, we recommend you to bring several masks so that you can switch if necessary (once they get damp).

You may also bring hand sanitizer if you wish, but please make sure to adhere to the regulations for traveling with liquids in your carry-on luggage.



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 with the [Austrian app](#).



Check your bags with our contactless self-service kiosks.



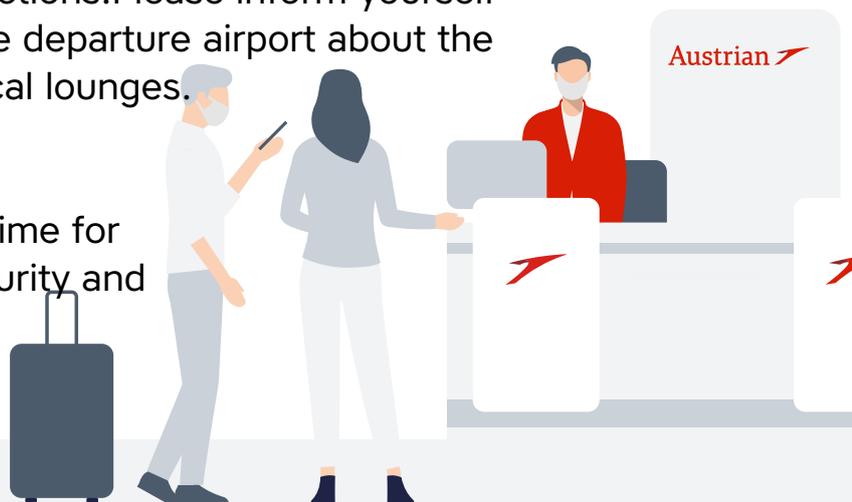
In order to make handling easier, we ask you to check in your hand luggage free of charge. Every piece of hand baggage that complies with the regulations may be checked in at no charge - even with a light tariff.



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 face mask 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.



(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. De-boarding 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.

