

Safe & smooth travel during the covid-19 pandemic

1 Prepare your trip



- Make sure to bring a **valid passport or ID** to the airport. You do not need an additional covid-19 document.
- **Standard rules** apply for all liquids and gels in your **hand luggage**. **Face masks** are compulsory for anyone over the age of 12 so don't forget to pack them.
- **PRM assistance** needs to be requested at least 48 hours before your flight, through your airline or travel agent. The PRM team will wear extra protection.
- Arrive at the airport **2h** before your flight if you're travelling within Europe and **3h** if you travel outside Europe.

3 Body temperature check



- The check for **departing passengers** will take place just outside the departure hall and for **arriving passengers** just prior to the luggage reclaim hall.
- With a body temperature of more than **38°C** you can be denied access to the terminal.

2 Airport accessibility



- **P1, P2, P3, discount** and the **reservation zone** are open. Clear signage is provided in the car parks. Wearing of a face mask is mandatory.
- Our free **drop off** zone (10 min) stays available.
- If you're not travelling, changing your booking or working at the airport, you are **not allowed in the terminal** building.
- **Disinfected trolleys** are at your disposal when you arrive at the airport.
- **Train & bus** run according to the normal timetable. Remember to wear a face mask when using public transport.
- **Taxis** are available, the drivers use sanitizer and wear a face mask.

4 Check-in



- You can either check-in **online** (preferred) or at the check-in desk.
- The check-in desks are equipped with **glass screens**.
- You can still withdraw money from the **ATMs** in the departure hall.

Golden Rules



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5 Security screening

- Keep your **boarding pass** ready to be scanned.
- Place all your items - smartphone, keys, plastic bag with liquids and gels,... in the **disinfected security tray**.
- Leave your **face mask on** when passing through security screening.
- Keep **social distancing** (1.5 m) in mind while waiting in line.

6 Border control

- **Pier A** is **open** again. This means you will only have to go through border control when you travel from Pier B as usual.
- Make sure you have all **travel documents** at hand.
- During the actual check at border control you're allowed to **remove your face mask**.
- **Automated border control** is not available at the moment.

7 Your journey towards the gate

- **Lounges** are temporarily **closed**.
- **Hand sanitizer dispensers** are available at different locations throughout the airport.
- **Seating** at the gate is available with respect for social distancing.
- For health reasons water fountains will be removed. Buy your **travel water** (0,50l) for only 1€ after screening.
- **Contact-free payment** is recommended in our shops & restaurants.
- Keep a distance of **1.5 meter** while shopping and wear a face mask.
- You can take out **food and drinks** on several locations.

8 Boarding

- Keep your boarding pass and **travel documents** at hand.
- Be at the gate **30 min before departure** time.
- Respect the **social distance** while boarding.
- Check your **airline's website** to learn more about the measures that apply during your flight.

Golden Rules

