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 2.5h before your flight if you’re travelling within Europe and 3.5h if you travel outside Europe.
• The airport will introduce systematic body temperature checks for all passengers. 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 working or travelling, 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.

3 Check-in

• You can either check-in online (preferred) or at the check-in desk.
• The check-in desks are equipped with Plexiglass screens.
• You can still withdraw money from the ATMs in the departure hall.
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4 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.

5 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.

6 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.
- **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.

7 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
- **Wear a face mask**
- **Keep your distance** (1.5 m)
- **Wash your hands**