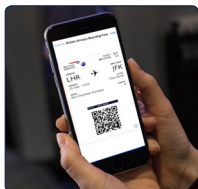


# LOOKING FORWARD TO WELCOMING YOU BACK ON BOARD

In the past few months, we've all been missing the people and places we love. When the world opens up once more, we are ready to welcome you back on board. You'll see changes at every step of the journey when you fly with us, with new protective measures on the ground and in the air. Your safety remains at the heart of everything we do.



## PREPARING FOR TRAVEL



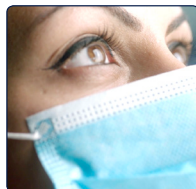
### CHECK-IN

Check in at [ba.com](https://www.britishairways.com) or on the BA app, and download up to eight boarding passes on one device to minimise your contact at the airport



### MAINTAIN DISTANCE

Observe safe distance markers and instructions. Follow the advice of the country's public health and airport guidelines



### FACE MASKS

We require all customers to wear a face mask at all times in the airport and on board. A face mask could last up to 4 hours, so please make sure that you bring enough for the duration of your trip

## WE'RE WITH YOU EVERY STEP OF THE WAY



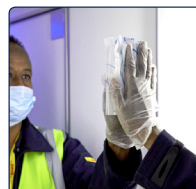
### AT THE AIRPORT

There are sanitising stations throughout the airport and customer touchpoints, plus clear safe distance markers



### AT THE BOARDING GATE

Scan your boarding pass and show our team your passport for a contact-free experience



### KEEPING OUR FLEET CLEAN

Our entire fleet is cleaned from nose-to-tail every day and key surfaces are disinfected after every flight



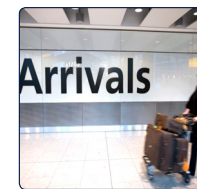
### ONBOARD EXPERIENCE

You will be offered a new food service which will reduce physical contact with our crew



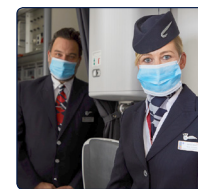
### AIR QUALITY

Cabin air is completely replaced every 2 to 3 minutes, passing through HEPA filters. HEPA filters remove microscopic bacteria and virus clusters with over 99.9% efficiency, equivalent to hospital operating theatre standards



### ARRIVALS AND CONNECTIONS

Observe safe distance markers, and check local airport authority and government websites for any requirements you need to follow if you are connecting flights



### UNTIL NEXT TIME

We're looking forward to welcoming you back on board

Don't travel if you've experienced symptoms of COVID-19 within the last 7 days and still have a high temperature

Keep up to date at [ba.com/welcomeonboard](https://www.britishairways.com/welcomeonboard)

02 July 2020