



## Your Travel Briefing

We look forward to welcoming you back on board your Lufthansa 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 Lufthansa 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. For Germany you will find all information on the Entry & Residence pages of the [↗ Federal Foreign Office](#) website.



We strongly recommend to check in for your flight via our digital and mobile services on our [↗ website](#) or within the [↗ Lufthansa app](#).

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# 01

## Before your flight (2/2)



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.



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. With this said, international authorities in Germany are asking all guests to take only one piece of carry-on luggage through security. Therefore, we ask you to travel with as little luggage as possible.



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 ↗ [Lufthansa app](#).



Check your bags with our contactless self-service kiosks.



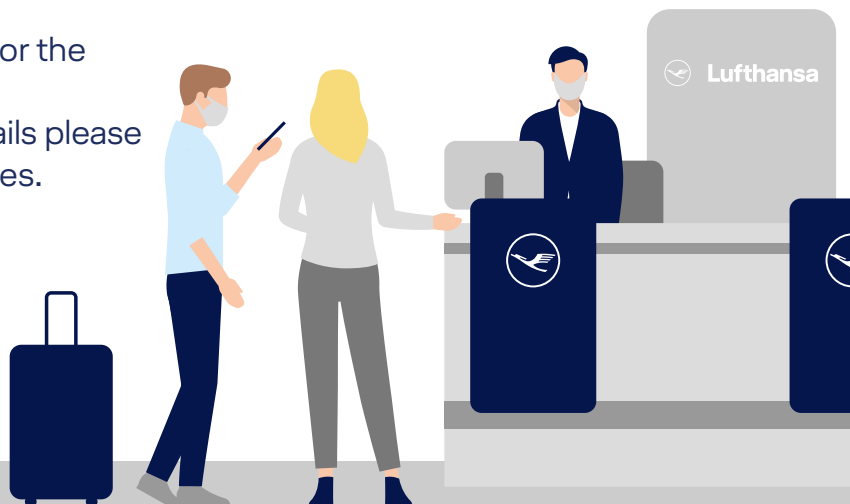
Due to new regulations at the aviation security checkpoints in Germany, you are currently only allowed to carry one piece of hand luggage. Lufthansa has adapted our ↗ [baggage regulations](#) for you so that every piece of hand luggage that complies with the rules can now be checked in free of charge – even with a Light Fare.



The use of (Lufthansa) Lounges at this time is limited. Please refer ↗ [here](#) for available open lounges.



Please allow additional time for the modified airport security and screening processes. For details please check relevant airport websites.



# 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 <sup>7</sup> 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.

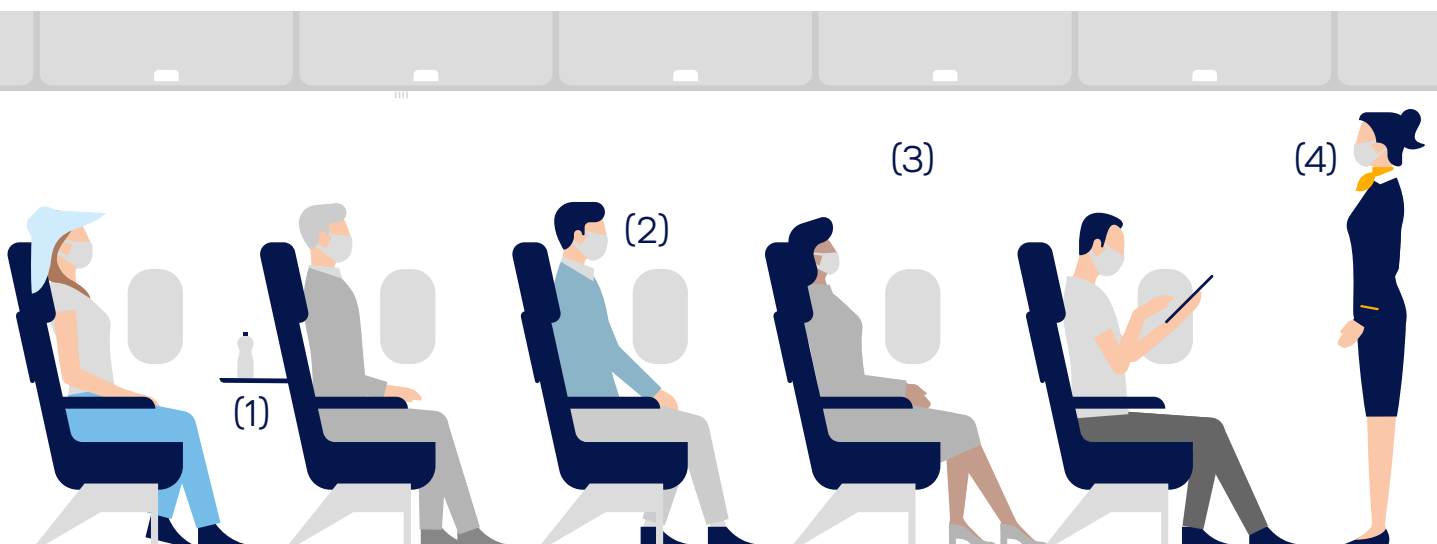


Upon boarding we will provide you with disinfectant wipes. Please only use the disinfectant wipes provided by us for cleaning the surfaces in and around your seat.



(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.

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# 03

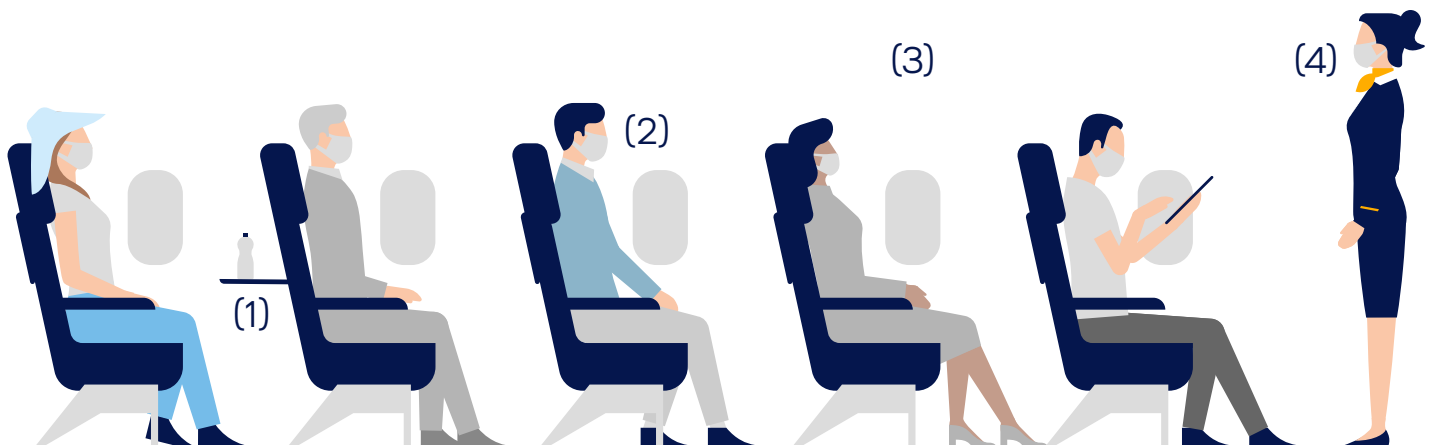
## Boarding and once on board (2/2)



(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. All information on our simplified services can be found ↗ [here](#).



# 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.

