

# YOUR TRAVEL BRIEFING

## Our measures for carefree travel

We look forward to welcoming you back on board your Brussels 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 Brussels Airlines Team

# 01

## Before your trip & upon arrival (1/3)



### Check the relevant country regulations

Please review and observe the current entry requirements for your destination as well as the regulations at the departure and destination airports (including transit countries). ↗ [You can find more information on our travel regulations page.](#)

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# 01

## Before your trip & upon arrival (2/3)



### We recommend to check in online

Please check in for your flight via our digital and mobile services on ↗ [our website](#) or with the ↗ [Brussels Airlines app](#), prior to departure of your flight. ↗ [More info on check-in options](#)



### Are you in good health?

In case you or any accompanying passenger are feeling ill, please contact our Service Centre for a rebooking. ↗ [More info on our flexible rebooking options](#)



### Are your contact details up to date?

You can add or update your contact details via ↗ [My Booking](#), so we can inform you about any relevant updates concerning your flights.



### Strict allowances for hand baggage

In order to enable social distancing on board to a maximum, the hand baggage allowance will be strictly applied. On European flights, you can check in your hand baggage for free. ↗ [More info on hand baggage](#)

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# 01

## Before your trip & upon arrival (3/3)



### Bring your own face mask

Wearing a face mask on board of our flights is mandatory as from the age of 6 years. In addition, Brussels Airlines recommends that passengers wear their mask throughout the entire journey, i.e. also at the airport. Don't forget to bring along a sufficient number of face masks for your entire journey. ↗ [Watch our video](#)



### Meet & greet is not allowed

At Brussels Airport, meeting and greeting inside the airport building is not allowed. Exceptions are allowed for medical cases and guests requiring assistance.



# 02

## At the airport (1/2)



### Mandatory face masks throughout the journey

Wearing a face mask on board of our flights is mandatory as from the age of 6 years. In addition, Brussels Airlines recommends that passengers wear their mask throughout the entire journey, i.e. also at the airport. Please keep in mind to take along a sufficient number of face masks to cover your entire journey.

↗ [Watch our video](#)



### Enhanced measures at Brussels Airport

- Temperature checks by means of a walk-through procedure
- Plexiglass protection at the different counters
- Vending machines for face masks
- Floor stickers & courtesy lines for social distancing
- Self-scanning devices enabling touchless pass-through
- Hand sanitizers throughout the airport
- Additional cleaning and disinfection of touchpoints and toilets



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# 02

## At the airport (2/2)



### Limited lounge availability

The Brussels Airlines lounges are temporarily closed. The lounges in other airports will be opened gradually and/or operate with limited availability, in line with the regulations of the respective countries.



### Reduced physical contact at ticketing & check-in

Only electronic payments will be possible. We invite you to check in online and to use the self-scanning devices as much as possible. ↗ [Watch our video](#)



# 03

## On board, boarding and de-boarding (1/2)



### Adapted boarding & de-boarding processes

To avoid queuing in the aisle and boarding bridge, boarding and de-boarding will happen row by row.



### Reduced physical contact at gate counters

We invite you to use the self-scanning devices as much as possible. ↗ [Watch our video](#)



### HEPA air filters are available on all our aircraft

HEPA filters are standard on all Brussels Airlines aircraft and ensure a permanent filtering of the cabin air. The efficiency of these filters guarantees 99,97% of air filtering which is comparable to the air quality in hospital operation rooms. ↗ [Watch our video](#)

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# 03

## On board, boarding and de-boarding (2/2)



### Mandatory face mask covering mouth and nose

Wearing a face mask on board of our flights is mandatory as from the age of 6 years. ↗ [Watch our video](#)



### Enhanced hygiene measures on board

- Additional routines for aircraft cleaning and disinfection. ↗ [Watch our video](#)
- Disinfectant wipes and hand sanitizing service for all guests.
- Non-essential items such as paper, magazines and hot towels are no longer available.



### Adapted in-flight services

- On our European flights, the buy-on-board service has been temporarily stopped. At Brussels Airport, a limited number of food & beverage shops are open.
- On our flights to Africa and the USA, we offer an adapted meal service whilst duty-free sales have been stopped until further notice.



