



Let's Get Ready to Travel
What you Need to Know
Before you Go

ADELMAN

Updated as of June 11, 2020


Introduction

The COVID-19 pandemic has redefined everyday life, introducing phrases like social distancing into daily conversation and flipping the switch on virtual workplaces around the globe. Businesses from small companies to big-name brands are all fighting to adapt to the sudden changes and, most importantly, anticipate the “**new normal**” that will last long after the crisis has waned.

While **recovery forecasts and projected trends** vary by industry and region, corporate travel has already begun to witness a shift in preparation for the post-pandemic future. At the forefront of this evolution, the **safety and security** of employees as part of a concentrated focus on health management.

In today’s globally connected environment, not only are all travelers first and foremost employees, but all employees should be viewed as potential travelers necessitating the same level of **health and safety care**.





Recommend Resources for Traveler Advice, Wellness & Safety

World Health Organization
(WHO)

AIRLINES.ORG

Transportation Security
Administration (TSA)

International Air Transportation
Association (IATA)

Centers for Disease Control
(CDC)

FAA.ORG

The New ‘Normal’ of Traveler Safety

At its core, travel can be defined by two aspects: **connections** and **experiences**. Whether a corporate traveler or a vacationing tourist, travel makes connections possible and those connections define the resulting experience.

For today’s travelers, both how they connect with others and how they experience travel are rapidly changing as a result of the COVID-19 pandemic. New safety and sanitation measures mean less person-to-person interactions and—the silver lining—a greater focus on the **safety and wellness** of the traveler. This is particularly apparent on the frontlines as airline agents, hotel housekeeping staff, and transportation crews follow a pandemic protocol built to last beyond the transition stage and carry over into the “**new normal**” of future travel.

Rules and restrictions continue to change, but we’re ready to walk you through the **travel journey** and the **safety measures** you may encounter once your travel fully resumes.

1 **At the Airport**

2 **On the Plane**

3 **In the Car**

4 **At the Hotel**

5 **On the Train**


5 **Preparing to Travel Again**

Adelman is committed to providing our clients with the most reliable and up-to-date information. We are committed to updating and refreshing information aligned with suppliers, health officials and government organizations updating their health, safety, employee and customer guidelines.



Airline Travel





What's the best way to get to the airport?

If you need to take a car service like **Uber or Lyft**, you should remember that those companies are **not allowing ride shares** (so you can expect to pay more for your ride). Uber and Lyft are **requiring that all passengers and drivers wear masks**. The companies said they are also providing cleaning supplies to as many drivers as possible.
(updated as of May 27, 2020)

Many airports around the country have **changed their drop-off, pickup and parking procedures** to encourage people to keep moving. Make sure you know what your airport's current policies on drop-off and parking are. Most airports have created pages with **Covid-19 updates**. Many airports have closed their long-term parking lots, but are keeping daily and hourly garages open.

Most **airports** have adjusted their rules to **allow only ticketed passengers** and people helping them check in to enter terminals, so take that into account when planning who will accompany you.

Airport Check-In

DOWNLOAD ADELMAN'S AVA MOBILE APP FOR AIRLINE
CHECK-IN & TOUCHLESS BOARDING

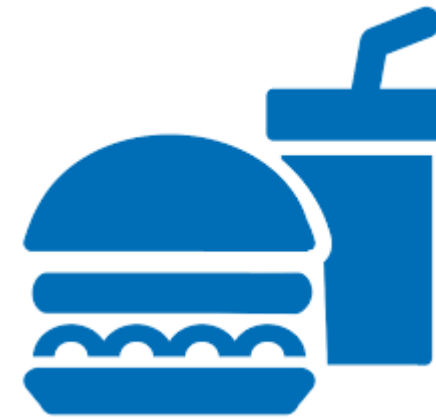
- Airlines are shutting **down self-service kiosks** and have rolling out **touchless kiosks** that allow customers to print bag tags using their own devices to scan a QR code.
 - Most airports have increased **hand sanitizer stations** throughout the airport as well as the regularity with which they are cleaning.
 - Many **airport shops may be closed**, and **not all airlines are serving food on flights**.
 - Most airports are **discouraging the use of cash**. You may want to make sure you have a **tap-to-pay card** or have set up **contactless payments** like Apple Pay on your phone.
- **American Airlines** is advising that they have temporarily closed or consolidated their **premium clubs and lounges**, and operating hours for those that are still open are subject to change.
 - Delta Airlines is also **consolidating gate operations and check-in counters** at larger airports including Atlanta, Los Angeles and New York's LaGuardia and JFK airports.
 - As part of a new check-in procedure on the airline's website or app, **Frontier Airlines** is now requiring passengers to accept a **health acknowledgement** confirming that they have taken their temperature and have no fever, no one in their household has exhibited COVID-19 symptoms in the last 14 days

New TSA Rules

TRANSPORTATION SECURITY ADMINISTRATION UPDATED
SAFETY MEASURES MAY 21, 2020



All travelers encourages to wear face protection, but be prepared to have to remove it briefly during the screening process and when you present your boarding pass/ticket. **Be sure to have your mask on when checking in, boarding, on your flight, and deplaning.**



Any and all food should be kept in a clear plastic container or clear plastic bag. TSA suggests separating the food from carry-on items as to not set off any triggers during screening and help the process move along more smoothly. TSA Precheck members do not have to remove any items from their bags.



Do not hand your boarding pass or ticket to a TSA agent. Have your mobile or hard copy ticket ready to place on the reader, yourself. Upon scanning, hold up the boarding/mobile pass to show the agent and allow them to give you the “**okay**” to proceed.



Do not have any items in their carry-on baggage that aren't allowed or the proper 3.4 oz. size. However, TSA is now **allowing passengers to travel with hand sanitizer that's up to 12 ounces in their carry-on.** You will be required to remove the hand sanitizer to have it screened.



TSA also advises travelers not to panic if their driver's license or state-issued ID expired on or after March 1, 2020, as officers will accept expired driver's licenses or state-issued ID up to a year after expiration.

More Changes to Expect from TSA



- **Condensed security lane usage** due to the smaller numbers of people traveling.
- All TSA officers will be wearing **masks** and **gloves**.
- TSA officers optionally wearing **eye protection** and **clear plastic face shields** at some locations.
- TSA officers will **change gloves** after each pat-down.
- **Plastic shielding was installed** at many travel document check-in podiums, bag search, and drop-off locations.
- TSA officers will be **practicing social distancing** (6 feet of separation or more).
- TSA will practice routine **cleaning** and **disinfecting** of frequently touched surfaces in screening checkpoint areas.
- Changes in the airport will make security lines to take much longer to get through because of **social distancing**. **Be sure to be as prepared** as you can to ensure you won't have to go through more than once.

Traveler Wellness & Safety Recommendations

- ✓ Comply with face covering guidelines and wear the covering over your nose and mouth.
- ✓ Wash your hands with soap and water often for at least 20 seconds.
- ✓ If soap and water are unavailable, use an alcohol-based hand sanitizer with at least 60 percent alcohol. (The TSA allows one liquid hand sanitizer container up to 12 ounces per passenger in carry-on bags.)
- ✓ Avoid touching your eyes, hands and mouth.
- ✓ Cover your mouth and nose with your bent elbow or tissue when coughing or sneezing.
- ✓ Stay home if you are sick.



Enhanced Wellness & Safety Procedures – Airlines

U.S. airlines are committed to helping protect the safety and wellbeing of passengers and employees and have been implementing [enhanced cleaning procedures](#) that meet – and frequently exceed – guidelines from the Centers for Disease Control and Prevention (CDC).



Requiring face coverings.



Using HEPA filtration systems.



Sterilizing with electrostatic sprayers and foggers.



Sanitizing counters, kiosks and gate areas.



Disinfecting surfaces like arm rests and seat buckles.



Reducing touchpoints like beverage service.

The International Air Transport Association, laid out [a “road map”](#) for restarting aviation last month. It recommended “layered” measures that would be “globally implemented and mutually recognized by governments.”

These included preflight passenger contact tracing; temperature screening as travelers arrived at airports; use of masks by passengers; masks and personal protective equipment for airline and airport staff; self-service, touchless options for check-in and baggage drop-off; and electronically processed customs procedures.

Safety Updates American Airlines



AA - Traveler Safety & Wellbeing
Handout

- Beginning in May, American required flight attendants to wear masks and passengers are **required to wear face masks** when flying on the airline.
- To comply with social distancing guidelines, American has **updated food service and seat assignment procedures through May 31, 2020**. They have limited food and drink service depending on the length of the flight, though passengers are still allowed to bring certain food and drinks onboard.
- American has opened certain seating on their **seat maps** and closed access to other seats in order to provide more spacing between passengers. However, gate agents may need to move passengers at boarding to comply with social distancing recommendations.

Safety Updates



Delta Airlines – A Higher Level of
Clean

- Delta has implemented new procedures that will stay in effect through June.

Their efforts include:

- Reducing the total number of passengers per flight
 - Boarding only 10 passengers at a time and modifying the boarding process so passengers with assigned seats at the back are boarded first
 - Blocking middle seats on all flights
 - Suspending automatic advance Medallion complimentary upgrades. Instead, upgrades will be handled at the gate allowing the gate agent to take social distancing into consideration.
 - Limiting food and beverage options. The airline encourages passengers to bring their own food and beverages on the flight.
- Delta has begun fogging all flights with high-grade, **EPA registered disinfectant**. Many of their aircraft are equipped with state-of-the-art air filtration systems, which filter air through industrial-grade **HEPA filters**.

Safety Updates



The SW Promise – From Check-In to
Deplaning

- Southwest has **suspended all onboard beverage and snack service** until further notice with the exception of one can of water on request.
- Southwest puts all aircraft through a meticulous, **six-hour cleaning** every night. The overnight cleaning process has been enhanced to include the use of hospital grade disinfectant, which was previously used in the lavatories, throughout the entire aircraft.
- All Southwest aircraft are equipped with **HEPA filters**, which filter out airborne particles as the air onboard is recirculated with outside air, and a complete exchange of air and outside air is accomplished every three minutes. Additionally, the airline has begun using **electrostatic sprayers** to treat aircraft with disinfection and antimicrobial solutions.

Safety Updates



United Airlines CleanPlus

- United, which employs their own **full-time, medical director**, has employed the following new standards for in-flight safety:
 - The airline is the first major U.S. carrier to require all flight attendants to wear a face covering.
 - Requiring **passengers to wear face masks**.
 - Introduced an *“all-in-one” snack bag* that includes a wrapped sanitizer wipe, 8.5-ounce bottled water, Stroopwafel and package of pretzels. This snack bag replaces the complimentary economy snack and beverage service on domestic flights scheduled for 2 hours and 20 minutes or more.
 - Limited seat selections in all cabins, so passengers will **not be able to select middle seats** or seats next to each other.
 - Is **boarding fewer customers at a time**, back to front of plane, to allow for more distance during the boarding process.
 - Processing Complimentary Premier Upgrades at the departure gate only, in priority order.

Safety Updates

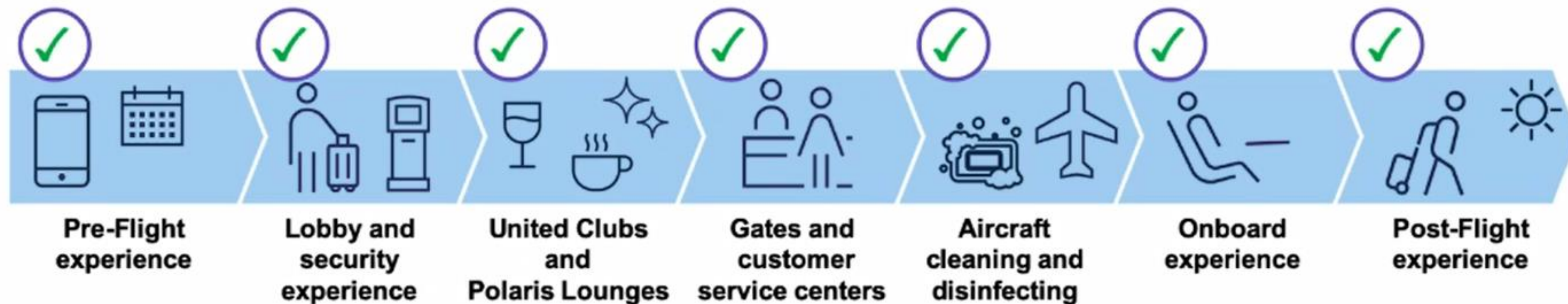


United Airlines CleanPlus

The coronavirus pandemic has brought cleanliness and hygiene standards to the forefront of customers' minds

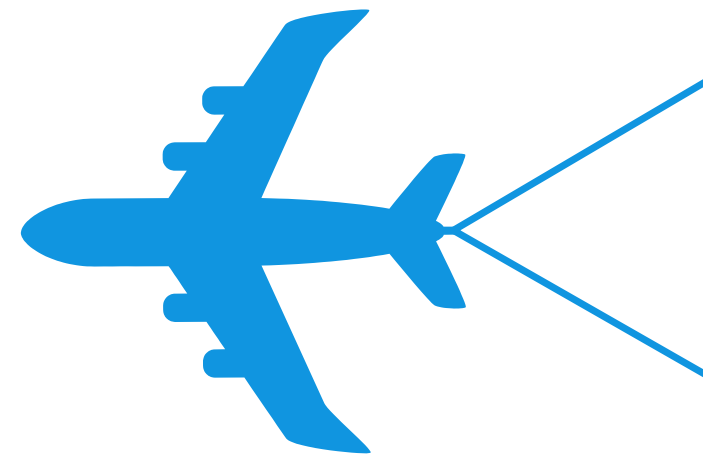


Developed in conjunction with



Airline Safety – Face Masks

Wearing a face mask is mandatory for all domestic and international flights for the foreseeable future.



Acceptable Face Coverings

The [CDC recommends](#) passengers wear a cloth face covering when traveling or in public places. Cloth masks with ties or ear loops are your best option as they can be the most effective at covering your nose and mouth. A cloth scarf or bandana is also acceptable if you cannot make or buy a cloth mask. Be sure to wash your mask regularly to keep it sanitized.

Who Doesn't Need To Wear A Mask?

- Children under the age of 2 years
- Anyone who has trouble breathing
- Someone who is unconscious or incapacitated
- Those who cannot remove the mask without assistance

What Happens If You Forget Your Mask When Flying?

- Some airlines are offering passengers personal health kits which include a single-use mask and/or are likely to have extra masks on hand if a passenger does not have one.

Airlines Requiring Face Masks: (updated as of June 1, 2020)

- Air Canada
- Air France
- All Nippon Airways
- American Airlines
- Cathay Pacific
- Delta Air Lines
- Emirates
- Eva Air
- Frontier Airlines
- Japan Airlines
- Jet Blue
- KLM
- Lufthansa Group
- Singapore Airlines
- Southwest Airlines
- United Airlines
- Wizz Air

Airline Safety – Temperature Checks

As one of covid-19's symptoms is fever, Airlines in North America, Asia, and Europe have announced mandatory temperature screenings for their using biometric screening to speed check-in, security and customs and immigration processes.

(Updated as of June 1, 2020)



- [Air Canada](#), [Air France](#), [Singapore Airlines](#), [Malaysia Airlines](#), [Cathay Pacific](#) airlines announced temperature checks for all passengers.
- [London's Heathrow Airport](#) is carrying out the screenings at some departures.
- Hong Kong has been temperature-screening arriving and departing passengers [since April](#).
- Frontier Airlines [announced](#) that starting June 1, anyone with a **temperature of 100.4 degrees** or higher would not be permitted to fly.
- [Etihad](#) is doing a trial with volunteers at Abu Dhabi International Airport of a contactless, self-service kiosk to measure **temperature, heart** and **respiratory rate**.

Getting back to business travel

On the airplane

As you resume business travel, information will be at the heart of your defenses against COVID-19. Travel managers can provide timely and relevant information, particularly when deploying TMC-backed apps like BCD Travel's TripSource®. We've shared some extra advice and tips you can use throughout your trip to support a seamless and safe experience when away from home.

At the gate

- Check that you have the **appropriate personal protection**, such as a face mask and gloves.
- You may be required to present a **health certificate** or app display to prove you are **fit to travel**.
- Remember, you may be expected to make a **contactless** presentation of your **e-boarding card and ID/passport**.
- **Listen carefully** for announcements, as many airlines board sequentially from back to front. **Know your seat number**.
- **Keep your distance** from other passengers.

Carry on

- Bring a **spare mask, hand sanitizer and wipes** – check if the airline has limits on the sanitizer's alcohol content.
- Carry **your own pen**, for filling in health declaration and other forms.
- **Bring your own food and beverages** – if allowed as carry on – as there may be no or limited onboard service.

During boarding

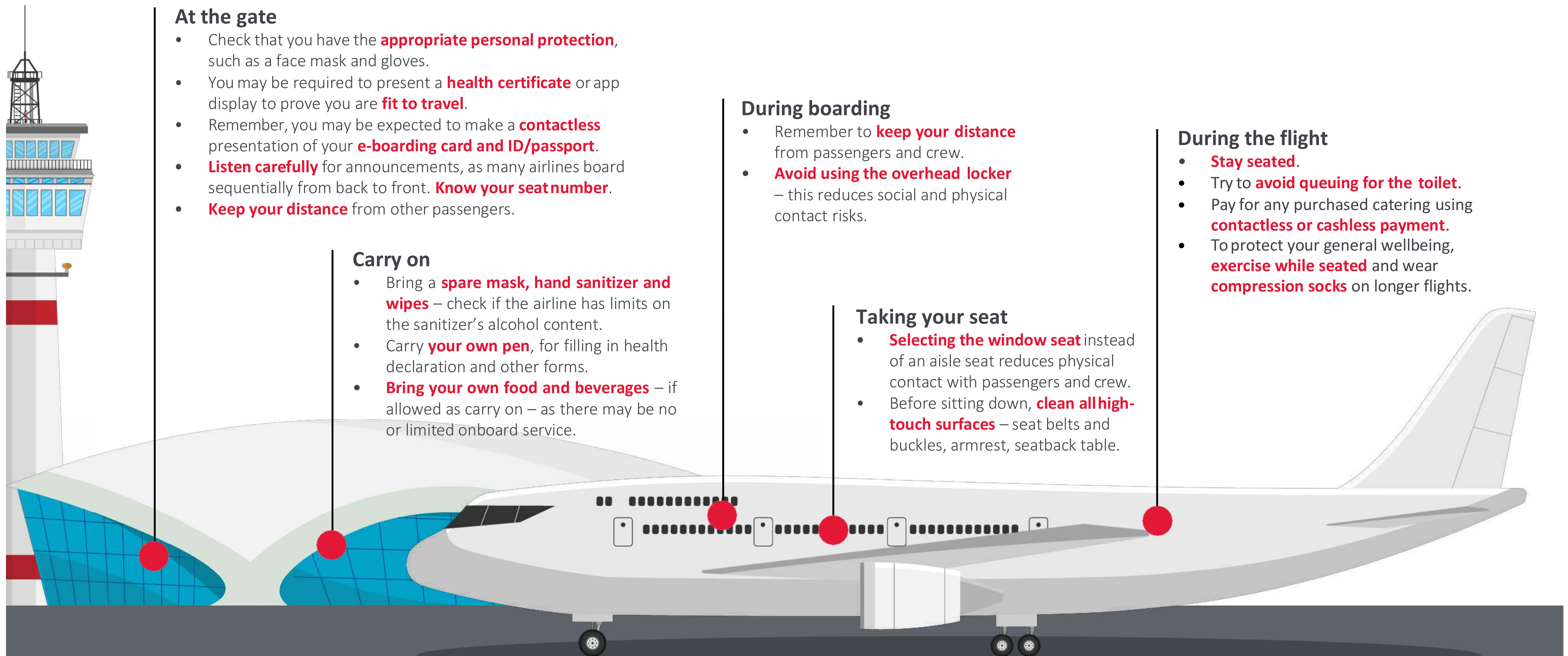
- Remember to **keep your distance** from passengers and crew.
- **Avoid using the overhead locker** – this reduces social and physical contact risks.

Taking your seat

- **Selecting the window seat** instead of an aisle seat reduces physical contact with passengers and crew.
- Before sitting down, **clean all high-touch surfaces** – seat belts and buckles, armrest, seatback table.

During the flight

- **Stay seated**.
- Try to **avoid queuing for the toilet**.
- Pay for any purchased catering using **contactless or cashless payment**.
- To protect your general wellbeing, **exercise while seated** and wear **compression socks** on longer flights.





Ground Transportation

Car Rental Safety

Enterprise Clean
Car Pledge

AVIS Safety Pledge

Hertz Gold Standard
Clean

Updates to rental car cleaning routines

All rental car companies are making customers aware of high-touch points that are getting additional cleaning: the steering wheel, steering column controls, the console, cup holders, touch screens, radio controls and climate controls, all air conditioning vent exhausts, all door handles, lock/unlock controls, all seat belts and buckles, trunk grab handles, gas caps and doors, and key fobs.

Budget and Avis are cleaning each car immediately after each customer return, even before employees get in the vehicle to place it in the lot. **Enterprise** is training its employees to implement new and more comprehensive mandates that include enhanced cleaning guidance for vehicles, shuttles, and branch locations. **Hertz** is marking all cars that have been sanitized with a sticker over the driver-side door, which will only be broken when the car's driver accesses the rental for the first time.

Employees working in branch and airport locations are following the recommendations of the various health authorities to **reduce risk, including limiting the number of employees** in a location and following **social distancing guidelines**.

OSHA Alert on Rideshare Safety

(updated May 14, 2020)

OSHA Rideshare Safety Tips

The U.S. Department of Labor's Occupational Safety and Health Administration (OSHA) issued an alert to help protect people who use rideshare services from contracting COVID-19. OSHA's recommendations include:

- Drivers and riders should wear masks over their nose and mouth to prevent them from spreading the coronavirus
- Rideshare companies should provide alcohol-based hand rubs containing at least 60 percent alcohol for both drivers and customers
- Limit the number of passengers transported at a single time and install plexiglass partitions between driver and passenger compartments where possible
- Routinely clean and disinfect vehicle door handles and inside surfaces with U.S. Environmental Protection Agency (EPA)-approved cleaning chemicals from [List N](#) or ones that have label claims against the coronavirus
- Lower vehicle windows to increase airflow
- Drivers should report any safety and health concerns.

Rideshare Safety

The Uber logo, consisting of the word "Uber" in white sans-serif font on a black square background.A blue rectangular banner with the text "Uber Coronavirus Safety Tips" in white sans-serif font.

Tips for Riders

Before every trip, **riders must also confirm** that they have taken precautions like wearing a face cover and washing or sanitising their hands. They must also agree to sit in the back seat and open windows for ventilation. The maximum suggested number of passengers for an UberX ride has been reduced from four to three.

Accountability and Enforcement

- Uber has stated that it will be **encouraging drivers to cancel trips** without penalty if they do not feel safe, including if the rider isn't wearing a face cover.
- If a driver is not wearing a mask, the rider can cancel the trip without penalty, and report the issue via the app. Uber has added new options for feedback including having no face cover or mask. Drivers and riders who repeatedly violate mask policies risk losing access to Uber.
- Safety education
- Working with the U.S. Centers for Disease Control and Prevention (CDC) and the World Health Organization (WHO), Uber has compiled safety tips and recommendations specifically geared toward ridesharing and food delivery.
- Uber has begun sharing this information with users globally and has stated it will now leverage the tips to educate riders, drivers, delivery people, and restaurants when it learns of unsafe behaviour.

Rideshare Safety



Lyft Coronavirus Safety Tips

Tips for Riders

Lyft is still available across North America (in accordance with official mandates). Lyft has [temporarily paused Shared rides](#) everywhere.

Since the COVID crisis began, Lyft has been following guidance from the Centers for Disease Control and Prevention (CDC), the World Health Organization (WHO), and local officials. They are updating their information regularly about government restrictions, local information, and Lyft's operations. It is recommended you review [local service changes](#) in your region.

Page last updated Tuesday, May 26, 2020

Be a Responsible Rider

The [CDC](#) or [Public Health Agency of Canada](#) are the best places to get updated government guidance. You can also help make your Lyft ride a clean and comfortable environment for everyone by following a few simple tips, per guidance from health authorities, if you need to ride:

- If you feel sick, stay home
- Know your [local government's guidance](#)
- Wear a cloth face covering
- Respect your driver's cleaning supplies, distance, or other safety precautions
- Disinfect and sanitize your hands and frequently-touched surfaces
- Keep the car windows open
- Sit in the back seat

Private Car Service Safety



CHAUFFEUR REQUIREMENTS

- Frequent review of CDC guidelines with chauffeurs and employees
- Daily conversations and close monitoring of chauffeur and employee health
- Require use of personal protective equipment (PPE) including CDC approved surgical masks
- Social distancing guidelines :No passengers in front seat -Remain 6 feet from passengers while outside the vehicle - Limit contact with passenger bags

PASSENGER REQUIREMENTS

- Providing individual units of CDC approved hand sanitizer in all standard passenger vehicles
- Strictly enforcing all public safety guidelines regarding the use of PPE by our passengers including the mandatory use of facemasks where required by law
- Following CDC instructions for social distancing in waiting and staging areas

NEW SERVICE OFFERINGS

- **City-to-City-** Door to door service between cities travelling by car rather than air or rail for a single flat rate
- **Extended As-Directed-** Reserve a vehicle for private use up to 12 hours, assuring no other passenger makes contact with the car in that time
- **Essential Employee Transport-** Safe and clean individual transfers or shuttle routes for businesses that need to move their most valuable assets
- **Health Guard-** Specialized luxury vans customized with cabin filters and dedicated air circulation for passengers and chauffeurs.



At the Hotel

ADELMAN

Hotel Safety

AHLA Safe Stay Hotel Listing

AHLA Safe Stay Employee & Guest
Guidelines

American Hotel & Lodging Association (AHLA) offers the Safe Stay listing, a program of enhanced health and safety protocols designed to prepare US hotels to welcome back guests and employees.

- Many hotel chains including **Hilton, IHG and Marriott**, have announced new cleaning and sanitizing procedures including the use of electrostatic sprayers in some cases.
- **Hilton**, in cooperation with the **Mayo Clinic**, is developing new cleaning protocols, training programs and quality assurance measures to ensure they are providing a safe stay for their guests. Extra cleaning measures include extra disinfection of frequently touched such as light switches and door handles, **increased cleaning in public areas** with an extra focus on fitness centers, and contactless check-in. The chain is also researching new cleaning technologies such as **electrostatic sprayers**.
- **Airbnb** also recently announced new protocols for hosts, including enhanced cleaning and sanitizing guidelines and waiting periods between bookings.

Traveler Wellness & Safety Recommendations

- ✓ Contact the hotel first to find out what it has done to make the space as safe as possible, such as **contactless check-in**, **safe-distancing practices in lobbies** and **common areas**.
- ✓ Ask if the hotel has incorporated **extra cleaning protocols** to **disinfect high-touch surfaces** around the property and in guestrooms.
- ✓ Find out if the hotel **limits the number of people in an elevator** or has incorporated **one-way stairwells** to help keep guests separated.
- ✓ **Decide what's important to you during your hotel stay.** Do you prefer a hotel that offers in-room workouts; dining options (many hotels offer contactless room service, while some have reopened restaurants but limit the number of patrons); or access to a pool.
- ✓ It's best to travel with your own small **disinfectant kit** with “bleach wipes, mini cans of Lysol spray, and latex gloves.
- ✓ **Remove any decorative pillows and quilts**, which may not be frequently cleaned, and consider traveling with an **old sheet that you can throw over a fabric chair or sofa** (with a plastic bag to put it in for the trip home).





Rail Travel

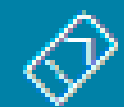
ADELMAN

Rail Safety



AMTRAK Commitment to Safety

Amtrak continues to evaluate current practices and launch **new initiatives** to support personal safety. They are working to **simplify and safeguard** the travel experience as America gradually reopens. Amtrak has added several new cleanliness and convenience measures and continue to leverage a **full-time medical director and public health and safety teams** who have been on the front lines throughout the COVID-19 outbreak., providing expert council and guidance.



When You Book

Trip flexibility: Amtrak is waiving all change and cancellation fees for reservations made by **August 31, 2020**.

Limiting bookings: Amtrak is limiting ticket sales on reserved services to allow for physical distancing while traveling.

Private rooms: Private rooms are offered on many routes; for both short and long distance trips, sleeping cars provide extra space, comfort and privacy.



Station Procedures

Enhanced cleaning protocols: Amtrak has enhanced cleaning and disinfecting frequency and retrofitted protective barriers where necessary. Commonly used surfaces in stations such as door handles, counter tops, seating areas and Quik-Trak kiosks are frequently cleaned with EPA-registered disinfectants.

Facial coverings: Amtrak is requiring all customers and employees to wear facial coverings while in stations.

Preventing overcrowding: Except for the Auto Train, customers are encouraged to arrive only 30 minutes before departure and only 60 minutes if in need of ticketing and/or baggage assistance.



Contact-Free Travel

Cashless service: Amtrak is accepting cashless payments only.

Seamless gate service: To reduce crowds at departure boards, [Amtrak app](#) users can now receive gate and track information via push notification at select stations.

Contactless ticketing: Amtrak encourages boarding with eTickets, which conductors scan from the Amtrak app.

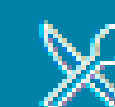


Onboard

Facial coverings: Amtrak is requiring all customers and employees to wear facial coverings while on trains or thruway buses. Facial coverings can be removed when customers are in their private rooms or seated alone.

Contactless movement onboard: To move between cars, customers can use an “automatic door open” button with their foot.

Upon arrival: When the train is approaching a destination, conductors will make announcements regarding where and when customers can disembark to minimize crowding at the door.



Food & Beverage

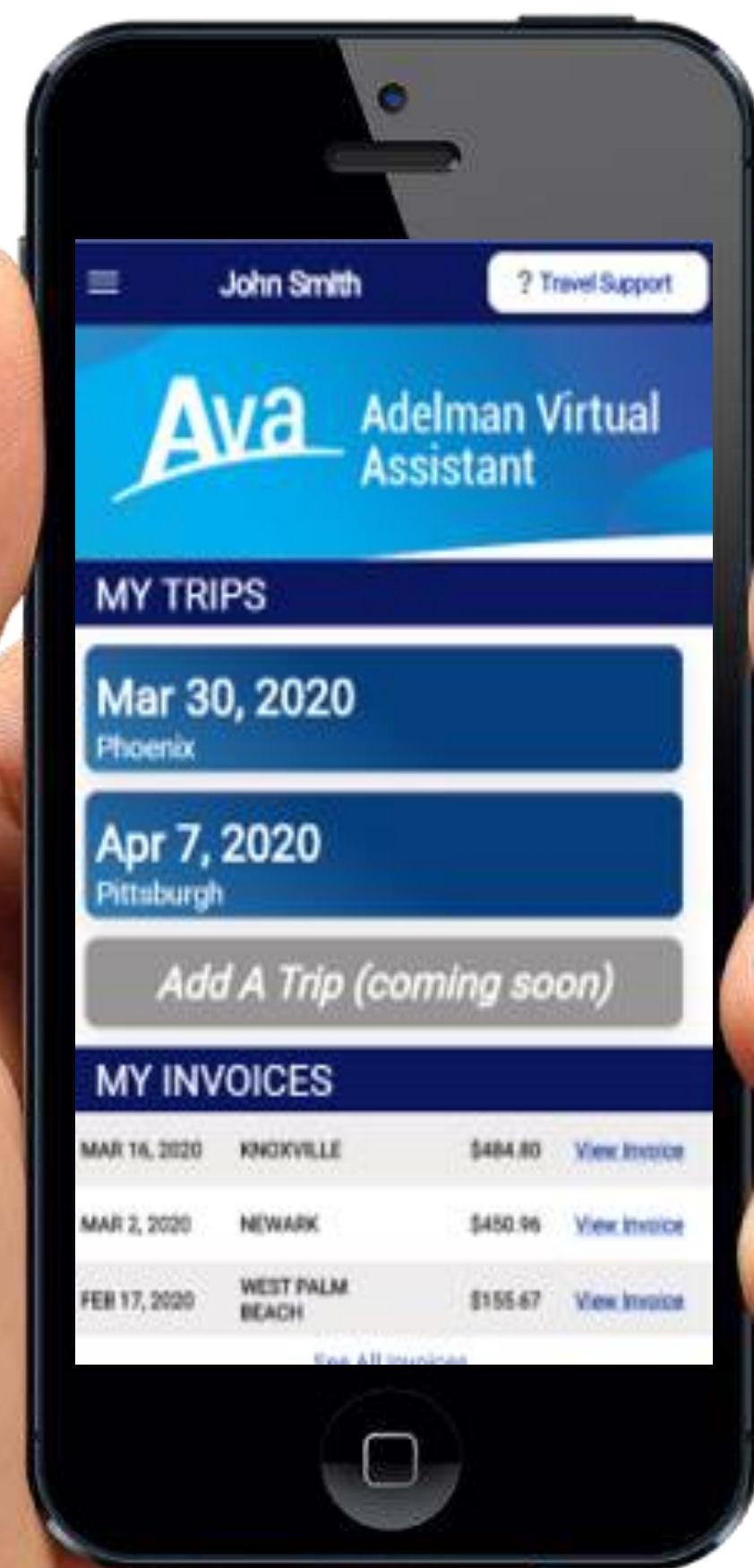
Café service: Café service aboard Amtrak trains that still offer food service will be available as carryout only. Seating in the café will be closed. Customers can bring items back to their seats or private rooms.

Flexible dining: Amtrak is temporarily offering flexible dining service in the dining or lounge car on all long-distance routes (except Auto Train) and encouraging Sleeping Car customers to select optional room service.

Dining and lounge seating: Dining and lounge seating will remain available on select long distance routes with physical distancing protocols in place.

Preparing to Travel Again





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Download Adelman's Ava Mobile app to receive communications, travel alerts, and essential safety updates to help prepare you before travel and keep you informed while you're on the road.

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