



Wellbeing measures to improve safety at airports and on aircraft,
and help customers feel comfortable about flying again

PRE-FLIGHT



CONTACTLESS CHECK-IN

Check-in online/app and self-service bag drop



HAND SANITISING STATIONS

At gates on departure and arrival



ENHANCED CLEANING

Particularly high contact areas — seats, seatbelts, overhead lockers, air vents, kiosks and toilets



PHYSICAL DISTANCING

At airports and in lounges

ONBOARD



SANITISING WIPES

Provided to all passengers to wipe down seat belts, trays and armrests



LIMIT MOVEMENTS INFLIGHT

Passengers will be asked to remain in their seats, as much as possible



MODIFIED SERVICE

Limited food and beverage offering

Hospital-grade air filters

- The air conditioning systems of all Qantas and Jetstar aircraft are already fitted with hospital-grade HEPA filters, which remove 99.99% of all particles including viruses
- Air inside the cabin is refreshed on average every five minutes during flight



COVIDSafe app

- We are encouraging all customers and crew to download the COVIDSafe app
- The app will slow down the spread of coronavirus and help speed up contacting people exposed to the virus

