



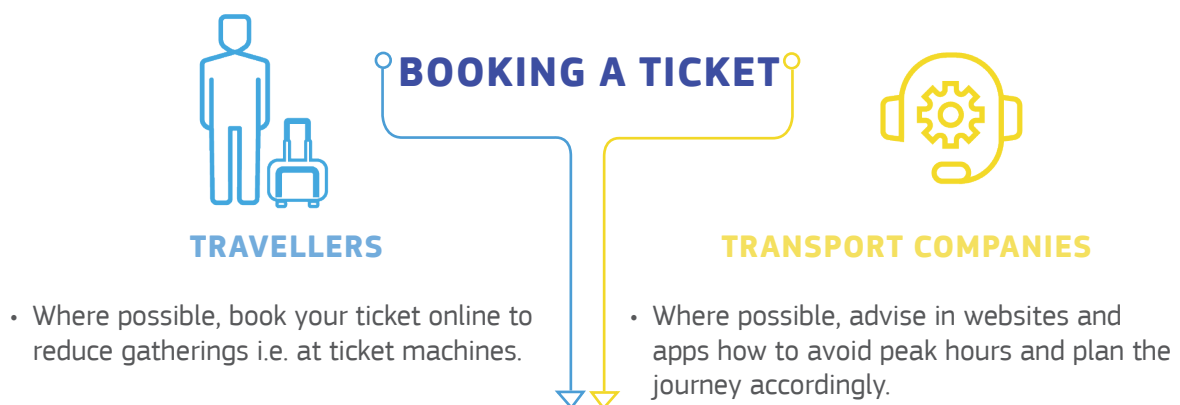
TRAVEL AND TOURISM IN EUROPE: PRACTICAL GUIDANCE FOR TRAVELLERS AND COMPANIES



13 May 2020

WHEN WILL I BE ABLE TO TRAVEL?

As they lift domestic restrictions, national authorities should also progressively lift restrictions at borders. Where not appropriate to remove controls entirely, they should be relaxed partially, in a targeted way. Citizens should get access to complete, clear and updated information provided by national authorities.



START OF THE JOURNEY



TRAVELLERS

- Where possible, check-in in advance and electronically.
- Arrive early at the hub when advised by your carrier, and respect social distancing (1.5 – 2 m) when required.
- In the station/port/airport, you may have to wear a facemask.

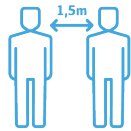


STATIONS/PORTS/AIRPORTS

- Should ensure regular cleaning and disinfection of stations/ports/airports.
- Should make hand-sanitiser available.
- May remove tables and benches to avoid crowding.
- Should ensure distancing at luggage drop-offs, at security and border control points, and during boarding/embarking. Pay attention to floor markers.

DURING THE JOURNEY

Your health remains the key priority- whichever means of transport you choose!



TRAVELLERS

- You may be required or advised to wear a face mask.
- You may be separated from other passengers, especially if you are travelling alone.
- You may be asked to board through a rear door, to protect both you and the driver.
- You may not be able to buy goods, including food and beverages, on board to avoid contact as much as possible.



TRANSPORT COMPANIES

- May be required to allow fewer passengers on board.
- May need to install protective barriers between you and the driver.
- Should ensure appropriate ventilation.
- Should have a strategy in place in case passengers fall ill or show symptoms during the journey.
- Should clean and disinfect vehicles regularly.
- Should have doors open automatically, where possible – so passengers do not need to touch any buttons or door handles.
- Should make sanitising/disinfecting gel available on board.

ARRIVING AT THE HOTEL



Protocols for guests in hospitality establishments

- Read carefully information for guests.
- Respect physical distancing: a distance of 1.5 to 2 meters should be applied in the communal areas of the whole establishment.
- Consider infection, prevention and control measures:
 - respiratory etiquette, i.e. coughing or sneezing into a paper tissue or the elbow bend.
 - Hand hygiene: wash your hands with soap, single-use paper towels or automatic dryers, and alcohol-based hand rub solutions.
- Use face masks.

Protocols for staff in hospitality establishments

- Ventilation: increasing the number of air exchanges per hour and supplying as much outdoor air as possible is recommended.
- Cleaning and disinfection: cleaning of frequently touched surfaces as often as possible is key. Examples: doorknobs and door handles, chairs and armrests, table-tops, light switches, etc.
- Staff should be given instructions on procedures for post check-out cleaning, the treatment of cleaning equipment, waste management, laundry and personal hygiene following cleaning.

END OF THE JOURNEY



- When you pick up your luggage, distancing should be ensured.
- Should a fellow passenger discover having the coronavirus shortly after the journey, contact tracing and warning measures could be used to warn you and reduce the risk of spreading the virus further. This could be done through mobile apps, you may use on a voluntary basis and with the highest level of data privacy.

CANCELLATION OF THE JOURNEY BY THE OPERATOR?



TRAVELLERS

- You are entitled to reimbursement of your ticket or to a rerouting.
- You may accept vouchers offered by the transport operator.



TRANSPORT COMPANIES

- Should ensure vouchers protect against insolvency of the transport company.
- Should make vouchers as attractive as possible, e.g. by:
 - Making them redeemable at the latest 12 months after they have been issued.
 - Ensuring they can be used for travel on same route and under same conditions.
 - Ensuring they can be used for new bookings and make them transferable to another person without any additional cost.