American Airlines

Travel with Confidence

October 2020

Our Clean Commitment

American Airlines
Clean Commitment

Trust

Travel Advisory Panel with infectious disease experts from Vanderbilt University Medical Center

surfaceWISE

Starting to treat our aircrafts with SurfaceWise®2, a breakthrough protection for killing of coronaviruses

GLOBAL BIORISK ADVISORY COUNCIL GBAC STAR FACILITY

First airline to seek accreditation for our aircraft and lounges

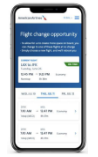
Peace of Mind

Enhanced Cleaning and Protocols

Mask Requirement

Symptom Checklist

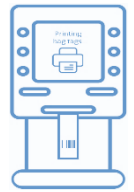
Control



Customer Notifications and Flexibility

Purell

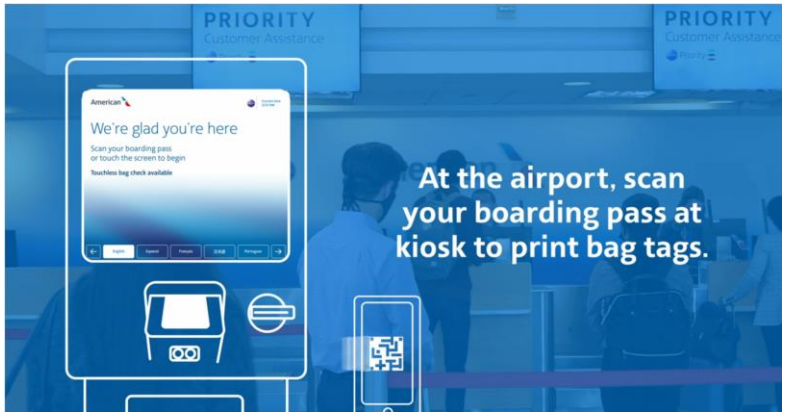
Hand Sanitizer Collaboration



Touchless Kiosks

Making travel easier

American Airlines
Clean Commitment



American

GO TOUCHLESS

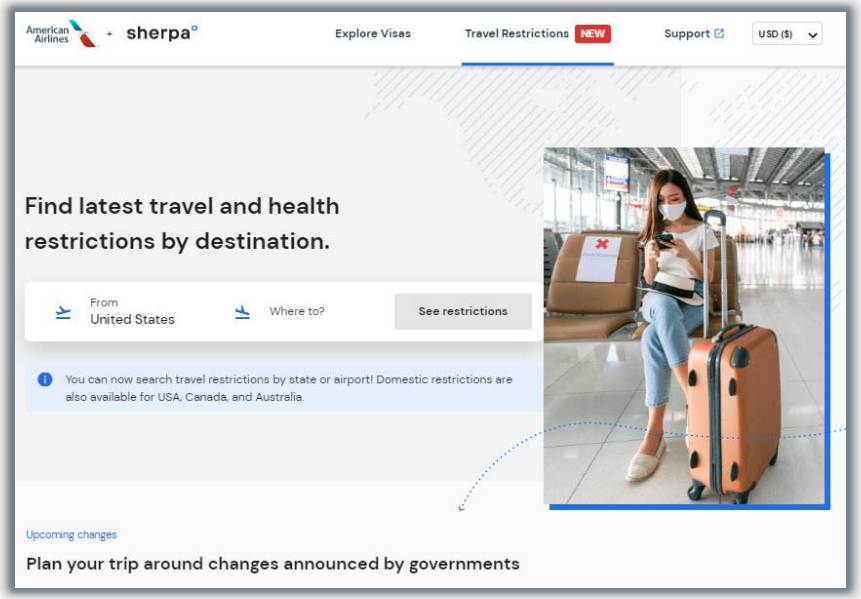
Available if you already:

- ✓ Checked in
- ✓ Selected bags on aa.com or in the AA app

Scan your boarding pass to automatically print bag tags for bag drop.

American Airlines
Clean Commitment



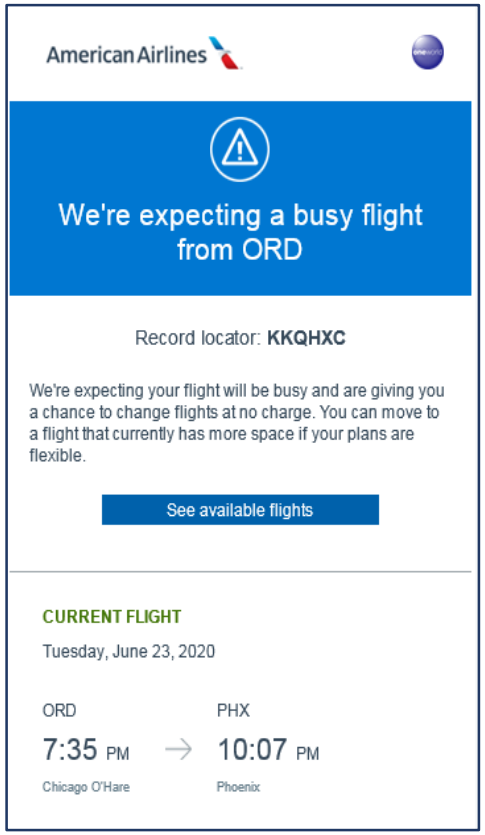


- ✓ Review travel restrictions on-demand
- ✓ Available for domestic and international travel

Increased Travel Flexibility

Making travel easier by giving our customers more flexibility

Move to another flight



No More Change Fees



- Effective immediately change fees will be eliminated for First, Business, Premium Economy and Main Cabin tickets for domestic and short-haul international flying

Fly Standby for Free



- Effective October 1, 2020, free standby for all domestic flights on the same day with the original departure to the same destination

Preflight COVID-19 Testing



Initial testing program for Jamaica to begin at Miami

Engaged with the Bahamas and CARICOM to expand program across the Caribbean

Preflight testing available as of October 15, for travel from Dallas-Fort Worth to Hawaii



Alaska®

AIRLINES



Studies conclude it's safe to fly.

DOD study: Low risk of COVID-19 exposure on aircraft

- 0.003% chance that particles from a passenger can enter the breathing space of passengers sitting next to them
- 99.99% of those particles left the interior of the aircraft within six minutes," which "indicates that being on board an aircraft is the safest indoor public space

Flight Safety Foundation Says "It's Safe to Fly"

- The latest evidence shows that aircraft and airports have very low levels of transmission," said Dr. Hassan Shahidi, President and CEO of the Foundation.
- "With the health and safety measures that airlines, airports and security personnel have now put in place, the risk of contracting this virus appears extraordinarily low, much lower than in other public places
- "Given these extraordinary measures, the traveling public should have increased confidence that it's safe to fly."

Alaska AIRLINES

Studies conclude it's safe to fly.

- **No confirmed** cases of Covid Transmission on an Alaska Airlines or Horizon Air flight
- **It *would take 54 hours*** sitting next to an infected person on an aircraft to receive a dangerous dose of the virus – ***Dept of Defense***
- **There's a greater chance of being struck by lightening** (1 in 500,000) than flying and contracting Covid.
  - 1.2 billion passengers have traveled in 2020, with 44 cases reports
  - That's 1 in 27 million
    International Air Transport Association

Next-Level Care

Alaska Airlines has thought through every single touchpoint of your travels—from booking to boarding, and beyond—and implemented nearly 100 ways to keep you safe every time you fly with us.



Here are a few key things you'll notice

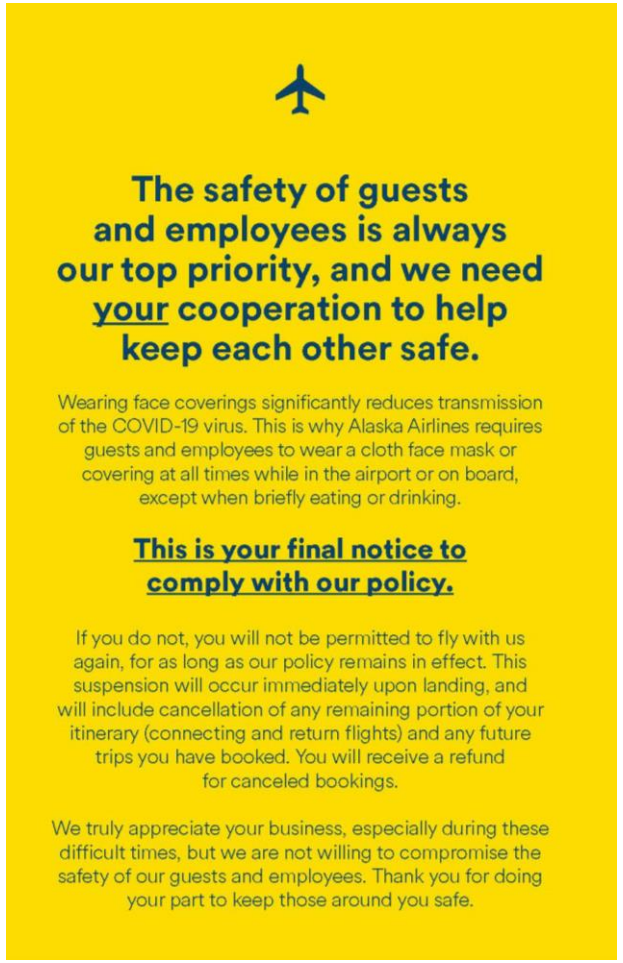
We've got you covered	Personal safety	Exceed CDC cleaning	Clear the air	Care is there
• Requiring facemasks for guest and employees • Providing individual hand-sanitizer wipes on board beginning in July. • Rolling out additional hand-sanitizing stations in check-in lobbies and gate areas.	• Reducing touchpoints with the Alaska app • Installed airport floor decals • Adjusted boarding procedures • Limited seat sales to create space • Reduced food and beverage service on board • Digitized seatback collateral to be available on your own device	• Using electrostatic disinfectant • Cleaning between flights with EPA disinfectant. • Auditing cleanliness by the crew lead • Using ATP (adenosine triphosphate) testing, to ensure the cleanliness level matches a sanitized environment like a hospital operating room.	• Our aircraft are equipped two HEPA filters which are 99.9% effective or greater in removing particulate contaminants, • The air flows from the ceiling to the floor and creates completely new air in the cabin 20 - 30 times an hour (every 2 to 3 minutes).	• Waiving change and cancellation fees for travel for tickets purchased before June 30, 2020. • Extending status through 2021. • Rolling Elite Qualifying Miles into 2021. • Extending 50% EQM bonus through 2020. • Extending lounge memberships by 6 months.

Alaska AIRLINES

NEXT-LEVEL CARE

Our Mask Policy





The safety of guests and employees is always our top priority, and we need your cooperation to help keep each other safe.

Wearing face coverings significantly reduces transmission of the COVID-19 virus. This is why Alaska Airlines requires guests and employees to wear a cloth face mask or covering at all times while in the airport or on board, except when briefly eating or drinking.

This is your final notice to comply with our policy.

If you do not, you will not be permitted to fly with us again, for as long as our policy remains in effect. This suspension will occur immediately upon landing, and will include cancellation of any remaining portion of your itinerary (connecting and return flights) and any future trips you have booked. You will receive a refund for canceled bookings.

We truly appreciate your business, especially during these difficult times, but we are not willing to compromise the safety of our guests and employees. Thank you for doing your part to keep those around you safe.

Flight attendants will be empowered to issue a final notice to any guest who repeatedly refuses to wear a mask or face covering on board our aircraft.

With that warning – in the form of a yellow card handed to them – the guest's travel with us will be reviewed and will be suspended as long as masks are required.

Alaska AIRLINES

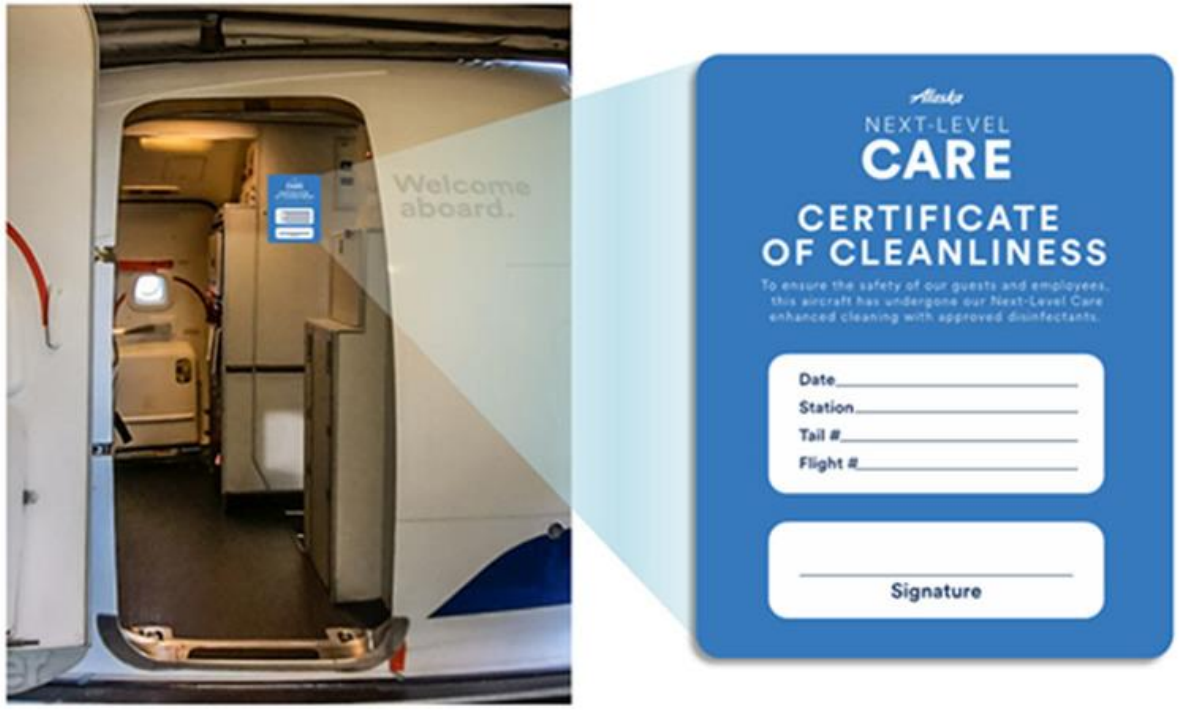
Essential Clean +



- Starting Aug. 1, we're taking our aircraft cleaning to the next level with the launch of a new program called Essential Clean+.
- While cleanliness has always been a top priority at Alaska and Horizon, the next level involves techniques that reduce the risk of onboard transmission of COVID-19.
- As part of Next Level Care, we've developed and validated enhanced aircraft cleaning procedures with the University of Washington Medical Directors.

Alaska AIRLINES

What's involved with Essential Clean +



- With Essential Clean+, our employees and fleet services will target the highest-used touchpoints by guests on our aircraft on every turn. Those include: tray tables, seat belts, armrests, vacuuming the floors and lavatories.
- Additional touchpoints can be cleaned every 24 hours on a RON (remain overnight) clean. We are expanding our electrostatic spraying program which will now be added to our RON cleans across the system. Aircraft will continue to be deep cleaned every 30 days.
- Beginning the week of Aug. 3, prior to the start of boarding, each aircraft will receive a certificate of cleanliness once it's been cleaned that will need to be signed off on by fleet services.

Alaska AIRLINES

NEXT LEVEL CARE



MORE CONVENIENCE, LESS CONTACT
Download the Alaska app to make sure your trip is as smooth and contactless as possible.



PEACE OF MIND
We're offering flexible options if you need to change or cancel your flight due to COVID-19.



BLOCKED SEATING
We've capped sales and blocked off seats through Nov. 30, 2020 to create as much physical distance as possible.



HEPA FILTERS
Our hospital-grade HEPA filters remove 99.9% of airborne particles on board (including viruses).



ENHANCED CLEANING
Between flights, we wipe down common touchpoints using a high-grade EPA disinfectant.



ELECTROSTATIC SPRAYERS
We use electrostatic disinfectant sprayers, which emit safe, high-grade EPA cleaning solutions.



MASKS + SANITIZER
Employees are required to wear masks—just like our guests. If you forgot one, just ask. The same goes for sanitizing wipes on board.



LIMITED ONBOARD SERVICE
We're temporarily reducing inflight food and beverage service. Feel free to bring your own snacks and #FillBeforeYouFly.

Alaska AIRLINES

New Markets in 2020

Recently Added at LAX, SFO, SJC	New this Fall at LAX	New this Fall at SFO, SJC, SAN	New this Fall at SEA, PAE, PDX
Jan: LAX - Redmond, OR Daily; E175	**Sep 01: LAX - Fresno, CA** 2x Daily; E175	**Sep 01: SFO – Boise, ID** 2x Daily; E175	**Sep 01: PDX - Denver, CO** Daily; 737
Jan: LAX - Spokane, WA 2x Daily; E175	**Oct 01: LAX - Eugene, OR** Daily; E175	**Sep 01: SJC - Spokane, WA** Daily; E175	**Oct 01: Everett (PAE) – Boise, ID** Daily; E175
Mar: LAX - Boise, ID 2x Daily; E175	**Oct 01: LAX - Medford, OR** Daily; E175	**Nov 20: SAN - Cancun, MX** 4x Weekly; 737	**Oct 01: PDX – San Luis Obispo, CA** Daily; E175
Mar: LAX - Missoula, MT Daily; E175	**Nov 20: LAX - Bozeman, MT** Daily; E175	**Nov 21: SAN - Ft Lauderdale, FL** 3x Weekly; 737	**Nov 20: PDX - Ft Lauderdale, FL** 4x Weekly; 737
Feb: SFO - Phoenix, AZ 2x Daily	**Nov 20: LAX - Fort Myers, FL** 4x Weekly; 737		**Nov 21: SEA - Fort Myers, FL** 4x Weekly; 737
Mar: SFO - Spokane, WA 2x Daily	**Nov 20: LAX - Tampa, FL** Daily; 737		
Mar: SFO - Redmond, OR Daily	**Dec 17: LAX - Kona, HI** 3x Weekly; 737		
Mar: SJC - Puerto Vallarta, MX Daily	**Dec 18: LAX - Lihue, HI** 4x Weekly; 737		
Apr: SFO - Anchorage, AK Daily; seasonal			



SAFER TRAVEL IS HERE

Subject to change; accurate as of September 10, 2020.
20-05-GS20554-50308

SETTING THE STANDARD FOR SAFER TRAVEL



DELTA CARESTANDARD℠

From the moment you check in to when you reach the baggage claim, you will experience a new standard of care. The Delta CareStandard focuses on keeping surfaces clean, giving you more space and offering safer service and personal care at every point in your journey. So when you're ready to fly, know that a safer, cleaner and more flexible experience is waiting. If you're traveling with one of our trusted partners, learn more about the measures each one is taking to keep you safe.

Subject to change; accurate as of September 10, 2020.
20-05-GS20554-50308

DELTA

Before You Go

To ensure you have the latest updates on the actions we've implemented to keep you safe and the ways you can stay healthy while flying, we'll send you pre-trip notifications, so you can arrive at the airport prepared.



1. Review the TSA Travel Checklist before packing to see what you can bring. Note that every passenger is allowed one 12oz bottle of liquid hand sanitizer through U.S. checkpoints. International security allowances may vary.
2. Pack light if bringing a carry-on bag. To reduce touchpoints on board, our crew members are unable to assist customers placing bags in overhead bins.
3. Download the Fly Delta app for a touchless travel experience. Access your boarding pass, flight status and gate information from your own device.
4. Review your pre-flight email from us for information on how you can prepare for your upcoming trip.
5. Check your destination's entry requirements before arriving at the airport, as several states and countries have issued travel mandates that may affect your trip.
6. Bring a mask or face covering and pack your own food items. This is especially important for long flights, since many airport food offerings are limited during this time.
7. Need a ride to the airport? Schedule a ride to the airport and earn 2 miles per $1* with Lyft, which has implemented safety measures to protect both drivers and riders. **Tips, gratuities, tolls, taxes and other incidental fees are excluded from mileage credit. Terms: Delta.com/ Lyft.*

October 13, 2020

Subject to change; accurate as of October 16, 2020.

Check-in & Bag Drop

Providing a safer experience starts when you step in the airport. Explore the ways we're providing a safer flight experience starting at check-in.



1. All customers must wear a mask or face covering, and extra masks and Care Kits will be available at check-in if you need one.
2. Kiosks are being wiped down and sanitized frequently throughout the day. For a touchless check-in experience, download the Fly Delta app.
3. Travelers must confirm at check-in that they and their travel companions will wear a mask and have not experienced symptoms of, been exposed to or been diagnosed with COVID-19 in the past 14 days.
4. Hand sanitizer dispensers have been added near high-traffic and high-touch locations throughout the airport.
5. For everyone's safety, all of our customer-facing employees will have their temperature checked before reporting to work. They will also be on hand to help guide you through new safety procedures and answer any questions you have.
6. All of our employees wear masks or face coverings.
7. Check-in counters are being wiped down and sanitized frequently throughout the day.
8. Plexiglass shields have been added to all Delta counters that are staffed with an agent throughout the airport and will be in place systemwide.
9. Baggage stations, where checked bags are located before they are loaded on the aircraft, are being wiped down and sanitized throughout the day.
10. Floor decals are being added to provide guidance for maintaining a safe distance while in line.

October 13, 2020

Subject to change; accurate as of October 16, 2020.

Security Checkpoint

To continue to provide a safe experience through security, multiple efforts have been implemented at TSA checkpoints.



1. Antimicrobial bins rolled out to ATL, MSP, LOS, LGA & JFK to prevent growth of a broad spectrum of bacteria through antimicrobial technology built into the bin. Other airports will continue to wipe down bins.
2. Customers and TSA employees are required to wear masks or face coverings and gloves at TSA checkpoints.
3. To promote a safe distance, alternating lanes are being used when available and floor decals serve as visual reminders of appropriate spacing.
4. Hand sanitizer stations have been placed near exits.

October 13, 2020

Subject to change; accurate as of October 16, 2020.

Delta Sky Club®

We are temporarily consolidating Club operations, discontinuing shower service and scaling back our food and beverage offerings to reduce physical touchpoints. Many of our partner and third-party lounges are experiencing these operational changes as well. Review all the ways we're working to ensure safety and safe distancing at our Clubs in operation.



1. **Electrostatic spray** sanitization takes place every single night.
2. **Face masks and gloves are required** to be worn by all Delta Sky Club Ambassadors.
3. **Plexiglass has been added** where face-to-face service is necessary.
4. For a **touchless check-in experience**, we recommend American Express® Card Members use **My Wallet in the Fly Delta app**.
5. **Hand sanitizer dispensers** have been added near high-traffic and high-touch locations.
6. To reduce physical touchpoints, menu options have been modified with **"grab & go"** selections.
7. Traveling together? Designated seating areas have been **reserved for families** traveling together.
8. **All guests must wear masks** or face coverings when visiting the Club, except while eating or drinking.
9. **Food & bar areas are wiped down** and sanitized multiple times a day.
10. **All beverages** will continue to be served in glassware **and are always sanitized** with high-temperature industrial dishwashers.
11. **Floor decals have been added** to promote safe distancing.
12. We are **limiting Club capacity and blocking select seats** to promote safe distancing.
13. **All Club restrooms are cleaned** more frequently throughout the day.

October 13, 2020

Subject to change; accurate as of October 16, 2020.

At the Gate & Boarding

Clean surfaces and safe distancing are our key priorities at the gate and during boarding. To give you more space, clean surfaces and reduce contact with other customers, we've updated our procedures to deliver on that commitment.



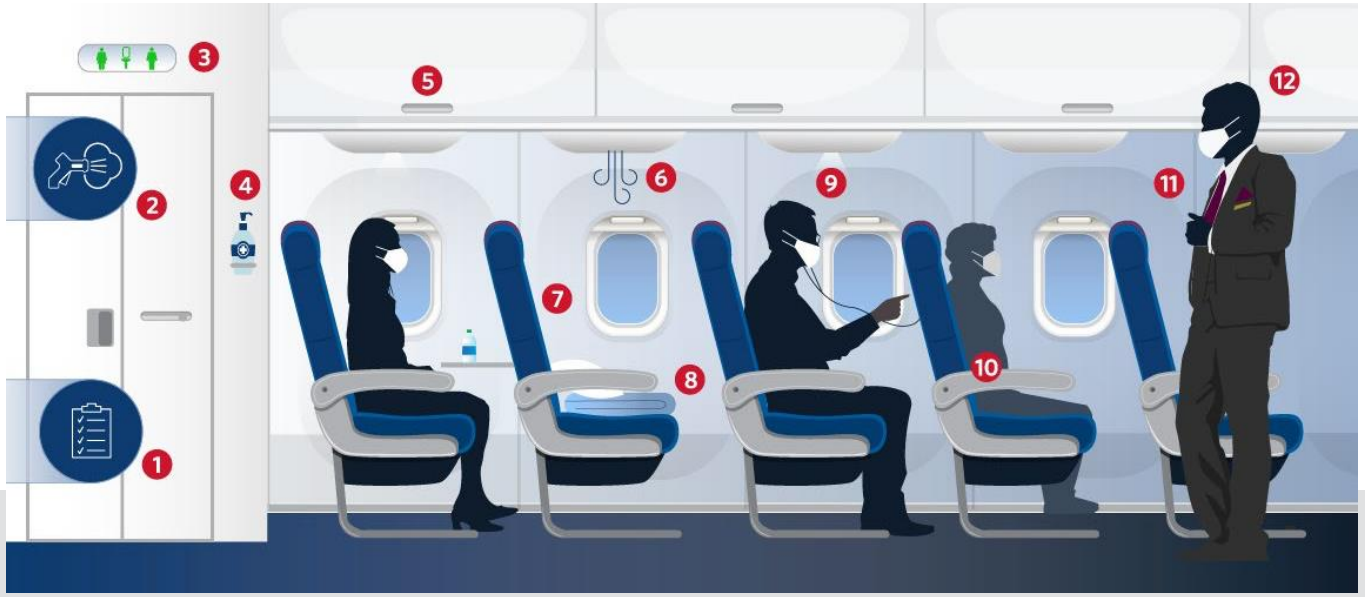
1. **Electrostatic spraying** with high-grade disinfectant is **used to sanitize our gate areas and jet bridges** overnight; the sprayers disperse the disinfectant in a fine mist which clings to surfaces throughout the entire area.
2. **Safe spacing decals** are on stanchions and alternating seats in the Delta gate areas to promote safe distancing.
3. **All customers must wear a mask** or face covering, and extra masks and **Care Kits will be available** at the gate if you need one.
4. Cleaning supplies have been added at the counter for **agents to spot clean** as they see fit.
5. **Plexiglass shields** have been added at all Delta counters throughout airports systemwide.
6. **Gate counters are being wiped down** frequently throughout the day.
7. **All of our employees wear masks** or face coverings.
8. **The Fly Delta app** can be used to scan your boarding pass for touchless boarding. App users will also be sent a notification that their aircraft has been sanitized and inspected before boarding.
9. To **minimize your contact with other customers, boarding will occur from back to front,** with those customers seated at the back of the aircraft boarding first, and **boarding has been limited to 10 customers at a time.**
10. In addition to **wiping down jet bridges, air filters were upgraded to LEED Platinum MERV14s at 600+ Delta gates.** These sustainable, top-of-the-line filters provide a significant reduction in air particles.
11. **Decals are being added** at the gate and in the jet bridges to promote safe distancing.
12. **Hand sanitizer dispensers** have been added near high-traffic and high-touch locations.

October 13, 2020

Subject to change; accurate as of October 16, 2020.

On the Plane

For your protection, we've raised the standard for cleanliness, created more space for you on board, and modified our service to reduce physical touchpoints.



1. An extensive checklist is followed to ensure everything meets our elevated standards. If an aircraft doesn't pass our spot check before you board, our teams can hold the flight and call back the cleaning crew.
2. Electrostatic spraying with high-grade disinfectant is used to sanitize all of our aircraft before every flight; the sprayers disperse the disinfectant in a fine mist throughout the entire cabin.
3. Lavatories are cleaned before and during the flight with additional wipe down procedures. Flight Attendants will announce a social distancing reminder for the lavatory line.
4. Purell hand sanitizer stations will be available near boarding doors and lavatories on eventually every Delta aircraft – a first for U.S. airlines.
5. All overhead bin handles are sanitized before every flight.
6. All of our aircraft are ventilated with fresh, outside air, or air that is recirculated through high-grade HEPA filters, which extract more than 99.99% of particles, including viruses.
7. To give you more space, middle seats have been blocked, and the total number of customers per flight has been reduced.
8. All blankets and bedding are laundered after every flight and all Main Cabin pillows are disposed of after every use.
9. Customers must wear masks or face coverings throughout the entire duration of the flight, except during meal service.
10. All armrests are thoroughly wiped down and sanitized before every flight.
11. All of our employees wear masks or face coverings.
12. To allow for greater space when deplaning, our flight attendants will cue customers to exit the aircraft and a reminder will be sent to you through the Fly Delta app.

October 13, 2020

Subject to change; accurate as of October 16, 2020.
20-05-GS20554-62852

Details in Your Space

Your seat and space are most important, so we've implemented policies to keep it clean and safe, so you can fly with peace of mind knowing we've got you covered.



1. Complimentary Care Kits with a face mask and sanitizing wipe will be available upon request. Amenity kits will also be available on all long-haul international flights.
2. All tray tables are thoroughly wiped down and sanitized before every flight.
3. Sanitizing wipes and gel packs are available on board for your use, and our crews are supplied with wipes to keep galleys, equipment, lavatories, and the flight deck clean.
4. Seatback screens and all surrounding surfaces are thoroughly wiped down and sanitized before every flight.
5. All non-essential items, such as *Sky* magazine and glassware, have been removed.
6. To reduce service touchpoints, food and beverage offerings have been pared down, but you are still welcome to bring TSA-compliant food on board.
7. Snack bags, including a beverage, snack and sanitizing wipe or gel, are being handed out on select flights at boarding to reduce onboard service touchpoints.

October 13, 2020

Subject to change; accurate as of October 16, 2020.

Baggage Claim

Our cleanliness measures don't stop when you exit the aircraft. We're focused on keeping surfaces clean and allowing for safer distancing at baggage claim, so you are protected all the way through your journey.



1. Electrostatic spraying with high-grade disinfectant is used to sanitize our baggage claim areas at all domestic locations.
2. Floor decals to promote safer distancing have been added to baggage claim carousels at all domestic locations.
3. Hand sanitizer stations have been placed near baggage claim carousels at all domestic locations.
4. Counters at Baggage Service Offices are wiped down and sanitized throughout the day.
5. Plexiglass shields have been added to Baggage Service Offices systemwide.
6. Need a ride from the airport? Schedule a ride from the airport and earn 2 miles per $1* with Lyft, which has implemented safety measures to protect both drivers and riders. **Tips, gratuities, tolls, taxes and other incidental fees are excluded from mileage credit. Terms: Delta.com/ Lyft.*

October 13, 2020

Subject to change; accurate as of October 16, 2020.



Travelling safely in times of coronavirus - and beyond

SDBTA – Oct 29, 2020

Your Lufthansa Group airlines' Information Kit

Version 20 October 2020

Our commitment:

Ensuring your safety throughout the journey

We want you to feel **safe** along the whole journey. Your safety on ground, the airport and on board is our **highest priority**.

Travelling in times of coronavirus requires adjustments in the regular procedures. Therefore, we have taken measures in coordination with **national health authorities** and their current regulations to ensure that you can travel with us with **peace of mind**.

Today we would like to present some of the most important measures that have been introduced.

We the Lufthansa Group airlines are taking care of **you**.



Safety first:

Obligation to wear a mouth and nose cover

Your safety and well-being are our **highest priority.**

We kindly ask you to use a face mask on all your travels **during your whole journey**.

Please bring **your own face mask** and, for the sake of sustainability, we recommend a reusable cloth mask.* Of course, you may use any type of face covering, such as simple disposable masks. Please note that FFP2-masks must not have an exhalation valve.

Austrian Airlines, Brussels Airlines, Eurowings, Lufthansa and SWISS **have adapted their General Conditions of Carriage (GCC)** one again.

As of **1 September 2020**, only passengers with a **medical certificate form** of one of the Lufthansa Group airlines **in conjunction with a current negative PCR test result** (within 48 hours of the start of travel) can take off the mask during a flight.



* Italian authorities allow passengers only to wear surgical masks or FFP2/FFP3 masks (without valve). No fabric masks are permitted.

Creating physical distance:

On the ground

Physical distancing measures at all airport areas: Personnel, floor markings, retractable safety barriers, displays, announcements or, if applicable, sneeze guards and temporary closure of lounges

Modified security control process: Additional measures to maintain the distance at the security checkpoint to avoid personal checking and scanning

Contactless boarding & by groups: Passengers handle ticket / documents at Quick Boarding Gates and employees guide and manage boarding procedure



Obligation to wear a mask: Passengers are obliged to wear a mouth and nose cover at the airport and during the flight

Creating physical distance:

On the ground

Avoid bus boarding: If possible, flights are handled at building positions, or double the number of buses

We ask you to travel **with as little hand luggage as possible**. Please consider already when packing that you take into account the information about dangerous items in your checked luggage.

Lounges can now be **reopened on an ongoing basis**. However, due to the current situation in some lounges a **limited F&B offer** is available. In addition, due to current regulations, not all services are available to guests. Please find more information on https://www.lufthansa.com/de/de/lounges



Obligation to wear a mask: Passengers are obliged to wear a mouth and nose cover at the airport and during the flight

Creating physical distance:

On board

Cabin crew will hand out **hygienic wipes** (both antibacterial and antiviral) on every flight to each passenger

Simplified onboard services: Changed service on board, including elimination of pillows/blankets (short- and medium-haul) and refreshing towels, reduced beverage service (Lufthansa only), temporary suspension of à la carte dining in business class (tray service instead) and no collection of disposable headphones (Lufthansa only)

Temporary **suspension of inflight sales** (except Brussels Airlines), instead new inflight shopping platform **SKYdeals**

During the check-in & seat allocation process, **physical distancing is still taken into account**, but persons who have booked together or are checking-in together are seated next to each other if possible. For persons travelling alone, the **middle seats** are allocated according to the **"last to be offered"** principle.



Obligation to wear a mask: Passengers are obliged to wear a mouth and nose cover at the airport and during the flight

Safety first:

Free PCR-test at all German airports

We support this offer to enable travelers to carry out any necessary testing **before arriving in** or **returning from certain countries.**

If you enter from a **risk area**, a **14-day quarantine is mandatory** in Germany. Within **10 days** after your return from a risk area, you can be **tested free of charge**. Test centres are available in Frankfurt, Munich and many other German airports. For travellers from **non-risk areas**, a COVID-19 test is **no longer free of charge beginning from September 15th**.

Tests from abroad are also valid, provided they are not older than **48 hours** at the time of arrival and meet the official requirements of the Robert Koch Institute.

More information can be found on the airline's websites.



Creating physical distance:
Boarding and deboarding

Boarding by groups: On continental Austrian Airlines, Lufthansa and SWISS flights, passengers are asked to board by groups after the pre-boarding phase. group 3 starts with the window seats, followed by group 4 with middle seats and group 5 with aisle seats. Intercontinental boarding is currently being tested.

Deboarding by groups: Guests on board will be informed that the deboarding will be done in groups. Business Class passengers will disembark first followed by rows 11-15, rows 16-20, etc. until the last row is reached. All passengers will be asked to remain seated until they are asked to leave the aircraft.



Obligation to wear a mask: Passengers are obliged to wear a mouth and nose cover at the airport and during the flight

Safety first:

We care for you at Lufthansa Group

We want you to be informed about the current **hygiene and safety measures** in place.
Therefore, our websites are updated regularly in order to **prepare** you for your upcoming travels.











Ongoing customer communication:

Info Hubs consolidate entry regulations and airport information

Transparent, accurate and reliable information is of very high value. Especially in times of uncertainty.
The newly created **Info Hub pages** automatically gather information from several sources allowing you to **embark on a safe and well informed journey.**
Click on one of the links to see the pages yourself.
Brussels Airlines will follow soon.







Bringing the world closer together:

Our Lufthansa Group flight schedule

The demand for international air traffic has decreased significantly in recent weeks. Airlines are finding it very difficult to offer a stable flight schedule. Austrian Airlines, Lufthansa, SWISS, Air Dolomiti, Brussels Airlines and Eurowings are therefore regularly adapting their flight offer.

The picture is linked to our current Lufthansa Group flight schedule. Further information can be found on austrian.com, brusselsairlines.com, eurowings.com, lufthansa.com and swiss.com




We are here for you.
Thank you for placing your trust in us.
#WeAreInThisTogether
#WeAreLufthansaGroup

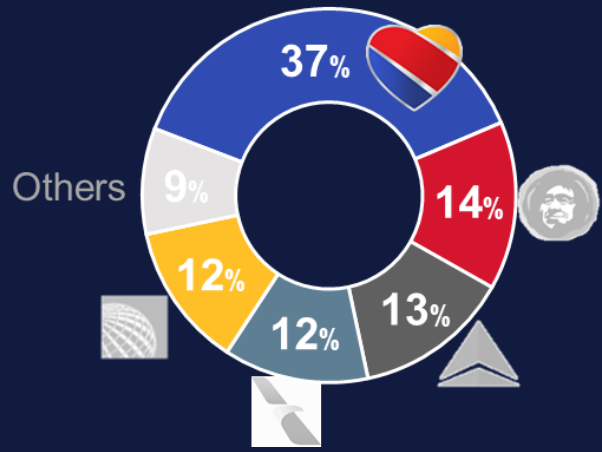
Southwest®
Business

Southwest Business®

San Diego BTA Airline Panel

Southwest Airlines is committed to San Diego

Southwest has built a strong position during our 38 year history serving the greater San Diego community



Growth to become the market leader:

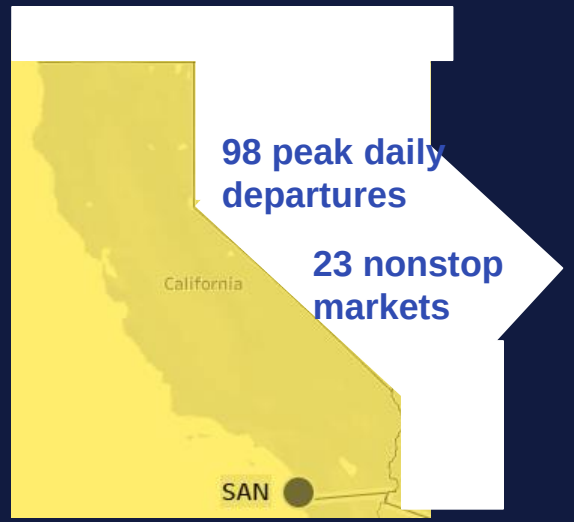
During our January 1982 launch, we started with six daily flights to Phoenix, Arizona

Today, we are the **market leader** with a 37% market share and ~120 daily flights pre-COVID. December 2020 is currently planned at 98 daily flights

~12K Daily Passengers:



In 2019 Southwest averaged nearly 12,000 daily passengers at San Diego Lindbergh International – **more than two-and a half times larger** than the #2 carrier at 4,500 daily passengers



Source: Diio Mi forward-looking scheduled capacity as of 8/18/20

Proprietary & Confidential

Southwest Business

The Southwest® Promise

What you need to know about the Southwest® Promise and how we're supporting your well-being and comfort from check-in to deplaning.



Electrostatic disinfectant spray



HEPA air filter



Physical-distancing measures



Face coverings required for everyone ages 2 and up



Middle seats open through November 30

Proprietary & Confidential

Visit **Southwest.com/promise** for the most up-to-date informati

Southwest® Business

Establishing our Southwest® Promise | The Experts

Southwest seeks guidance from multiple sources to provide their expertise and guidance as we develop our layered COVID 19 approach

Centers for Disease Control and Prevention
National Center for Health Statistics

UT Southwestern Medical Center

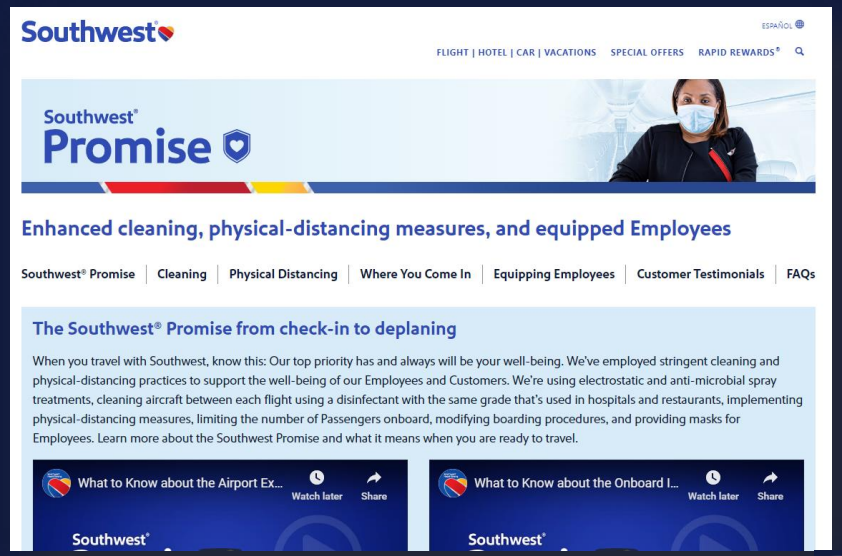
Airlines for America®
We Connect the World

Transportation Security Administration

Department of Transportation

Stanford University

- **We rely on several entities to provide the current state of where we are as a country, as a fellow Air Carrier, and as a member of our community**
- **This guidance provides a foundation for the decisions and processes we are putting in place**



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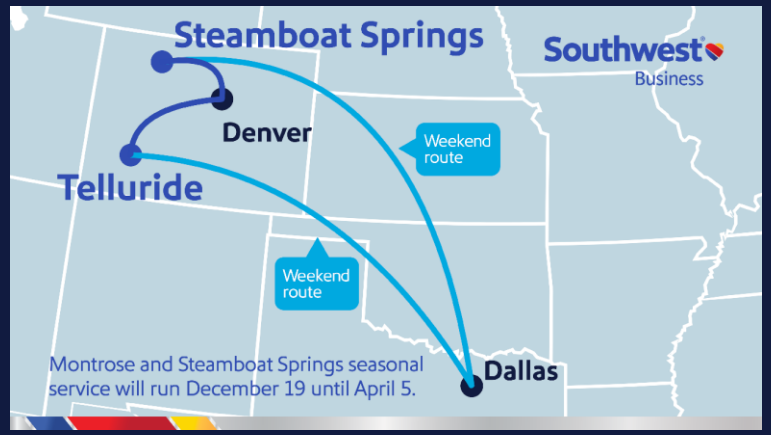
Southwest® Business

More options to get to the places you LUV



- Increased routes to/from Long Beach (LGB)
- Beginning service to/from:
  - Miami (MIA)
  - Chicago O’Hare International (ORD)
  - George Bush Intercontinental (IAH)
  - Palm Springs (PSP)

Seasonal routes to Steamboat Springs (HDN) and Telluride (MTJ) beginning December 19!



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Southwest Business


UNITED
FOR BUSINESS
UNITED
TOGETHER
Connecting the
world more safely



Making every step of the travel journey safer for you

We're **putting health and safety at the forefront of your journey**, with the goal of delivering a **new level of cleanliness**.

With our United CleanPlus℠ commitment, we are:

- Teaming up with Clorox to redefine our cleaning procedures
- Rolling out Clorox products across our U.S. airports
- Working closely with the experts at Cleveland Clinic to advise us on enhancing our cleaning protocols

Information current as of September 10, 2020.

Your risk of exposure to COVID-19 is almost non-existent on our flights

In the **most comprehensive** study on aircraft airflow that's ever been done the **U.S. Department of Defense** determined the risk is virtually **non-existent**.

THE STUDY FOUND:

- When a passenger is seated and wearing a mask, on average **only 0.003% of infected air particles could enter their breathing zone**, even when every seat on the plane is occupied.
- Fast onboard air recirculation, downward designed air ventilation and efficient HEPA filters make **the cabin of a United airplane one of the safest indoor environments in the world.**



Enjoy even more flexibility when your company's travel plans change

To show our commitment to being your best business travel partner, we're the **first global U.S. airline to get rid of change fees**, effective immediately.[1]

Plus, starting in January:

- All customers will be able to standby for an earlier flight on the same day for free.
- Plus, MileagePlus® Premier® members will be able to confirm a seat on an earlier flight **for no cost at all.**[2]

What about international change fees?

Domestic change fees are gone, and **international change fees are waived through the end of 2020.*** Visit united.com/travelwaivers for details.

Plus, you can always use your **United Jetstream funds** to cover change fees when international travel plans change.



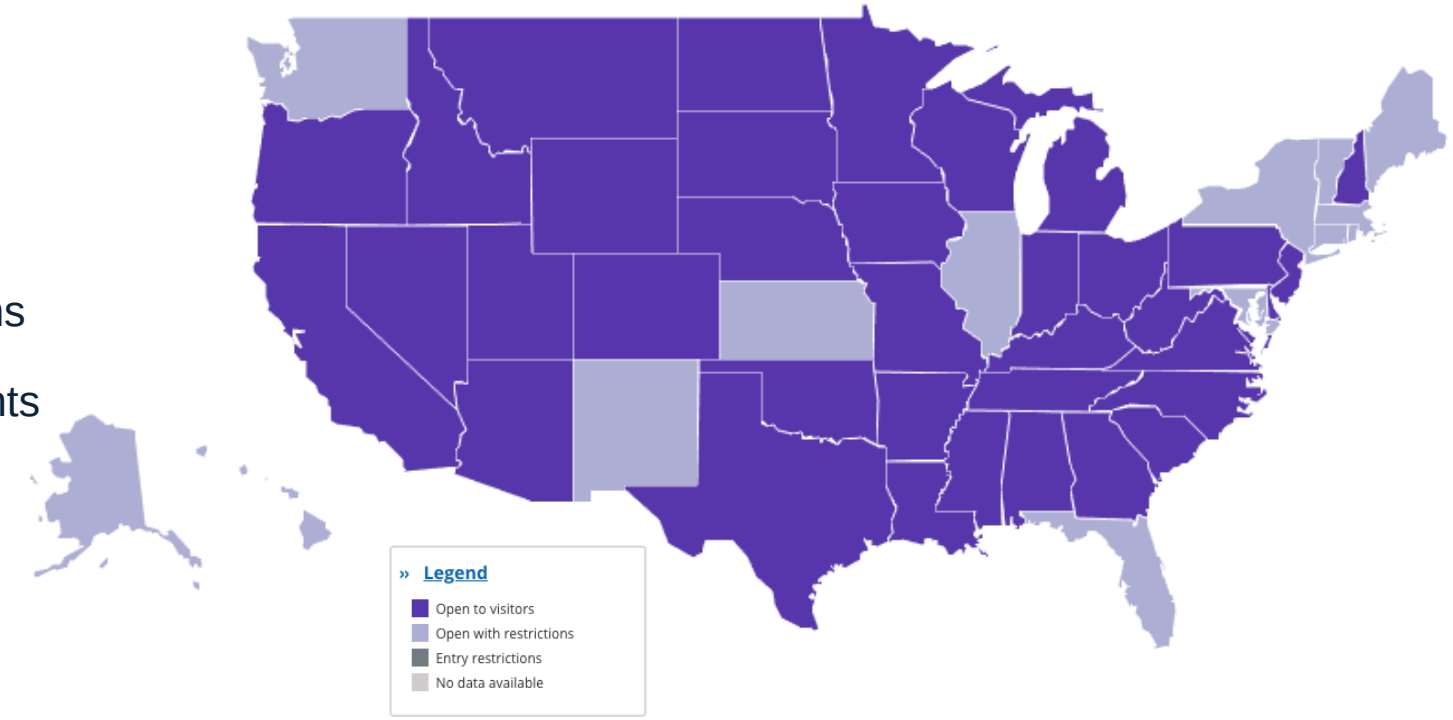
powered by UNITED JETSTREAM℠

[1] We're getting rid of change fees for most Economy and all premium cabin tickets when you travel within the U.S., or between the U.S. and Mexico or the Caribbean. Basic Economy is excluded.
[2] If the same fare class is available. If the same fare class is closed, a fare differential will apply. New flight must be within 24 hours of originally scheduled flight.
*All change fees waived for tickets issued on or before March 2, 2020, for travel June 1 – Dec. 31, 2020. View full details ta united.com/travelwaivers.
Updated September 8, 2020.

See what’s open for travel

Quickly check **where you can travel** and **what you can do there** for your next trip

- **Destination Travel Guides** with COVID-19 related travel restrictions
- Notes if tests or self-quarantining is required
- Easy destination filter to view local regulations
  - Social distancing and mask enforcements
  - Hotels, restaurants and other leisure outlets open to public



View interactive maps

Domestic International

4 tips to travel savvy

To keep you healthy, traveling through airports and airplanes may look a little different in today's environment. Here are a few tips for navigating the new normal.



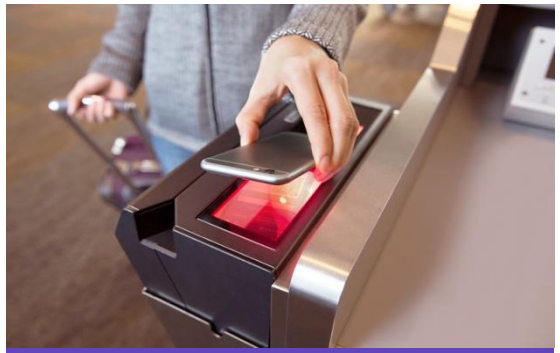
ENJOY A MEAL BEFORE HEADING TO THE AIRPORT

We've modified our onboard food service to packaged items only and your favorite airport restaurant may be closed. Pack a snack.



BRING YOUR OWN HAND SANITIZER – TSA APPROVES

TSA now allows passengers to bring up to 12 oz. of hand sanitizer in carry-on bags.



DOWNLOAD THE UNITED APP FOR TOUCHLESS TRAVEL

The United app offers touchless boarding, and touchless check in and bag tag printing are available at more than 200 airports in the U.S.



WEAR YOUR FAVORITE FACE COVERING

Face coverings or masks are required for all crew and customers when flying United. For those who don't have a mask, we will provide one prior to boarding.

Information current as of September 10, 2020.



United MileagePlus® program changes

We remain committed to doing what is **right and fair for all of our MileagePlus members** and have made key changes to **reciprocate the trust and loyalty** that you have placed in United

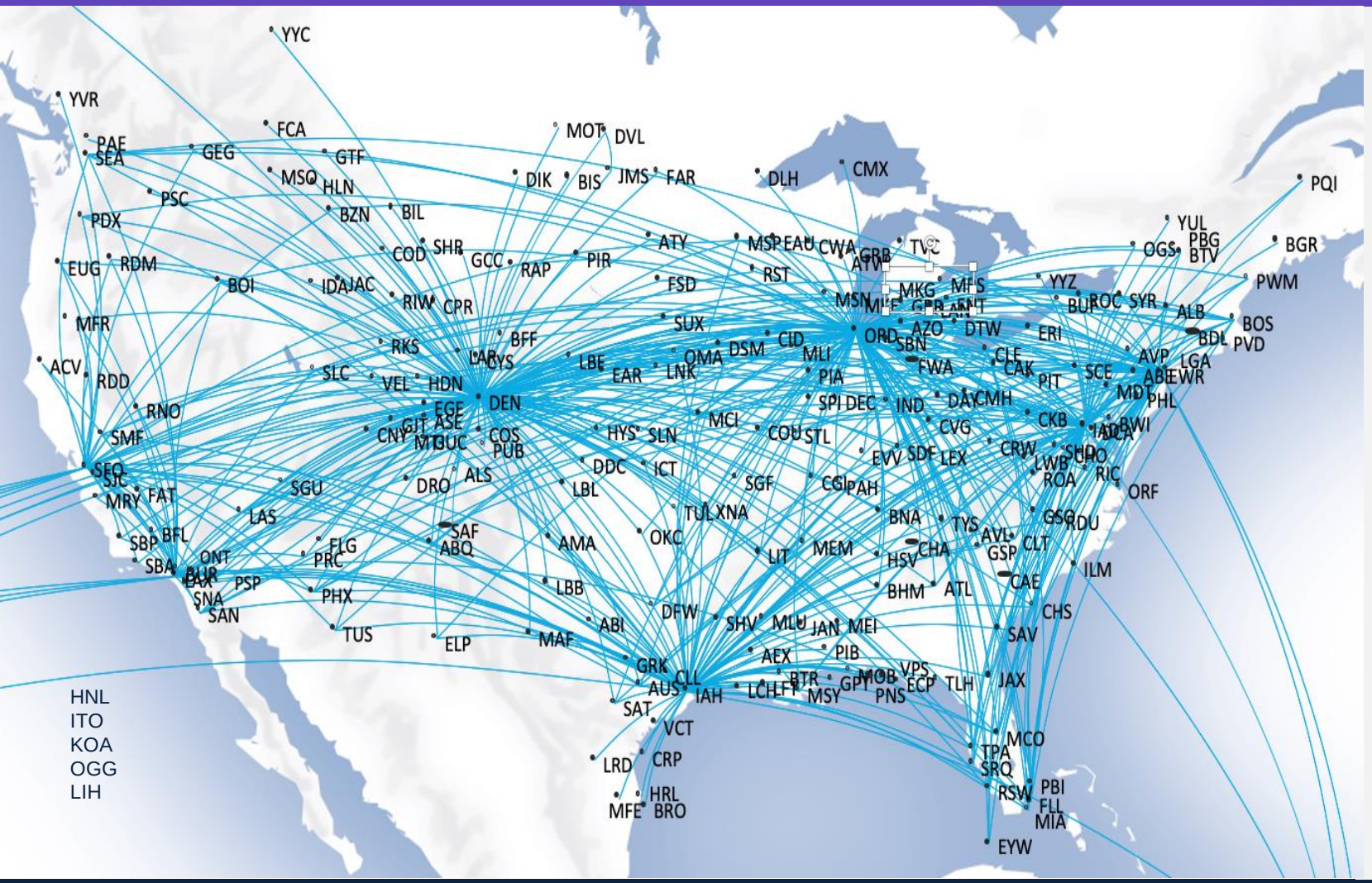
- We're **extending status** for current Premier members* to **January 31, 2022**
- **Reducing Premier status requirements for 2021 status by 50%** means it's easier than ever to reach Premier status.
- **PlusPoints upgrades are being extended**, and easier to earn; Skip Waitlist upgrades will be expanded
- Doubling PQP for United Explorer cards and quadrupling PQP for the United Club cards, **getting you to status even sooner**
- We've **removed some redeposit fees** for the rest of the year
- Subscriptions will be there when you're ready to fly again
- Electronic travel certificates are **valid for two years**

View full details and changes >

**Status extension to January 31, 2022, applies to all members that met the published criteria for MileagePlus Premier Silver, Gold, Platinum, or 1K status in 2019, or members who have 2020 Silver, Gold, Platinum, or 1K status associated with certain sales nominations or status granted with the United/Marriott RewardsPlus program. Status granted from other programs and policies may not apply.*

Information current as of September 10, 2020.

Domestic network update – November 2020

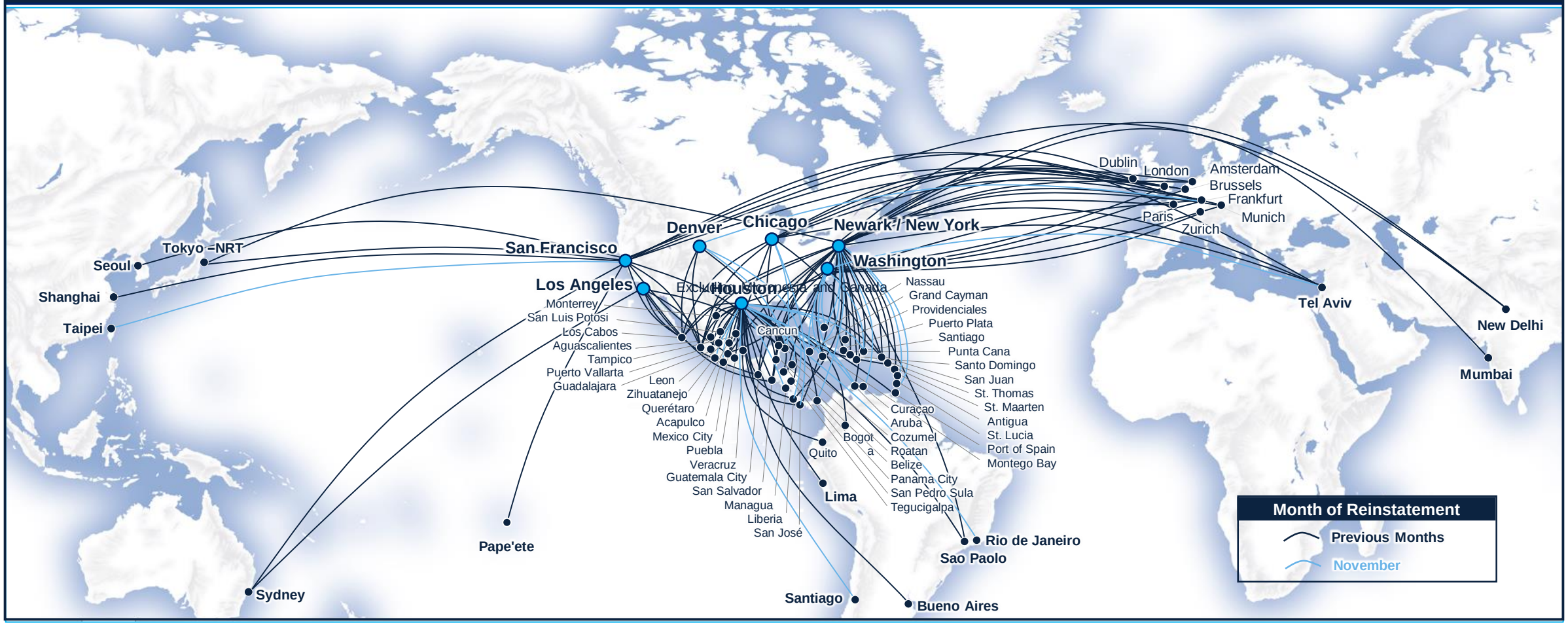


- Offering up to 16 daily flights between Boston, Cleveland and New York/LaGuardia to Fort Lauderdale, Fort Myers, Orlando and Tampa.
- Adding up to 14 daily flights on 12 routes to Boise, Palm Springs, and Bend, Oregon.
- Starting new service between Washington Dulles and Key West
- Resuming service between:
  - San Francisco and Tampa
  - Denver and Miami
- Increasing service between Los Angeles and Maui to daily

Information current as of October 16, Subject to change without notice

135 Routes[1] **66** Spokes[1] **851** Peak Weekly Freqs[1]

November - United International Network



[1] Subject to change. New international routes are subject to government approval. Excludes Micronesia and Canada

Information current as of October 16, Subject to change without notice

UNITED FOR BUSINESS