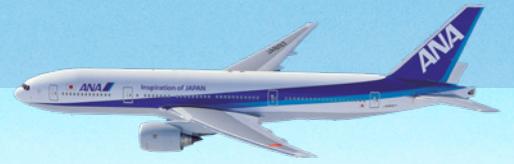


The logo features a stylized sunburst of blue dots on the left, followed by the text "ANA Care promise" in a blue sans-serif font. "ANA" is smaller and positioned above "Care".

# ANA Care promise



At ANA, we promise to create a safe, comfortable and enjoyable experience for all passengers. Your safety and peace of mind is our number one priority and is considered at every stage of the journey.

Information updated 22 June 2020

## BEFORE TRAVEL

### Personal Protective Equipment [PPE]

Passengers are asked to wear face masks at all times. Masks are provided to passengers who do not have one, and those that do not wear a mask may be denied boarding.

This does not apply to small children, including infants, and passengers who have a valid reason for not wearing a mask.

ANA's staff are also equipped with the following PPE:

1. Ground staff wear masks and face shields.
2. Vinyl curtains are installed at check-in counters.
3. Hand sanitisers and disinfectants are provided at the airport entrance and security check as well as the self-service check-in kiosks and baggage drops.



### Temperature Checks

#### Tokyo–Haneda Airport

For domestic flights within Japan, temperature checks will be carried out before departure at Haneda Airport Terminals 1 and 2. Temperature checks for international flights are carried out upon arrival at Haneda Airport.

Any passengers that display a high temperature together with other symptoms of COVID-19 may not be permitted to board the aircraft.

#### Brussels Airport

Brussels Airport have introduced systematic body temperature checks for all passengers. For departing passengers, this will take place just outside the departure hall. For arriving passengers, this will take place prior to the luggage reclaim hall. Any passenger with a body temperature of more than 38°C may be denied access to the terminal.

### Lounge Access

At Haneda Airport, the ANA SUITE LOUNGE near GATE110, Terminal 3, is open with reduced facilities.

At Brussels Airport, the Brussels Airlines lounges are temporarily closed.

At Frankfurt Airport, the Senator Lounge in Terminal 1, Area A is currently available.

Lounge opening times are subject to change.



## TRANSFER AT FRANKFURT AIRPORT

All flight arrivals and departures are currently taking place in Terminal 1.

It is mandatory to wear a face mask or other appropriate face covering at all times inside the terminal facilities, shops and restaurants as well as on airport transportation facilities, such as buses and the automated people mover. The only exceptions are children under six and persons who are unable to do so because of physical impairments or health issues.

We ask passengers to keep at least 1.5 meters (five feet) away from other people, and this also applies to all seating and waiting areas. To remind and help protect all travellers, we have installed appropriate green floor markings and signs.

## BOARDING

Social distancing is encouraged at all airports prior to boarding and staff request that passengers maintain an appropriate amount of distance from each other when boarding and disembarking the aircraft.

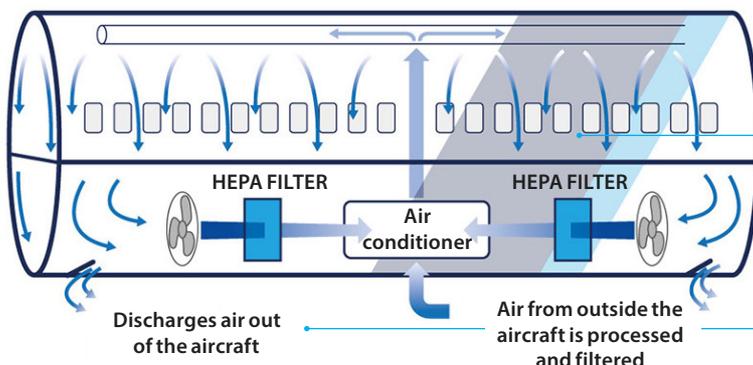
Floor markings will be implemented at check-in counters and boarding gates in accordance with government advice.

## ON BOARD

All aircrafts are routinely disinfected after every flight.\* We ensure the safety of our passengers and employees through using a special sanitising regime to clean all areas which are touched by our passengers' hands.

1. An alcohol disinfectant is used to sterilise the following parts of the aircraft: seat armrests, seatbelt buckles, tables, the control panels installed on armrests, seat monitors, the remote controls for the seat monitors, windows, window shades, and lavatories (including taps, doorknobs, toilets seats, and wall surfaces).
2. Bed linens are washed at high temperatures to eradicate the virus, and headphones are replaced before each flight.
3. Cabin Attendants are required to wear masks, and gloves when serving food and drink.
4. Inflight duty-free shopping has been suspended, as well as the inflight magazine, newspapers and other magazines.
5. Disinfectant wipes and other similar items are available on request.

\* For domestic flights within Japan, the cabins are disinfected each night.



All counters are also equipped with plexiglass shields, and we ask everyone to please avoid paying cash in shops and restaurants where possible. Reduced food services are available at this time.

Disinfectant dispensers are available within the terminal areas and we recommend regular handwashing with soap and water for at least 20 seconds. We have increased the frequency of cleaning at the airport and regularly sanitise all touchable surfaces in our terminals and vehicles.

Please visit [here](#) for latest information.



All of ANA's aircrafts are equipped with the latest High-Efficiency Particulate Air (HEPA) filters on the air conditioning systems.

- HEPA filters ensure air is constantly circulated throughout the cabin, preventing air stagnation and reducing airborne transmission of germs.
- Fresh air from outside the aircraft is provided into the cabin. The air is then expelled from the aircraft, meaning cabin air is refreshed approximately every 3 minutes. For more information, please go to [About Air Circulation in Airplanes](#).

## ARRIVAL

### Tokyo–Haneda Airport

Upon arrival, temperature checks will be taken at Haneda Airport Terminal 3. Any passengers arriving into Haneda Airport from the following [countries](#) will be taken for a detailed PCR inspection.

Following the PCR inspection, passengers will be informed of how to safely pick up their bags from a secure pick up point as all luggage will have been removed from the turntable by staff members wearing face shields, masks and gloves.

Please be aware all passengers arriving into Japan are required to quarantine for 2 weeks in line with Japanese government regulations.

Please visit [here](#) for latest information.



### Brussels Airport

Passengers will only have to pass through border control if landing at gates B or T. If landing at an A-gate, passengers can go directly to the baggage hall to collect their luggage. Before entering the arrivals hall, passengers will first pass through customs.

Please visit [here](#) for latest information.



### Entry Restrictions

As of 21 March 2020, the Japanese government has suspended entry visas for EU citizens. These measures will apply until the end of June 2020, and the applicable date may be subject to change.

For more information visit [Ministry of Foreign Affairs \(Japan\)](#).



## STAY UP TO DATE

Thank you for your consideration of our measures to protect the health, safety and wellbeing of our passengers and staff. Please contact the Business Development team on: [info.bru@ana.co.jp](mailto:info.bru@ana.co.jp) for any further information.

### Useful Links:

ANA:  
<https://www.ana.co.jp/en/jp/topics/coronavirus-travel-information/>

Tokyo–Haneda Airport:  
<https://tokyo-haneda.com/en/index.html>

Brussels Airport:  
[www.brusselsairport.be](http://www.brusselsairport.be)

Frankfurt Airport:  
[www.frankfurt-airport.com](http://www.frankfurt-airport.com)

Ministry of Foreign Affairs (Japan):  
[https://www.mofa.go.jp/ca/fna/page4e\\_001053.html](https://www.mofa.go.jp/ca/fna/page4e_001053.html)

BE Government:  
<https://www.belgium.be/en>