

TOGETHER WITH CARE

Together, with care

Our commitment to you, to our people, to everyone.

Now, more than ever, we are here for our partners and our passengers.
To take care of you. To protect each other.
To make sure everyone can travel again with confidence.

A new travel experience

Having as absolute priority the health and safety of our passengers and in close cooperation with the authorities, we have put in place protective measures so that everyone can feel safe throughout their trip with us.



Face masks are obligatory for all passengers in all airport areas as well as during their flight.

One personal item (women's/men's handbag or thin laptop case) **or a carry on baggage** within weight and size specifications is allowed in the cabin.



Before flight

- We recommend that all passengers should **check in online 48** hours prior to their flight and choose their seat, in order to avoid unnecessary crowding in the airport.
- We suggest that passengers always check the status of their flight, updated policies of your departure airport as well as the travel restrictions about their travel destination.



At the airport

- **Plexiglass separators** have been installed in all our ticket offices, **sanitizing dispensers** are available at each desk, **floor markings** show clearly visible distancing guides.
- **Business Lounges** are temporarily closed in Athens, Thessaloniki and Larnaka.
- **Boarding** takes place in groups, starting with window seats. Passengers are asked to scan their boarding pass and present their identification document to our staff. If there is a transfer by bus to the aircraft, buses are filled to only 50% of their capacity and the number of buses used is increased.



On Board

- We offer **individual water bottles, a pre-packed snack and antiseptic wipes.**
- Currently the **AEGEAN inflight magazine and newspapers are not available on board.** Instead, when travelling to international destinations, we suggest that passengers connect to the infotainment platform AEGEAN Stream through the Aegean App using their personal device.
- **Shop on board** sales are suspended.
- On all flights **3 rows of seats** will be kept vacant - either in the front or at the back of the aircraft - in case there is a need to isolate a passenger with potential symptoms.



At your destination

- **Disembarkation** takes place using only the front door of the aircraft, by small groups of passengers, starting with the aisle seats.

New clean standard

In order to guarantee a healthy and clean travel experience, we are closely monitoring the latest health developments and regularly reviewing and enhancing procedures.

Enhanced Aircraft cleaning

The average cleaning time is doubled between all flights, at all stations in Greece and abroad, both during the day and after the final flights at night.

- All sensitive touch areas such as seats, armrests, table trays, side walls, overhead bins, toilets etc. are intensively cleaned and sanitized.
- Aircraft arriving in Athens from abroad are disinfected on arrival, and regular disinfection **is performed on all other aircraft.**

Air circulation on board

The air in the cabins is, on average, renewed completely every 3 minutes during cruise time. This rate is much higher than that usually experienced in other indoor environments. All of the Airbus aircraft in our fleet are equipped with HEPA filters (High Efficiency Particulate Arrestors), which capture more than 99% of even microscopic bacteria and viruses.



AEGEAN people

Our staff is trained in the latest hygiene protocols and cleaning procedures and use personal protective equipment (face masks and gloves) to ensure a safe travel experience both for passengers and themselves. Additionally, all of our active crew members are tested for Covid-19 every 15 days. These tests take place at our airport facilities.

Ready to fly together again.

[Together, with care](#)



WATCH THE VIDEO



FAQ – our travel agent pages are full of useful information, find them [here](#)