

How we're taking care of you

COVID-19
care card

WE CARE ABOUT OUR CUSTOMERS AND OUR PEOPLE
AND WE'RE DOING WHAT WE CAN TO ENSURE EVERY DAY
AND EVERY JOURNEY IS A SUCCESSFUL ONE

HERE'S WHAT WE'RE DOING TO HELP PROTECT YOU

Thoroughly cleaning our aircraft and lounges

We are taking extra steps to sanitise our aircraft and lounges, which includes introducing a stronger disinfectant product for routine cleaning. Our jet aircraft are also fitted with hospital grade air filtration systems which filter out viruses.



Making hand sanitiser readily available

Hand sanitiser is available in our airports, lounges and on aircraft. Our customers and employees are welcome to use this as required. We also encourage regular hand washing.



Providing personal protective gear for our people

All of our aircraft are equipped with biohazard kits and we have gloves, hand sanitiser and face masks to keep our people safe.



Providing international fare flexibility

We're waiving the standard change penalty for customers who purchase an international ticket between 5-31 March, no matter how many changes are made.



Preparing you for your journey

Due to increased screening for some international flights, check-in may take longer than usual. This goes for customers connecting from regional ports too, so make sure you arrive at the airport with plenty of time to spare.



Encouraging you to support each other

We know this is a really unsettling time, but we're doing what we can to keep our customers and our people safe. Be kind to one another and have patience with other customers and our people. And if you are feeling unwell, please do not travel.



For updated travel alerts and more information
use your phone camera to scan the code.