

In just a few short months, the coronavirus pandemic has completely changed the way we live our lives. As we all continue to do our best to stay safe and healthy by following guidelines put into place, we are starting to see things slowly making the return to normal as we have been flattening the curve.

While COVID-19 still exists, you, like many of us, are beginning to look into traveling once again in a safe and secure way. If you are interested in traveling soon, allow us to continue to keep you up to date with the latest COVID-19 information and resources so you can travel the right way, and feel confident and safe while doing so.



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*Please note the following information has been pulled from a few of our preferred suppliers. For specific up-to-date information for a certain travel supplier, please contact your JET Travel advisor.

*Please note, due to rapidly changing situation, all information in this document is subject to change without notice.

- Airlines have **greatly reduced flight schedules**. We've been used to 4-5 flights a day from Duluth to Minneapolis, as of now, there is 0-1 flights per day.
- Most major airlines have a very **generous rebooking policy** allowing passenger greater flexibility. Please see the next slide for more details.
- Expect **large schedule changes** with little notice
- We strongly encourage the purchase of **travel insurance**
- One of our favorite airlines, Delta, is **reducing seating** to abide to social distancing. But not all airlines have implemented the same rules. Please ask your JET agent about specific airlines and seating.
- **Change fee waivers** are only applicable once per ticket

- Some airlines are offering generous rebooking policies including waiving change fees for ticket purchased **before June 30th**.
- **Cancellations** must be done **24 hours or more prior** to your flight.
- The **value of your ticket can be re-used** to rebook for a future trip by a specific date.
- You may have **to pay additional monies** if your new ticket value is higher
- Please note that policies will vary based on specific airlines, please see next side for our top airlines. Please contact your JET Travel advisor for up to date details.



- Below you will find the current rebooking policies for 3 major airlines. (For specific airline information please ask your JET Travel advisor). Please note policies are subject to change anytime.

Delta Airlines	United Airlines	American Airlines
<ul style="list-style-type: none">• Waiving change fees and providing greater flexibility to travel using eCredits through September 30, 2022, for customers who:• have upcoming travel already booked for March through September 30, 2020 as of April 17, 2020• have existing eCredits or canceled travel from flights in March through September 30, 2020• Tickets purchased between March 1 and June 30, 2020, can be changed without a change fee or Award redeposit fees for a year from the date you purchased it.	<ul style="list-style-type: none">• All tickets issued on or before March 2, 2020 for travel between June 1 and December 31 of 2020 must be changed by June 30 and new travel must commence within 24 months of ticket purchase date. Change fees will be waived.• Tickets purchased by June 30th can be changed for free over the next 12 months.	<ul style="list-style-type: none">• New tickets booked by June 30 for travel through September 30, 2020 will have free change fees. Travel must be completed by December 31, 2020.• New tickets booked between now and June 30, 2020 for travel October 1, 2020 will have free change fees.

- Travel insurance **is readily available to be purchased** for future travel and should be strongly considered.
- Travel is an **investment** and we believe it's extremely important to protect those investments. Life is **unpredictable** as we have seen, and you don't want to be stuck without the insurance! To read more on why it's important to protect your investment, please visit our insurance page on our website [HERE](#).
- To read more about Travel Insurance and **how this pandemic is affecting it**, please visit one of our favorite travel insurance partners statement [HERE!](#)

- Review **TSA's checklist** (click [HERE](#) for the checklist) before packing to see what you can bring.
- Note that all passengers are allowed a **12oz bottle of liquid hand sanitizer** through U.S. checkpoints. International security allowances may vary.
- **Pack light if bringing a** carry-on bag. To reduce touchpoints on board, crew members are unable to assist customers placing bags in overhead bins. (Subject to change based on airline)
- If you are carrying a prohibited item, you will be **required to leave the security line**, fix the issue, and go to the back of the line.
- **PRO Tip:** Consider separating food into individual plastic bags to speed up the security process.

- **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.
- **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. Most airlines require the use of a facemask, although masks are available via most airlines, there is no guarantee, please bring your own.
- Boarding on aircrafts will vary by airline. One of our favorites, Delta, will be **boarding back to front**, only 10 passengers at a time to abide by social distancing. Please contact JET Travel for specific airline boarding procedures as they will vary from airline to airlines.
- Loyalty members of specific airlines **may or may not receive complimentary upgrades** to abide to social distancing. Please contact your JET Travel agent for specific airlines and upgrade information.

- **All customers must wear a mask** or face covering, extras masks may be available but, don't expect them to be. Please be sure to bring your own.
- **Hand sanitizer dispensers** have been added near high-traffic and high-touch locations throughout most airports.
- **Plexiglass shields** have been added to service counters in the airport and are in place system wide.
- **Floor decals are being added** to provide guidance for maintaining a safe distance while in line.
- **Kiosks are being wiped down** and sanitized frequently throughout the day.
- For everyone's safety, all customer-facing employees will have their **temperature checked** before reporting to work.
- **Check-in counters are being wiped down** and sanitized frequently throughout the day.
- Expect to see more **paperless experiences**. Some airlines are recommending online check-in and mobile boarding passes.
 - **Pro Tip:** If your phone screen is cracked your boarding pass may not scan.

- **Baggage stations**, where checked bags are located before they are loaded on the aircraft, **are being wiped down and sanitized** throughout the day.
- Major airlines are using **electrostatic spraying** with high-grade disinfectant to help sanitize TSA security checkpoint areas across major U.S. airports.
- Customers and **TSA employees are required to wear masks** or face coverings at TSA checkpoints
- **Hand sanitizer stations** have been placed near exits.
- **Bins are being wiped down** and sanitized frequently throughout the day.
- To promote a safe distance, **alternating lanes are being used** when available.
- Some airlines are implementing **self baggage check**.
- **Lines may be longer** to abide by social distancing.

- One of our favorite airlines, Delta, is currently doing the following steps to ensure **passenger safety**. Other major airlines may have not yet implemented the same system. Please contact your JET Travel advisor for specific airline information.
- All **blankets and bedding are laundered** after every flight and all Main Cabin pillows are disposed after every use.
- **Customers must wear masks** or face coverings throughout the entire duration of the flight, except during meal service.
- All **armrests are thoroughly wiped down** and sanitized before every flight.
- **All airline employees wear masks** or face coverings.
- To allow for **greater space when deplaning**, flight attendants will cue customers to exit the aircraft.
- Some airlines are completely **suspending food & beverage service** while on board while Delta is providing bottled water without ice and pre-packaged snacks. **Alcohol is suspended** on Delta and other major airlines. Airlines food and Beverage services will differ. Please contact your JET Travel advisor for airline specific information.

- An **extensive cleaning checklist** is followed to ensure everything meets elevated standards.
- **Electrostatic spraying** with high-grade disinfectant is **used to safely sanitize all aircraft** before every flight; the sprayers disperse the disinfectant in a fine mist throughout the entire cabin.
- **Lavatories are cleaned** during flight and extensively cleaned and sanitized after every flight.
- All **overhead bin handles are sanitized** before every flight.
- All **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.
- Please be sure to check in with you JET Travel advisor about airlines specific information. For your convenience, we've added links below to our 3 major carriers and their **new safety/cleaning standards**:
 - Delta Airlines CareStandard: Click [HERE](#) to view
 - United Airlines CleanPlus: Click [HERE](#) to view
 - American Airlines Clean Commitment: Click [HERE](#) to view

- Many rental companies are implementing different strategies for your **health and safety**, please contact your JET Travel advisor for more specific details.
- One of our favorite car rental companies, National/Enterprise has implemented a “Complete Clean Pledge” standard that has the **following guidelines:**
- Procedures mandate a **thorough washing, vacuuming, general wipe down, and sanitizing with a disinfectant** that meets leading health authority requirements with particular attention to more than 20 touch points.
- **Social distancing protocols are implemented** on all shuttles and those shuttle will be limiting passengers. Passengers will also be encouraged to a one-way flow as they board to ensure social distancing. High touch areas will be sanitized thoroughly throughout the day.
- Branch locations will follow suit with additional measure to **disinfect touch points.**
- Branch locations are being **consolidated to centralize locations.** If you make a reservation, you may be contacted to arrange a vehicle transfer.
- All employees are to **abide by local recommendations** from their local government to ensure the health and safety of customers and employees.

- **One of our favorite hotel brands, Intercontinental Hotel Group (IHG), is already using** deep cleaning with hospital-grade disinfectants, and going forward, guests can expect to see evolved procedures in every area of the hotel, which may include:
- **Reception:** Reduced contact at check-in, touchless transactions, front desk screens, sanitizer stations, sanitized key-cards, paperless check-out
- **Public Spaces and Facilities:** Additional deep cleaning of high touch surfaces, social distancing, 'last cleaned' charts, best practices for pools, fitness centers and lounges
- **Guest Room:** Visible verification of sanitized items (e.g. glassware, remote control), reduction of in-room furnishings/high-touch items, new laundry protocols, use of electrostatic technology.
- **Turn Down Service:** Rooms may only be cleaned once per guest (pre arrival) depending on hotel. Cleaning services may be requested at the front desk. Each hotel may have a different policy in accordance with local government requirements. Please contact your JET Travel agent for hotel specific information.
- **Food & Beverage:** New standards and service approach to buffets, banquets, room-service and catering
- **Cleanliness information,** guest amenity cleaning kits, hand sanitizer will be available at your IHG hotels.
- Please note: **Hotel amenities may vary** based on destination and local government requirements. This may include a loss/change in buffets, in-room amenities (coffee pot, hair dryer), hotel amenities, room service, laundry service, etc. Please contact your JET Travel advisor for specific hotel information.

- Another favorite hotel brand of ours, Hilton, is continuing to use **hospital-grad cleaning products** and has upgraded protocols in use. Also, they've launched a new program with Lysol that includes:
 - **Hilton CleanStay Room Seal** to indicate that **guest rooms haven't been accessed since they were cleaned**
 - **Extra disinfection of top 10 high touch areas in guest rooms** including light switches and door handles
 - **Increased cleaning frequency of public areas**
 - **Guest-accessible disinfecting wipes** at entrances and high traffic areas
 - **Enhanced cleaning for fitness centers**
 - **Reduced paper amenities** (like pads and guest directories) in rooms
 - Enhanced cleaning & other changes to **buffets, in-room dining and meeting spaces**
 - Industry-leading **contactless check-in and check-out with Digital Key** at more than 4,700 properties globally
 - Evaluation of new technologies like **electrostatic sprayers with disinfecting mist** and **ultraviolet light to sanitize** surfaces and objects
 - **Enhanced Team Member safety and well-being** with personal protective equipment and enhanced training and protocols
- Please note: **Hotel amenities may vary** based on destination and local government requirements. This may include a loss/change in buffets, in-room amenities (coffee pot, hair dryer), hotel amenities, room service, laundry service, etc. Please contact your JET Travel advisor for specific hotel information.

- Please note that hotels may publicize an opening date but, that **date is subject to change** based on local government requirements and the hotels discretion.
- Hotel **policy/procedure will vary** from hotel to hotel and state by state. Please note that these policies and procedures are also subject to change at any time.
- **Amenities and features of all hotel are subject to change**/or be closed at a moments notice.
- For all **up to date hotel information** please contact you JET Travel advisor.

- Passport offices around the country have been assisting with life-and-death emergencies only throughout COVID-19 and have only **just recently reopened processing applications**. Please note that if you need a new passport or renewal it may take longer than expected.
- Please be sure to **review regulations for entry for specific countries**. These regulations may include a quarantine, health form, or similar. For your convenience, if you click [HERE](#) you will be redirected to the International Association of Travel Agents (IATA) page for a detailed map of countries that are open to the public and their current entry requirements.
- For example: Mexico has **no implemented COVID-19 entry requirements** but, the United Kingdom (UK) is requiring all passengers to **quarantine for 14 days**. Each country may and will be different – know before you go!

- JET Travel and Tours Inc. prides themselves on providing the current and most up to date information. However, JET Travel will not be held responsible for any loss of funds due to the impact of COVID-19 and ongoing travel situations
- ALL Travel Suppliers have their own policy and procedures. These policies and procedures are subject to change at anytime. Please contact your JET Travel advisor for specific travel supplier information
- Please note, due to rapidly changing situation, all information in this document is subject to change without notice.
- Our objective as advisors is to provide you with the best information and updates surrounding COVID-19. At the time of your travel request, our goal is to facilitate the best decisions for you and we will work on your behalf to ensure you have a safe travel experience.
- Please feel free to reach us to us about any questions related to travel and COVID-19. We're here for you!

- [Delta Airlines Coronavirus Update Center](#)
- [United Airlines Coronavirus Update Center](#)
- [American Airlines Coronavirus Update Center](#)
- [AIG Insurance Information](#)
- [National/Enterprise Coronavirus Information](#)
- [TSA Checklist](#)
- [IHG Cleaning Requirements](#)
- [Hilton Cleaning Requirements](#)
- [IATA Country Requirements](#)
- [John Hopkins Coronavirus Update Center](#)
- [Center for Disease Control \(CDC\)](#)
- [World Health Organization \(WHO\)](#)
- [US State Department](#)