

COVID-19 PROTOCOLS FOR AIRPORT & AIRLINES

The International airport in Lima, at the moment, is ONLY operating domestic flights. All travelers should follow the protocols below:

Before you travel:

1. Travel light! If you have hand luggage, try to avoid liquids, electronic devices, jewelry, etc., to prevent delays at the security checkpoints.
2. Don't forget to wear your face mask and face shield.
3. Only passengers traveling must attend the airport, except minors and those who require special assistance.
4. If you present any symptoms related to COVID-19 or physical discomfort, you should not go to the airport. Contact your airline to reschedule your flight.
5. Electronic check-in must be done before attending the airport.
6. Only passengers whose flight is scheduled within the next 3 hours will be allowed to enter to the airport.

Departure Protocol:

Entering the terminal:

1. Only passengers traveling must attend the airport, except minors and those who require special assistance.
2. Passengers entrance to the airport is by the pedestrian access of domestic flights or by the vehicular access through the freeway.
3. Wear your face mask and face shield during your stay at the airport.
4. All passengers must show their identity document, boarding pass or flight reservation (printed or electronic) to enter the airport.
5. Only people who require special assistance may use luggage cars in order to reduce risks of infection.
6. Access to the terminal will be only through doors 7 and 9.
7. The temperature of each passenger will be measured at the terminal entrance. Passengers with a temperature equal to or higher than 38°C will not be admitted.
8. Passengers must disinfect their footwear at the footbaths before entering the terminal.
9. In case of queues, social distancing must be respected through the implemented signs.

Check-in:

10. Electronic check-in must be done before attending the airport. Only if check-in special assistance is needed, passengers should go to the airline counter.
11. Luggage shall be manipulated only by the passenger at all times.

Security checkpoints:

12. Before the security checkpoints, the passenger must place the boarding pass through the scanner machine. Airport security personnel are provided with the necessary protective equipment: masks, face shields, gloves, and jumpsuits, according to the inspection activities they perform.
13. Passengers must respect social distancing according to the floor signs.
14. The inspection will be carry-out respecting the distance between the passenger and the security officer.
15. The security officers and guides will instruct the passenger to comply with the placement of their belongings prior the inspection.
16. If you are carrying a backpack, or hand luggage, you should not use trays, you can put them in the X-ray machine. The use of trays is only for items outside of your luggage, such as jackets, watches, bracelets, cell phones, etc.
17. It will not be necessary to remove shoes.

At the boarding lounge:

18. Passengers should respect the signs placed in the boarding lounge (seats and/or queues).
19. Passengers will be responsible for taking their boarding passes through the scanner machine.
20. When boarding, the passenger must follow the security protocols provided by the airline.
21. The boarding lounges will be disinfected after each flight.

Arrival Protocol:

1. Use of face mask and face shield is mandatory.
2. Passengers will find alcohol gel dispensers for hand sanitizing and containers for the disposal of face masks and gloves.
3. If the passenger has a connection with another flight, he/she must leave the terminal and re-enter as if he/she were a passenger from Lima.

AT THE AIRLINES

Since most of our passenger's flight with Latam Airlines, we are considering their protocols below. It is important to mention that the other airlines operating flights within Peru have very similar protocols.

Latam Airlines is following the recommendations of international organizations such as the International Air Transport Association (IATA), the World Health Organization (WHO), the local governments and more.

Latam protocols and precautions on board are:

Boarding and disembarking:

1. We have adjusted our boarding and disembarking process to avoid crowding.

Mandatory use of face masks:

1. Local authorities and IATA (International Air Transport Association) have defined the use of these protection elements during your trip. They minimize the possibility of cross-infection among people on board. It is essential to wear them correctly; they must cover your mouth and nose completely, reducing the drops expelled when breathing, coughing, or sneezing by 90%.
2. The types of face masks to be worn can be the traditional surgical ones, or the N95, as well as hand-made fabric masks, as long as they completely cover your nose and mouth.
3. No passenger will be allowed to board the plane without a properly worn face mask, except those who have processed a medical certification authorizing them to fly without it.

Aircraft sanitation before and after the flight:

1. We manually carry out thorough disinfection on all contact surfaces of our aircraft with 70% alcohol.

A sterile environment on board:

2. During the flight, you will be breathing clean air, thanks to the action of HEPA filters that were implemented into the cabin ventilation system. They are present in all of our aircraft and remove 99.9% of viruses and bacteria. In addition to cleaning the air, this system renews it every 3 minutes, mixing a part of filtered air into the cabin with air extracted directly from the atmosphere.

Crew Protocols:

3. We adjusted our protocols to minimize interactions with passengers.

Distancing measures:

4. Our crew has guidelines to promote social distancing during flights and will organize passengers in order to avoid crowding when boarding the plane, upon arrival at the destination, etc.
5. Blocking the middle seat as a measure of social distancing is not recommended by IATA within its guidelines to ensure a safe flight.

Food:

1. We simplified our food services by minimizing the handling of items and limiting each service to only one interaction.
2. This service is temporarily suspended, for both Economy and Premium Economy cabins, on domestic flights from Peru at the request of local authorities.

Materials:

1. As a preventive measure, our crew will only distribute rest elements upon request of the passenger. The elements in the seat pockets have been removed.