



# Travel with Confidence Guide

## Travelling by Plane



# Contents

01

**Introduction from BTA CEO, Clive Wratten**

Page 1

02

**Booking and Preparing for your Journey**

Page 2

03

**Travelling to and Arriving at the Airport**

Page 3

04

**The Plane Journey and Arrival**

Page 4

05

**Getting to your Destination**

Page 5

06

**Your Accommodation, Safe Working  
and Follow-Up**

Page 6/7

## Dear Members & Partners,

Now more than ever, the service that our Travel Management Companies (TMCs) offer is vital. Britain must get moving again – safely.

To help our corporate customers travel with confidence, this guide outlines how TMCs can aide Covid-safe travel and the precautions we can all take ourselves.

These are recommendations from the BTA, developed through careful and extensive collaboration with our members and partners.

For Britain to be a truly global nation, we need to get travelling: to trade, provide vital humanitarian aid and forge deals face-to-face.

This has been a long and hard process for us all. Today, we work towards the next step of the new reality: living and travelling alongside Covid-19.

I hope you find the recommendations useful and start to plan trips with your chosen **Travel Management Company.**

Best wishes,



**Clive Wratten**  
CEO, The BTA

# Travelling by Plane

## (Domestic and International)

### Step 1: Book through a TMC



By booking through a TMC, you are taking the first step to creating a Covid-19 safe itinerary.

TMCs have the latest information on border restrictions, in-country legislation and deep knowledge of the steps needed to minimise risk at every step of your journey. They will work with you to create a full itinerary and recommend transport, accommodation and transfer options that meet their required health and safety standards. Your TMC will produce all of the electronic documentation you will need for your journey.

### Step 2: Prepare before you Set-off



In advance of leaving for the airport, we recommend checking-in online and saving your boarding pass on your phone to create a contactless journey through the airport.

Remember to pack several masks for your trip and a supply of hand sanitiser for the times you are unable to regularly wash your hands.

In some circumstances your TMC can even assist you with advance check in for your flight and they will do everything to minimise your need for interaction with ground staff and technology.

Through creating this booking, the TMC will be on-hand throughout your trip to advise, alert you to changes in advice and to contact you following your trip should it be necessary.

With the booking complete, you're ready to travel again.

It is advisable to allow for a small amount of extra time at the airport so that you can navigate the new regulations without undue pressure.

Your travel management company will be able to advise the length of time necessary to get through the updated security channels.

IATA and the airlines are requesting that hand baggage is kept to a minimum and that passengers check in bags wherever possible.

### Step 3: Travelling to the Airport



We recommend booking a limousine service through your travel management company to get to the airport.

Limousine companies are disinfecting their vehicles using the latest solutions at least every 28 days alongside fully sanitising the cars between each trip.

It is recommended that passengers sit in the rear left seat (or opposite backseat to the driver) throughout the trip and never in the front. Where possible, windows should be open.

It is compulsory when using a limousine service to wear a mask (and the driver will always wear one as well) and we recommend regular use of hand sanitiser throughout the journey.

With these precautions in place, you can sit back and relax or answer last minute emails before you arrive at the airport.

If it is not possible to travel via a limousine service then we recommend making use of a private car. If travelling via public transport, we recommend travelling at off-peak times, wearing a mask throughout the journey and keeping a social distance from other passengers.

### Step 4: Arriving at the airport



When exiting your chosen method of travel, use hand sanitiser. Before entering the airport, ensure to be wearing a mask that covers both your mouth and nose.

Be prepared to follow on the ground regulations and have your phone (boarding pass) and passport easily accessible.

Whilst in the departure halls, ensure to keep at a social distance (1m+) from other passengers and be sure to follow the pedestrian traffic flow system in place.

Airports have been working hard to ensure travellers' health and safety. New measures in departures include: limiting the number of people in each check-in zone, regular hand sanitiser points and deep cleans throughout on a regular basis.

Whilst going through security, please follow the instructions for sending luggage through the scanner and remember to use hand sanitiser frequently.

## Step 5: The Plane Journey



Onboard the plane, sit back and relax (ensuring you are wearing your mask). We recommend using hand sanitiser regularly throughout the journey.

Airlines are taking a variety of measures to prioritise your health and safety.

These include: disinfecting all surfaces after a flight, boarding passengers from front to back to help social distancing and removing all in-flight magazines.

## Step 6: Arrivals



After disembarking the plane, you must continue to wear your mask until you have left the airport building. Some countries may require you to wear a mask in all public places – including outside. Your travel management company will advise you of local protocols before you depart.

Many aircraft operators are currently operating a reduced meal service and alcohol may not be available on all flights. Please be prepared for these changes and consult your travel management company for more details about your specific flight.

Remember to keep your mask on throughout the flight apart from when eating and drinking. If you are travelling long-haul, we recommend changing your mask every four hours. The used mask should be put into a sealed bag before washing or disposing of on arrival.

Sit back and relax during the flight. It's useful to know that the HEPA filters keep the air on a plane cleaner than in most offices – the system replaces the air in the cabin every 2-3 minutes.

As you pass through the airport, you will be expected to hold-up your passport rather than hand it over to border control to maintain the contactless experience.

If you are picking-up luggage, be aware that many airports have a disinfectant facility for these bags before you leave the airport.

As you leave the building, we recommend using hand sanitiser before embarking on the next stage of your journey.

## Step 7: Getting to your Destination



It is likely following a flight that you will hire a car, get a taxi or take an airport transfer (train or bus) to get to your final destination.

**HIRE CAR:** If you are hiring a car, you can expect the car rental company to have clear social distancing markers in place. Hand sanitiser will be available throughout and many companies have provided their staff with protective equipment.

Where possible, your travel management company will have arranged a paperless pick-up so ensure you have the information to hand.

Rental companies are performing thorough cleans after each drop-off. We recommend using disinfectant to wipe any surfaces in advance of setting off.

**TAXI:** It is compulsory to wear a mask when riding in a taxi. If your plane journey has been over 3 hours, we recommend disposing or stowing your mask carefully before getting into the taxi with a fresh mask.

Once securely in the vehicle, use hand sanitiser and consider keeping the windows open. It is advisable to sit in the back-left seat where possible. If travelling in a group, passengers should split up into different vehicles rather than journey in the front of the taxi.

**TRAIN/BUS TRANSFER:** Your travel management company will organise your tickets for your transfer, please have these available to show and maintain a contactless experience. It is compulsory to wear a mask whilst travelling by train and bus. Whilst onboard, practise social distancing from other passengers. If it is a short transfer, we recommend avoiding eating and drinking during the journey. Remember to use hand sanitiser at regular intervals.

## Step 8: Your Accommodation



Your travel management company will have booked you into accommodation that both suits your needs and meets their health and safety requirements.

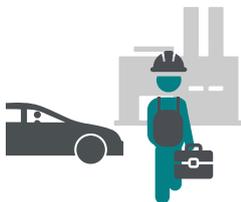
Many hotels and serviced apartments are operating a contactless check-in. Your travel management company will advise on how the procedure is operated.

From arrival, please practice social distancing from other guests and staff. Wear masks where required by the property and make regular use of hand sanitiser.

Hotels and serviced apartments have increased the frequency with which all public areas are cleaned so you should expect to see this taking place.

Buffets are no longer on offer, but hotel restaurants are open with tables spaced further apart. In many properties room service will be available for guests who prefer a contactless stay.

## Step 9: Working

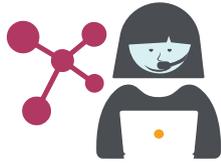


When you are at your destination and conducting your work, remember to practice social distancing and to follow any additional guidelines set out by the company. If visiting a customer or someone outside of your company, we recommend calling ahead to ask about their social distancing requirements and expectations of visitors, so you arrive prepared.

Throughout the day, regular handwashing (or sanitising) is recommended. Masks may also be required in certain indoor situations.

At the conclusion of your work, we recommend following the same steps in reverse for your return journey.

## Step 10: Follow-up



By booking through a TMC, your adviser will be able to contact you should there be any requirements for a Covid-19 test or to alert you to any suspected outbreaks. Your data will be kept securely and anonymously where requested.

Should you have any concerns or questions at any point on your trip, contact your TMC adviser to get the latest advice and information.

**Above all, follow these steps and travel with confidence!**



**BTA** | BUSINESS TRAVEL  
ASSOCIATION