

Promoting social distancing in the air and on the ground*



Enhancing signage, including a 6 ft. tape rule at ticket counters, allows for **minimal contact between agents and customers**. We're deploying sneeze guards at key interaction points including check-in counters and gate podiums.



Reducing touchpoints by temporarily shutting down self-service kiosks in most locations. We're asking customers to **self-scan boarding passes** as well as working with janitorial vendors to swap existing soap and hand towel dispensers for **hands-free units**.



Boarding fewer customers at a time to allow for more distance during the boarding process. Following pre-boarding, we will **board back-to-front by rows**, but will space out customers to minimize crowding. We are implementing a **front-to-back deplaning process**.



Processing **Complimentary Premier Upgrades in priority order** at the gate before departure.



Seat selection is limited in all cabins for seats next to each other or middle seats where available. We're alternating window and aisle seats when seats are in pairs. Given our significantly reduced schedule, **we want to ensure customers have an opportunity to get to their destinations**, particularly in places where we're only operating a single flight per day, so **some flights may have more customers on board than others depending on the particular route or frequency**. However, most flights currently depart with many unoccupied seats.

*Temporary measures that will continue to be evaluated | Information as of May 11, 2020

Keeping you safe

Social distancing during travel



