



## COVID-19 Traveler Guidance

As travel resumes please review the items below to ensure you are prepared and understand the steps you should take to remain safe and healthy throughout your trip. The first, and most important step, is to make sure all of your travel has been booked through the authorized travel management company (TMC).

Booking your travel through the authorized TMC will provide the information needed to track your whereabouts during travel to help ensure your health and safety. Please make sure all your personal information is up to date with Human Resources and your emergency contact is notated when required. Additionally, ensure you have easy access to the company's risk management information, if applicable.

### Before You Go

- ☐ **Ensure you have a valid credit card as some vendors may not take cash**
- ☐ **Verify that you are carrying a VALID form of identification**
- ☐ **Items you may want to have available to you during travel:**
  - ☐ Face mask
  - ☐ Hand sanitizer
  - ☐ Cleansing wipes
  - ☐ Thermometer
- ☐ **Research what will be required to enter the office/location you plan to visit as policies will differ by location. It is best to be proactive and inquire:**
  - ☐ Will they require health screening?
  - ☐ In what areas do they require a mask?
  - ☐ Are there specific procedures to enter the building/get a security clearance?
  - ☐ Are office amenities available? (e.g. break areas, office cafeteria)
- ☐ **When packing, please remember to keep all medications and personal valuables in carry-on luggage (bring extra medication & clothing, in case you are quarantined/detained unexpectedly)**

### Global Travel

As of Monday, June 1, 2020 the U.S. Department of State has issued a Global Level 4 Health Advisory advising U.S. citizens to avoid all international travel due to the global impact of COVID-19. For a full list of all global travel advisories please visit the U.S. Department of State website. Currently, opportunities to travel across borders are very limited, and where travel is permitted anyone entering most countries are expected to quarantine for 14 days.

As you do resume international travels you will want to pay attention to a few key points:

- ☐ **Check if consulates are open and able to process documents**
- ☐ **Research any new visa requirements**
- ☐ **Understand if there are restrictions to entry based on COVID-19**
- ☐ **Check on documents required for entry into the country you plan to visit**
- ☐ **Check if COVID-19 cases in the city you are traveling to are increasing or decreasing**
- ☐ **Understand movement restrictions where you are visiting (e.g. are there shelter in place mandates?)**

- ☐ Look into any quarantine mandates or restrictions in place for the country, state or city you are visiting
- ☐ Are there border controls in place?
- ☐ Are COVID-19 test results required prior to my arrival in a country, state, city?
- ☐ Understand the existing medical infrastructure in place in the event you become severely ill
- ☐ Check what places of business are open in the country, state or city that you are visiting (e.g., restaurants, gas stations, clinics, pharmacies, etc.)

## Airport Security Regulations

Carefully review the items below to understand the latest airport security requirements and recommendations that will help ensure your health and safety:

- ☐ Visit the TSA website to research updated policies and procedures for all U.S. airports
- ☐ Visit the Airport Security Regulation Site for your originating Country to research updated policies and procedures for airports outside of the U.S.
- ☐ Ensure sanitizing equipment is readily accessible (currently the TSA is allowing one liquid hand sanitizer container, up to 12 ounces per passenger, in carry-on bags until further notice)
- ☐ Have access to your boarding pass. Printed or digital boarding passes are allowed, but the boarding pass or device will be scanned by the traveler. It will no longer be handed to the TSA agent
- ☐ Check the expiration of your identification. If your U.S. driver's license or state-issued ID expired on or after March 1, 2020 and you have been unable to renew, you may still use it as acceptable identification at the checkpoint. TSA will currently accept expired driver's licenses or state-issued ID a year after expiration. The Department of Homeland Security also recently announced an extension of time to obtain a REAL ID-compliant driver's license. The new deadline is October 1, 2021
- ☐ Understand mask requirements. Most airports will require masks to be worn at all times except for the lowering of a mask to allow the TSA agent to verify your identity

In addition to the list above, travelers should also be prepared for a few other changes when going through security lines.

- Travelers should be prepared to place any meals in a separate bin.
- Travelers may be asked to remain 6 feet apart when in line and going through security.
- The agents checking ID and boarding passes will be wearing masks, gloves, and in some cases eye protection.
- At this point no additional time is required at the airport to get through security, but this may change as the volume of travelers increases.

## Airport

Understanding airline policies will help you prepare for your flight. Requirements vary by airline and are constantly changing, so before you head to the airport, we encourage you to check your airline's website for the latest information. Consider the following key points:

- ☐ Find out what steps your airline is taking to clean airplanes
- ☐ Determine if masks are required by passengers and/or airline staff
- ☐ See if your airline is providing disinfecting supplies on the plane; if not, be prepared to bring your own

- ☐ **Verify if middle seats are being left open, and if not, what are your options? This varies with each airline**
- ☐ **Determine if kiosks are open for check-in, or preferably, download the airline's app onto your phone to limit the use of touch screen kiosks**
- ☐ **Familiarize yourself with the airline's latest checked bag procedures**
- ☐ **Check to see if boarding procedures have changed, and if so, how far in advance you need to be at your gate**
- ☐ **You may want to find out which services your airline is running (e.g. food and beverage)**
- ☐ **Find out if you need to bring your own in-flight entertainment**

Listed below are the major U.S. domestic airlines' COVID-19 information pages. International carrier sites should be accessed separately for COVID-19 updates.

- [American Airlines](#)
- [Delta Air Lines](#)
- [United Airlines](#)
- [Southwest Airlines](#)
- [JetBlue](#)

## Rail Service

Carefully review the items below to understand the latest requirements and recommendations for staying healthy while traveling by train:

- **International Rail Services:** Please check the local country rail carrier website for updated openings/rule changes. [Rail Service Guidelines in Europe](#)
- **Cleaning Procedures:** Amtrak has increased cleaning procedures to include fogging, a highly effective sanitization method that disinfects surface areas. After fogging, high-touch surfaces (e.g. tray tables, seats, restrooms, waiting areas, and Quik-Trak kiosks) are thoroughly sanitized.
- **Face Mask Requirements:** To protect customers and employees, all customers must wear face masks in stations, on trains, and on thruway buses. Facial coverings may be removed when customers are eating in designated areas, in their private rooms, seated alone, or seated with a travel companion in a pair of seats. Customers must bring their own face masks; service will be denied to anyone not wearing facial coverings.
- **Station Arrival:** Customers are encouraged to arrive 30 minutes before departure unless they need ticketing or baggage assistance, in which case they should arrive no more than 60 minutes before departure.
- **Social Distancing:** Signage is displayed in high-traffic areas to remind customers to stay 6 feet apart; all staffed stations have protective barriers; Amtrak is limiting ticket sales to 50% capacity on reserved services.
- **Available Services:** Effective May 20th, café service on Amtrak trains will be offered as carryout only. The café will continue to sell food and beverages, but cash will not be accepted. Customers can take these items to their seats or private rooms.
- **PPE:** Travelers must bring their own masks and sanitizers.
- **Quick-Trak Kiosks:** Open for check-in.
- **Station Closures:** Due to service reductions, be sure to confirm the station is open before you leave. While some routes have been reduced or suspended, Amtrak continues to operate essential services. On the Northeast Corridor, Acela will resume a reduced schedule June 1st.

- **Accepted Payment (No Cash):** At this time, Amtrak is only accepting cashless payments.
- **Contact Safety Measures:**
  - Contactless Services: Amtrak encourages boarding with eTickets, which conductors scan from the Amtrak app.
  - Seamless Gate Service: To reduce crowds at departure boards, Amtrak app users can receive gate and track information via push notifications at select stations.
- **Waived Fees:** Amtrak is waiving all change and cancellation fees for reservations made by August 31, 2020.
- **Additional Safety Measures:**
  - Reducing Exposure: All non-safety materials have been removed from seatback pockets.
  - Handwashing: Amtrak strongly encourages washing hands with soap and water, which are available in each car's restroom.
  - Contactless Movement Onboard: To move between cars, customers can push an "automatic door open" button with their feet.
  - Upon Arrival: When the train is approaching a destination, conductors will announce where and when customers can disembark to minimize crowding.

## Hotel

Once you arrive at your destination, your next point of contact will be your hotel. Prior to your travel date, visit your hotel's website to verify the following:

- ☐ **Research the steps the hotel is taking to clean guest rooms**
- ☐ **Find out if masks are required by guests and/or employees in public areas**
- ☐ **Make sure you're booked at a hotel promoted by your travel department (who may have identified a subset of hotels that meet certain cleaning standards they feel are required)**
- ☐ **Before you depart, ensure the hotel you are scheduled to visit is open**
- ☐ **Find out if there are any restrictions around the hotel's restaurant (e.g. room service only), gym, and/or pool**

## Ground Transportation

While traveling, it will be important to know which ground transportation options are available to you, and what procedures may have changed since you last traveled. Below, we've compiled some general guidelines for you, but be sure to visit your ground transportation provider's website for updates and the latest requirements.

## Car Rental

- **Cleaning Procedures:** Policies will vary by company, but the large rental companies have all committed to thoroughly cleaning and sanitizing between every rental. Disposable gloves are worn during cleanings, and special attention is paid to interior touch points such as seats, steering wheels, door handles, and other hard surfaces.
- **Precautions:** Open the windows to air out the vehicle when you first drive it and wipe down its interior with a sanitizer. Remember to clean your hands before and after driving.

- **Protocols for Airport Shuttles:** The number of passengers is being limited on each bus. High-touch areas are disinfected frequently between trips (e.g. baggage racks, door handles, seat backs).
- **Face Masks:** All employees are required to wear masks and gloves when they clean and relocate vehicles.

### Ride Share (Uber/Lyft)

- **Availability:** Rideshare is available in most areas for essential travel; check local guidance in your area.
- **Precautions:** Passengers and drivers are both required to wear facial coverings, should disinfect hands and frequently touched surfaces, and lower car windows to increase airflow. Passengers should sit in the back seat.

### Buses

- **Cleaning Procedures:** Check with your bus company to ensure they are following rigid sterilization and cleaning procedures. At minimum, ensure a disinfectant solution effective on viruses is sprayed or wiped on hard surfaces for each vehicle in service before and after each trip.

### Public Transportation

- **Recommendations:** Wear a facial covering, don't touch your phone, avoid touching your face, and avoid face-to-face contact with people who are coughing and sneezing. If possible, avoid the rush hour commute, and sanitize your bag(s) at your destination.

### Additional Resources

- [Government Travel Restrictions, Flight Operations and Screening](#)
- [Updates on Restrictions in place by State in the U.S.](#)
- [U.S. State Reopening Updates](#)
- [Business Openings, Mask Requirements, and Other State Openings](#)
- [COVID-19 Travel Recommended by Country](#)
- [European Commission: Travel and Transportation During the Coronavirus Pandemic](#)
- [CNN: Travel and the Coronavirus Pandemic](#)
- [Asia-Pacific Region: Coronavirus Impact on Business Aviation](#)

### Legal Disclaimer

This document is intended to be informative and in no way guarantees travelers health/safety. For specific information surrounding COVID-19 traveler safety we encourage you to reach out to your risk management provider, and/or HR department

This document is a compilation of information from third-party sources and World Travel, Inc. cannot guarantee accuracy, as all information is subject to change. Any questions about travel should be directed to your company travel manager or human resources department.