European Union Aviation Safety Agency

What I need to care about: “At all times”

Do I still have to cover my face if I sneeze?

Answer

Yes, remember the “respiratory etiquette”. You should cover your mouth and nose with a paper towel when sneezing or coughing, even when wearing a face mask. If this is not possible, cough or sneeze into your flexed elbow.

Last updated:
09/06/2020

Link:
https://www.easa.europa.eu/en/faq/115293

Can I take my sanitiser gel on-board?

Answer

There should be enough alcohol based hand sanitising solution
at the airport. However, you can still bring your own and take it on board providing it complies with the restrictions, dimensions and quantity that apply to carry-on liquids.

Last updated:
09/06/2020

Link:
https://www.easa.europa.eu/en/faq/115296

What happens if I don’t follow the preventive measures in place?

Answer

If you do not follow the instructions, then you may not be allowed to travel.

- You may be refused access to the airport terminal building, to the aircraft cabin, or removed from the cabin, according to national/local legislation, if you do not follow the instructions

given, which are there for the safety of all. Depending on local regulations, you may face additional consequences as determined by the local authorities.
- If the aircraft is already in flight, the procedures relating to handling cases of unruly passengers may be applied if you do not comply with the instructions of the cabin crew. Further actions may be taken by the local authorities at the destination airport, in line with local regulations, as a result of actions that endangers the flight and health safety of other passengers and crew members.

Depending on local requirements or recommendations, you may be subject to certain consequences if you do not follow the mandatory requirements in place at the departure / arrival destination.

Last updated:
12/05/2022

Link:
https://www.easa.europa.eu/en/faq/115298

Are the preventive measures binding or just recommendations?

Answer

The preventive measures included in the EASA/ECDC COVID-19 Aviation Health Safety Protocol on physical distancing, respiratory etiquette, meticulous hand hygiene and avoiding touching the face, nose, eyes and mouth must be followed for the safety of all air travellers and aviation personnel. It is recommended to wear a medical face mask throughout the journey. The recommended measures will be regularly evaluated and updated in line with changes in knowledge of the risk of transmission as well as with development of other diagnostic or the evolution of the pandemic.

Last updated:
12/05/2022

Link:
https://www.easa.europa.eu/en/faq/117056

It is safe to take a flight?

Answer

Yes, EASA believes that member states, national health authorities and air transport operators have put everything possible in place to make it safe to fly. However an important contribution

comes from the passengers themselves, who have a responsibility to themselves, other travellers and air personnel to follow the procedures put in place to prevent the spread of COVID-19.

It is not possible to guarantee 100% prevention of infection in this pandemic, but we have defined all possible and practical measures in the EASA/ECDC guidelines to make air travel safe again.

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17/06/2021

Link:
https://www.easa.europa.eu/en/faq/115524

What is meant by a “medical face mask”?

Answer

A **medical face mask** (also known as a surgical or procedure mask) is a medical device covering the mouth, nose and chin ensuring a barrier that limits the transition of an infective agent between the hospital staff and the patient. They are used to prevent large respiratory droplets and splashes from reaching the mouth and the nose of the wearer and help reduce and/or control at the source the spread of large respiratory droplets from the person wearing the face mask. Medical masks comply with the requirements defined in European Standard EN 14683:2019+AC:2019. Non-medical face masks (or ‘community’ masks) include various forms of self-made and commercially available masks, including re-usable face covers made of cloth, other textiles and other disposable materials. They are not standardised and are not intended for use in healthcare settings or by healthcare professionals. Non-medical face masks are in use and recommended in some EU/EEA countries. Limited indirect evidence from experimental studies has shown that non-medical face masks may decrease the release to the environment of respiratory droplets, although there was conflicting evidence about the relative efficiency of medical versus non-medical face masks.

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17/06/2021

Link:
https://www.easa.europa.eu/en/faq/115286

And what is meant by “Non-medical face mask”?

Answer

A **non-medical face mask** (or ‘community’ mask) include various forms of self-made and commercially available masks, including re-usable face covers made of cloth, other textiles and other disposable materials. They are not standardised and are not intended for use in healthcare settings or by healthcare professionals. Non-medical face masks are in use and recommended in some EU/EEA countries. Limited indirect evidence from experimental studies has shown that non-medical face masks may decrease the release to the environment of respiratory droplets, although there was conflicting evidence about the relative efficiency of medical versus non-medical face masks.

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Link:
https://www.easa.europa.eu/en/faq/115287

Will I be able to get new medical face masks at the airport?

Answer

Passengers should bring a sufficient supply of medical face masks for the entire duration of their journey. Airports have been encouraged to offer the purchase of masks at their premises (e.g. vending machines) in case passengers have been unable to acquire sufficient medical face masks beforehand. We recommend to contact the departure airport and clarify this issue before your journey.

Last updated:
17/06/2021

Link:
https://www.easa.europa.eu/en/faq/115291

I did not have time to wash my hands, what should I do?

Answer

Where hand hygiene – washing with water and soap - is not possible, use alcohol based hand sanitising solution.

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17/06/2021

Link:
https://www.easa.europa.eu/en/faq/115294

If I am wearing gloves, do I need to disinfect them or throw them away?

Answer

Hand hygiene – washing of hands with soap – should be reinforced at all times and is of paramount importance. The wearing of gloves may lead to a false sense of security and be counterproductive unless you are very strict about following the correct measures for glove wearing. If you choose to wear disposable gloves, they should be regularly changed and the used ones disposed of safely. Note that not all types of reusable gloves can be disinfected with alcohol-based solution. Some can deteriorate and contribute to spreading contamination. The disinfection of gloves is therefore not recommended. On the whole, it is better for passengers to follow good hand hygiene than to wear gloves.

Limiting direct contact (touch) with surfaces at the airport and in the aircraft is a good way to protect yourself.

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17/06/2021

Link:
https://www.easa.europa.eu/en/faq/115295

Do I have to wear a mask?

Answer

Yes, if authorities in the country of departure or arrival require to wear masks in public transport and transport hubs.

Otherwise the wearing of medical face masks is recommended for all passengers and persons within the airport and aircraft.

Please consult the European Commission's 'Travel during the coronavirus pandemic' page for more information.

Last updated:
12/05/2022

Link:
https://www.easa.europa.eu/en/faq/115284

Where can I throw away a used face mask?

Answer

Airports and airlines have been asked to instruct passengers on the safe disposal of used medical face masks: for example through no-touch bins and single-use waste bags. Please look for specific information on this during your journey.

Although medical face masks may contain plastic fibers or paper, they are not recyclable.

Last updated:
13/10/2021

Link:
https://www.easa.europa.eu/en/faq/115292

How will I know what preventive measures are being applied to my particular journey?

Answer

Please consult the European Commission's 'Travel during the coronavirus pandemic' page for more information.

In addition, keep your eyes and ears open! Airports and airlines will regularly instruct passengers via signs and announcements about the preventive measures in place at various stages of the journey in the airport and on board the aircraft. You will also be advised of the consequences of not adhering to such measures.

Last updated:
13/10/2021

Link:
https://www.easa.europa.eu/en/faq/115297

I am planning my holidays, where can I find the travel restrictions that apply for various countries ?

Answer

Please consult the European Commission's 'Travel during the coronavirus pandemic' page for more information.

You should check government information in the country where you live (or whose citizenship you hold) which should give an overview of what travel restrictions apply for its residents.

Contact the airline you are flying with to check preventive measures and possible quarantine measures for each country you plan to visit on your trip.

Last updated:
13/10/2021

Link:
https://www.easa.europa.eu/en/faq/117064

Can EU countries impose quarantine for passengers that arrive at their airports?

Answer

Please consult the European Commission's 'Travel during the coronavirus pandemic' page for more information.

Although the EU has put measures into place to help facilitate safe and free movement inside the EU during the COVID-19 pandemic, Member States' local public health authorities can impose additional restrictions such as quarantine for unvaccinated passengers if they are necessary and proportionate to safeguard public health.

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13/10/2021

Link:
https://www.easa.europa.eu/en/faq/117060

What happens if the airline I fly with is not following the recommendations such as medical face masks for example?

Answer

Passenger rights in this and any other circumstance are outside of EASA's responsibilities. We advise you to consult the dedicated European Commission site 'Travel during the coronavirus pandemic', where you will find useful information regarding the current COVID-19 situation, including whom to contact if you are not satisfied with the answer/support you receive from your airline.

Airlines are recommended to encourage passengers and crews to wear masks. However, they

will not impose particular policy unless required so by the local / national authority.

Preventive measures onboard such as orientation and design of the seats, HEPA filters and using own masks decreases the risk of contamination during flight even if airline policies do not require such measures.

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12/05/2022

Link:
https://www.easa.europa.eu/en/faq/117058

Which masks are allowed?

Answer

Medical face masks should be worn. “Community” or “hand-made” masks do not achieve high level of protection. This is because a medical face mask is manufactured to a known standard. This is not true for community masks and handmade masks. The primary reason for wearing a mask is to stop transfer of the virus to other people – bearing in mind that some people may have the virus but show no symptoms. Therefore, everyone should wear a medical face mask to ensure a standard level of protection.

Where higher standards for masks are required on national level, travellers should comply with such standards.

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12/05/2022

Link:
https://www.easa.europa.eu/en/faq/115285

Do we have to keep physical distance at the airport?

Answer

Physical distancing between individuals of at least 1 metre is recommended where possible.

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12/05/2022

Link:
https://www.easa.europa.eu/en/faq/115283

I am travelling with children and/or an elderly person with breathing problems, do they have to wear a medical face mask?

Answer

Persons with respiratory symptoms are strongly recommended to wear a medical face mask irrespective of the requirements in the particular flight.

The medical face masks (also named “surgical masks”) should be considered the minimum standard to be used, unless stricter requirements are still imposed by some public health authorities. Children 5 years old or below and persons that cannot wear a face mask due to medical reasons should be exempted, while for children 6 to 11 a risk assessment should be performed in accordance with WHO COVID-19 infection prevention and control living guideline: mask use in community settings.

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Link:
https://www.easa.europa.eu/en/faq/115289

How long should I wear a medical face mask for?

Answer

It is recommended to wear a medical face mask for the entire duration of the journey.

Typically, medical face masks should be replaced after 4 hours (unless otherwise advised by the manufacturer), or after a shorter period if they have become wet or soiled. For this reason, please evaluate the duration of your journey and take with yourself a sufficient number of medical face masks for the entire duration of your journey.

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13/10/2021

Link:
https://www.easa.europa.eu/en/faq/115290

What are ‘very high-risk countries or areas with community circulation of Variants of Concern (VOCs)’ and where can I get information?

Answer

The European Commission has launched a website called 'Re-open EU', with up-to-date information on the travel and health situation for European countries.

You can also consult the 'SARS-CoV-2 variants dashboard' updated and maintained by the European Centre for Disease Prevention and Control (ECDC) for more information.

Otherwise contact the relevant authorities in the country of departure and arrival.

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13/10/2021

Link:
https://www.easa.europa.eu/en/faq/128373

I am fully vaccinated, do I need to comply with preventive measures from airlines and airports?

Answer

Yes, all passengers should follow and observe the COVID-19 protocol, even if you are fully vaccinated. This will help all of us to stay safe during travelling.

Last updated:
12/05/2022

Link:
https://www.easa.europa.eu/en/faq/128374

At what stage in the journey do I need to show my digital certificate?

Answer

Currently many member states have suspended checking the digital covid certificate. However, this may vary from state to state. Please consult the applicable national requirements for the country of destination.

Please consult the European Commission's 'Travel during the coronavirus pandemic' page for more information.

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Link:
https://www.easa.europa.eu/en/faq/128375

What information is available for passengers regarding preventive measures?

Answer

Airlines and airport operators, individually or via their representative bodies, should provide health promotional materials in advance as well as on board the aircraft, explaining all the risk mitigation measures put in place, such as the wearing of medical face masks, hygiene measures, reduced service, air filtration, ventilation and exchange, to reassure passengers and increase their adherence to the implemented measures.

Preventive measures are updated on a frequent basis, in line with the development of the pandemic. Make sure you check with the relevant airlines, airports and national authorities right before you start your travel.

Please consult the European Commission's 'Travel during the coronavirus pandemic' page for more information.

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Link:
https://www.easa.europa.eu/en/faq/115326