European Union Aviation Safety Agency

FAQ n.115312

FAQs:

Considerations “at the departure airport”, Passenger Health Safety - COVID-19, Passengers

Question:

Do I have to check in online or use the self-check in at the airport?

Answer:

If you need to check in at the airport, you should follow local instructions to use self-check-in kiosks or proceed to a check-in counter.

Airlines and airports are setting up their facilities to ensure that physical distancing can be respected wherever feasible, especially during check-in, security check, pre-boarding and boarding. When the recommended physical distancing of 1 metre is not possible -due to infrastructure or operational constraints, passengers should follow the additional risk mitigation measures such as hand hygiene and respiratory etiquette.

Passengers should look for floor markings or signs indicating the arrangements in that particular location.

Last updated:

12/05/2022

Link:

https://www.easa.europa.eu/en/faq/115312