European Union Aviation Safety Agency

How to behave on board of the aircraft

Are there special procedures in place on board the aircraft to prevent spread of the virus?

Answer

Airlines have been provided with specialist technical instructions to ensure the air quality in the cabin is as high as possible. The air quality in the cabin is higher than many of us regularly breathe on the ground. This is because the entire air supply is typically exchanged every 3-5 minutes. In addition, most modern aircraft use high quality filters, known as HEPA (High Efficiency Particulate Air) filters, which are fine enough to trap the viral load and release clean air.

Passengers themselves are expected to behave responsibly for their own welfare and for the good of their fellow passengers. In particular, you will be expected to adopt:

- Hand hygiene, particularly before eating or drinking and after use of the toilet
- Appropriate use of medical face masks
- Respiratory etiquette – cough or sneeze into a paper towel or flexed elbow
- Limiting contact – do not touch cabin surfaces unnecessarily and try to stay in the seat as much as possible
- Reducing the use of individual air supply nozzles as far as possible, unless otherwise advised by the cabin crew on your flight

Last updated:
09/06/2020

Link:
https://www.easa.europa.eu/en/faq/115315

Will alcohol be served on board?

Answer

Please contact your airline for any information about the on-board service.

Last updated:

09/06/2020

Link:
https://www.easa.europa.eu/en/faq/115317

What happens in case of emergency?

Answer

In case of emergency, follow the instructions as shown during the safety demonstration. If cabin pressure is lost and oxygen masks are released, passengers should remove their medical face masks before putting on the aircraft oxygen masks and follow any further instructions from the air crew. As always, remember to secure your own supply of oxygen before helping others, such as children. Note that air crew members will remove their protective face masks in case of any emergency, so as to facilitate the communication of instructions to passengers.

Last updated:
09/06/2020

Link:
https://www.easa.europa.eu/en/faq/115318

Can I use the lavatories on board?

Answer

Airlines may put measures into place to manage the passenger use of lavatories so as to avoid passengers queuing in the aisle or the galleys for the use of the lavatories.

Last updated:
12/05/2022

Link:
https://www.easa.europa.eu/en/faq/115319

How is air recirculated in the cabin and is it safe?

Answer

The quality of air provided during a flight is very high. This is due to frequent

exchange of air (the entire air supply is typically exchanged every 3-5 minutes) and the High Efficiency Particulate Air (HEPA) filters which are used on board of most modern aircraft. Airlines and airport operators will work together to ensure that passengers are not kept on board an aircraft without proper ventilation for longer than 30 minutes.

Last updated:
09/06/2020

Link:
https://www.easa.europa.eu/en/faq/115320

Can I move freely in the airplane?

Answer

General cabin safety recommendations remain valid. Passengers should remain seated with their seatbelt fastened as far as possible.

Last updated:
09/06/2020

Link:
https://www.easa.europa.eu/en/faq/115324

What happens if a passenger “misbehaves” or doesn’t want to follow the rules?

Answer

Where national requirements are still in force regarding COVID-19 specific measures, passengers who do not voluntarily follow such requirements or abide by crew instructions will be treated as “unruly passengers”, the term used in the industry for passengers who misbehave on board, for example through intoxication or through verbal or physical altercations with others on board.

This can lead to immediate action on board to curtail such activities, with possible further consequences on landing, depending on the local regulations.

Where covid-19 are not required, you should respect the choice of other passengers.

Have a look at our communication "Not On My Flight".

Last updated:
12/05/2022

Link:
https://www.easa.europa.eu/en/faq/115327

Will in-flight food and drink services be available?

Answer

Contact your airline or consult its website in advance to check on in-flight services for your flight.

Last updated:
13/10/2021

Link:
https://www.easa.europa.eu/en/faq/115316

Can we still buy duty free items on-board?

Answer

Please check with your airline ahead of travel.

Last updated:
13/10/2021

Link:
https://www.easa.europa.eu/en/faq/115323

I forgot to take an additional medical face mask and the one I am wearing is wet. What should I do?

Answer

Passengers should ensure sufficient supply of medical face masks for the duration of their journey. Airlines may carry a number of medical face masks on board, especially for long-haul flights where the need to change masks may be advised by public health authorities. However you should not rely on airlines to supply you with face masks, as the number of face masks carried by the airline might be limited.

Last updated:
12/05/2022

Link:
https://www.easa.europa.eu/en/faq/115325

If a passenger on board shows COVID-19 symptoms

There was a suspected case in my airplane, will the aircraft be disinfected?

Answer

After removal of any COVID-19 suspected case, cleaning and disinfection of the aircraft should be performed in accordance with the Safety Information Bulletin SIB 2022-03 ‘Enhanced cleaning and disinfection of aircraft surfaces – Operational Recommendations’.

Last updated:
12/05/2022

Link:
https://www.easa.europa.eu/en/faq/115333

What will happen if I start feeling unwell during the flight?

Answer

If, after take-off, you start to experience symptoms compatible with COVID-19 such as Fever or chills, Cough, Shortness of breath or difficulty breathing, Shortness of breath or difficulty breathing, Fatigue, Muscle or body aches, Headache, New loss of taste or smell, Sore throat, Congestion or runny nose, Nausea or vomiting, Diarrhoea, you should immediately contact the cabin crew and advise them of the situation. You can expect the cabin crew to respond by:

- Ensuring you are wearing your medical face mask properly and have additional masks available to replace it in case it becomes wet after coughing or sneezing.
- If you are having difficulty breathing, medical assistance and oxygen supplementation should be offered.

- You may be asked to move to another seat away from other passengers. See 'Will passengers that show symptoms be isolated on board?'.

Last updated:
12/05/2022

Link:
https://www.easa.europa.eu/en/faq/115328

My travel partner/ my relative shows some symptoms, what should we do?

Answer

If you are accompanying the suspected passenger, you ma also be asked to war a face mask for the entire duration of your travel, even if you do not exhibit any symptoms.

Last updated:
12/05/2022

Link:
https://www.easa.europa.eu/en/faq/115330

Will passengers that show symptoms be isolated on board?

Answer

Passengers who develop symptoms on board the aircraft will be asked to wear a face mask and may in certain circumstances be isolated from other passengers.

Last updated:
12/05/2022

Link:
https://www.easa.europa.eu/en/faq/115329

What happens if someone near me on the flight is taken ill?

Answer

Subject to the policy of the national public health authority, Passengers who were

seated in the same section of aircraft with the suspected case, as defined by seat configuration, are usually considered close contacts of the suspected COVID-19 case. They might need to be interviewed by the entry country public health authorities if the suspected case is confirmed. Depending on the configuration (e.g. if the entire cabin of the aircraft is one section) it may in fact mean all the passengers in the particular flight. In addition, if contact tracing discovers a new case among the passengers, then contact tracing of all the passengers in the particular flight should be considered.

Last updated:

12/05/2022

Link:

https://www.easa.europa.eu/en/faq/115331