



ANA Care promise

At ANA, we promise to create a safe, comfortable and enjoyable experience for all passengers. Your safety and peace of mind is our number one priority and is considered at every stage of the journey.

Information updated 10th July 2020

BEFORE TRAVEL

Personal Protective Equipment [PPE]

Passengers are asked to wear face masks at all times. Masks are provided to passengers who do not have one, and those that do not wear a mask may be denied boarding.

This does not apply to small children, including infants, and passengers who have a valid reason for not wearing a mask.

ANA's staff are also equipped with the following PPE:

1. Ground staff wear masks and face shields.
2. Vinyl curtains are installed at check-in counters.
3. Hand sanitisers and disinfectants are provided at the airport entrance and security check as well as the self-service check-in kiosks and baggage drops.



Temperature Checks

Tokyo–Haneda Airport

For domestic flights within Japan, temperature checks will be carried out before departure at Haneda Airport Terminals 1 and 2. Temperature checks for international flights are carried out upon arrival at Haneda Airport.

Any passengers that display a high temperature together with other symptoms of COVID-19 may not be permitted to board the aircraft.

London–Heathrow Airport

Heathrow Airport is now trialling temperature screening at Terminal 2 Arrivals and at Terminal 2 and 5 Check-in.

Visit [here](#) for more information.

Lounge Access

At Haneda Airport, the ANA SUITE LOUNGE near GATE110, Terminal 3, is open with reduced facilities.

At Heathrow Airport, the [United Club Lounge](#) and [SilverKris Lounge](#) are temporarily closed.

Lounge opening times are subject to change.



BOARDING

Social distancing is encouraged at all airports prior to boarding and staff request that passengers maintain an appropriate amount of distance from each other when boarding.

To avoid congestion and close contact within the cabin, ANA have introduced a new group boarding system which gives priority to passengers seated at the rear of the plane.

Floor markings have been implemented at check-in counters and boarding gates in accordance with government advice.

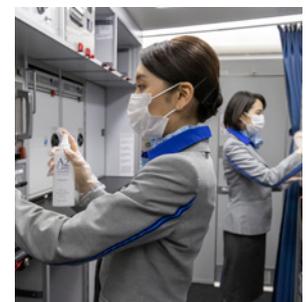
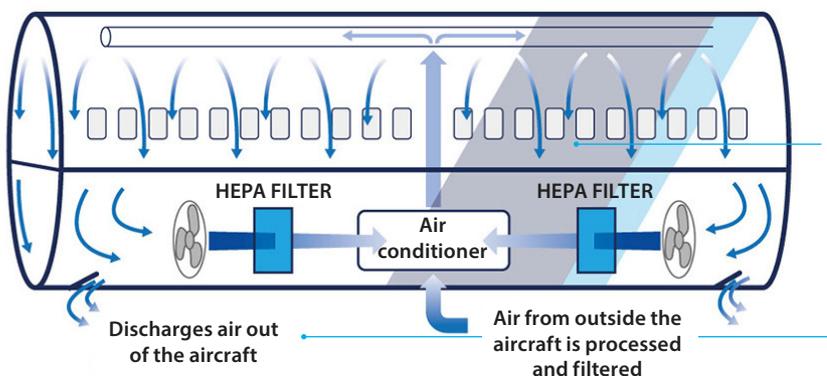
Visit [here](#) for more information.

ON BOARD

All aircrafts are routinely disinfected after every flight.* We ensure the safety of our passengers and employees through using a special sanitising regime to clean all areas which are touched by our passengers' hands.

1. An alcohol disinfectant is used to sterilise the following parts of the aircraft: seat armrests, seatbelt buckle, tables, the control panels installed on armrests, seat monitors, the remote controls for the seat monitors, windows, window shades, and lavatories (including taps, doorknobs, toilets seats, and wall surfaces).
2. Bed linens are washed at high temperatures to eradicate the virus, and headphones are replaced before each flight.
3. Cabin Attendants are required to wear masks, and gloves when serving food and drink.
4. All food and drinks will be covered and inflight meals will be served on a tray.
5. Inflight duty-free shopping has been suspended, as well as the inflight magazine, newspapers and other magazines.
6. Disinfectant wipes and other similar items are available on request.
7. When disembarking the aircraft, we will guide you to exit in the order of front, centre, and rear end of the cabin. Please stay seated until you are given instructions.

* For domestic flights within Japan, the cabins are disinfected each night.



All of ANA's aircrafts are equipped with the latest High-Efficiency Particulate Air (HEPA) filters on the air conditioning systems.

- HEPA filters ensure air is constantly circulated throughout the cabin, preventing air stagnation and reducing airborne transmission of germs.
- Fresh air from outside the aircraft is provided into the cabin. The air is then expelled from the aircraft, meaning cabin air is refreshed approximately every 3 minutes. For more information, please go to [About Air Circulation in Airplanes](#).

ARRIVAL

Tokyo–Haneda Airport

Upon arrival, temperature checks will be taken at Haneda Airport Terminal 3. Any passengers arriving into Haneda Airport from the following [countries](#) will be taken for a detailed PCR inspection.

Following the PCR inspection, passengers will be informed of how to safely pick up their bags from a secure pick up point as all luggage will have been removed from the turntable by staff members wearing face shields, masks and gloves.

Please be aware all passengers arriving into Japan are required to quarantine for 2 weeks in line with Japanese government regulations.

Please visit [here](#) for latest information.

London–Heathrow Airport

A temperature check trial is in place for arrivals in Terminal 2.

Please be aware all passengers are required to complete a [passenger locator form](#) before arriving into the United Kingdom and must [self-isolate](#) for 14 days if returning from a country outside the [common travel areas](#).

However, passengers arriving from the [following countries](#) (including Japan) are exempt from quarantine upon arrival into England.

Please visit [here](#) for latest information.

Entry Restrictions

As of 21 March 2020, the Japanese government has suspended entry visas for UK nationals. These measures will apply until the end of July 2020, and the applicable date may be subject to change.

For more information visit [Ministry of Foreign Affairs \(Japan\)](#).



STAY UP TO DATE

Thank you for your consideration of our measures to protect the health, safety and wellbeing of our passengers and staff. Please contact the ANA Sales Team on: uksales@ana.co.jp for any further information.

Useful Links:

ANA:
<https://www.ana.co.jp/en/jp/topics/coronavirus-travel-information/>

Tokyo–Haneda Airport:
<https://tokyo-haneda.com/en/index.html>

London–Heathrow Airport:
<https://www.heathrow.com>

Ministry of Foreign Affairs (Japan):
https://www.mofa.go.jp/ca/fna/page4e_001053.html

UK Government:
<https://www.gov.uk/>

Star Alliance – Travel Information Hub
<https://www.staralliance.com/en/journey-info>