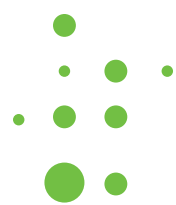




—  —
TAP Clean & Safe
—

**FLYING YOU SAFE
AS ALWAYS**



OUR COMMITMENT

Flying our Clients and our crew safely has always been our priority. Since the emergence of the **COVID-19** outbreak, it has become clear to the entire team that nothing is more critical than the health and safety of our workers and all of our Clients.


That is why it is important to update and share all the work done and the measures that we have been implementing, in line with the guidelines of **EASA, IATA, DGS** and **UCS**, to ensure your health and safety when traveling with us.

Our main focus is on uniting everyone's efforts to combat **COVID-19** and, at the same time, ensure that air travel remains safe. Together we managed to regain confidence in traveling. This is our commitment.

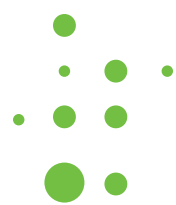
Finally, we would like to thank you for your continued support throughout these exceptional times.

The messages we receive from our partners make us even more determined to return stronger than ever and to remain your trusted partners in the future.

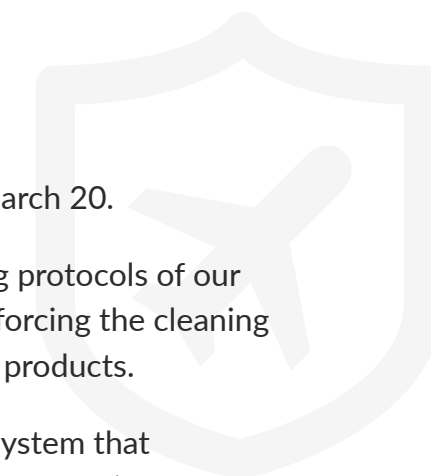



TAP Clean & Safe





REINFORCED CLEANING, DISINFECTION AND PROTECTION

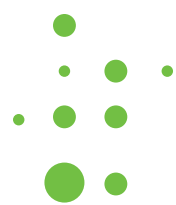


- ✓ Daily preventive disinfection of all our aircrafts since March 20.
- ✓ Strict compliance with the hygiene and routine cleaning protocols of our aircrafts, before each departure, as well as workspaces, reinforcing the cleaning of surfaces of frequent contact and using approved biocidal products.
- ✓ Our aircrafts are equipped with a vertical air recycling system that completely renews the cabin air with high frequency, every 2 to 3 minutes, twenty times in an hour.
- ✓ This vertical system works by sections of 5 rows of seats, which guarantees fresh air in all areas of the aircraft, at the same time and with the same quality.
- ✓ We use HEPA filters (High Efficiency Particulate Air) identical to those used in operating rooms. These filters can extract up to 99.999% of even the smallest viruses, including viruses as small as 0.01 micrometer, such as the viruses of the coronavirus family.
- ✓ For your safety and that of everyone, our crews use individual protective equipment throughout the flight, since March 23, in addition to having disinfection and cleaning equipment and products at their disposal.
- ✓ Implementation of similar cleaning and disinfection measures reinforced, both in frequency and in depth, at the airport.
- ✓ Placement of disinfectant gel dispensers at entrances and great traffic areas at all terminals.



**THE USE OF A FACE MASK
IS AN ESSENTIAL PERSONAL
PROTECTION MEASURE. WE USE
IT, ON GROUND AND ON BOARD.
RECOMMEND AND ENCOURAGE
THIS PRACTICE.**

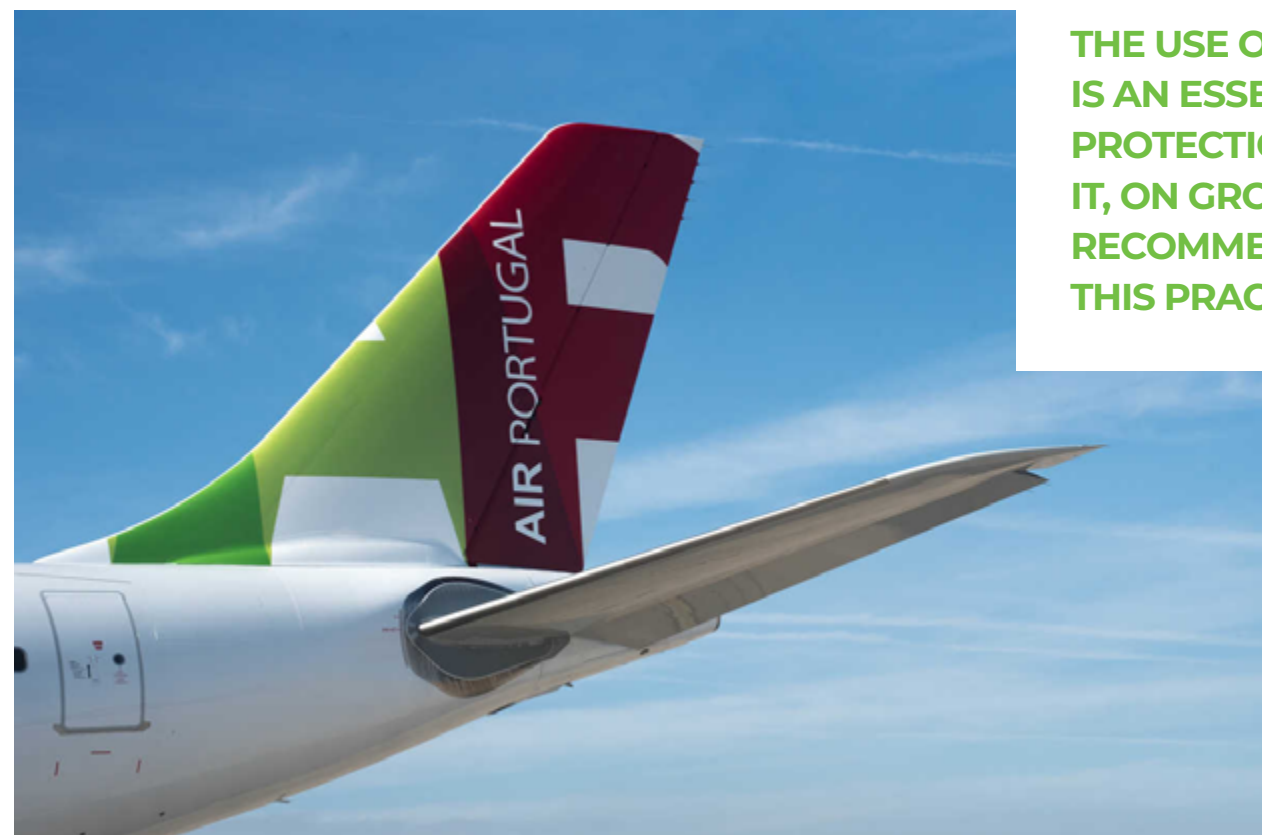




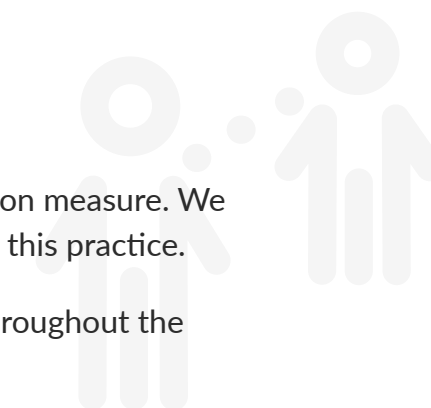
MINIMIZING CONTACTS AND INTERACTIONS



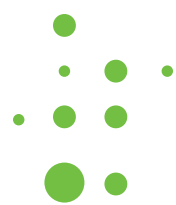
**THE USE OF A FACE MASK
IS AN ESSENTIAL PERSONAL
PROTECTION MEASURE. WE USE
IT, ON GROUND AND ON BOARD.
RECOMMEND AND ENCOURAGE
THIS PRACTICE.**



- ✓ The use of a face mask is an essential personal protection measure. We use it, on ground and on board. Recommend and encourage this practice.
- ✓ Implementation of physical social distance measures throughout the airport.
- ✓ Promotion of self check-in, self baggage drop off and contactless boarding and security procedures. Please advise using the TAP app to obtain the digital Boarding Pass.
- ✓ Our lounges will remain closed.
- ✓ Boarding and deplaning is being done in small groups of passengers, from the back of the cabin to the front and from window to aisle seats.
- ✓ Simplified service on board, reduced to what is essential to maintain your comfort and safety.



TAP's priority is to ensure, throughout the customer journey, the proper sanitary conditions, reinforce the self-protection behavior, among our customers and employees, and promote a "no touch" experience, ensuring that air travel is still safe, in an environment where promoting and maintaining social distance is a challenge.



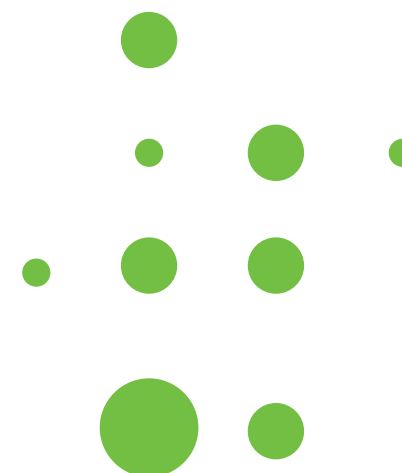
BOOKING WITH FLEXIBILITY AND CONFIDENCE

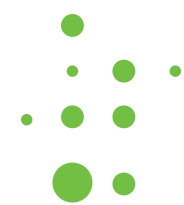
For extraordinary times, extraordinary solutions. We are offering more flexibility, more value, more time and peace of mind to manage your reservation.

Rescheduling is even easier and we have even extended the eligibility, so if your first flight was until September 30, 2020, and as long as the ticket is issued until May 15, you can do a free change and benefit from an additional discount of **25EUR/USD** or **100EUR/USD** to use on the fare difference.

There is also the alternative of opting for a refund through a voucher, where we are offering an additional **20%** to the amount of the voucher and we have also extended the validity to 2 years, this is valid for journeys that have their first flight until June 30, 2020.

Confirm all the conditions [here](#)



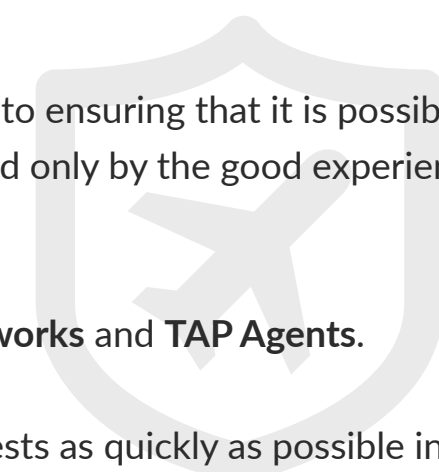


AT YOUR SERVICE

Together with industry partners, we are committed to ensuring that it is possible to travel again with health and safety, being touched only by the good experiences and memories of traveling.

Last updates always available on **Flytap**, **social networks** and **TAP Agents**.

Our teams remain mobilized to respond to all requests as quickly as possible in this exceptional phase.



WE WANT YOU TO KNOW
THAT THE ENTIRE TAP TEAM
IS STRONGLY COMMITTED TO
CONTAINING THE OUTBREAK
AND ENSURING THAT YOU
TRAVEL SAFELY, CONFIDENTLY
AND FLEXIBLY.

[Tap Agents](#)



Find out more about TAP
Safe&Clean [here](#).

