



Your
clients can
travel safely
with us

The largest and most experienced global airline
during the COVID-19 crisis

Updated as of July 2020





Your clients can rely on us

From our airport to on board your clients' flights, they can expect the highest standards of hygiene and latest security measures throughout their journey.

As the largest and most experienced global airline flying consistently to the most destinations, your clients can rely on us.



Before the flight

01



Safety measures at Hamad International Airport

02



On board the aircraft

03



Arrivals to Doha

04

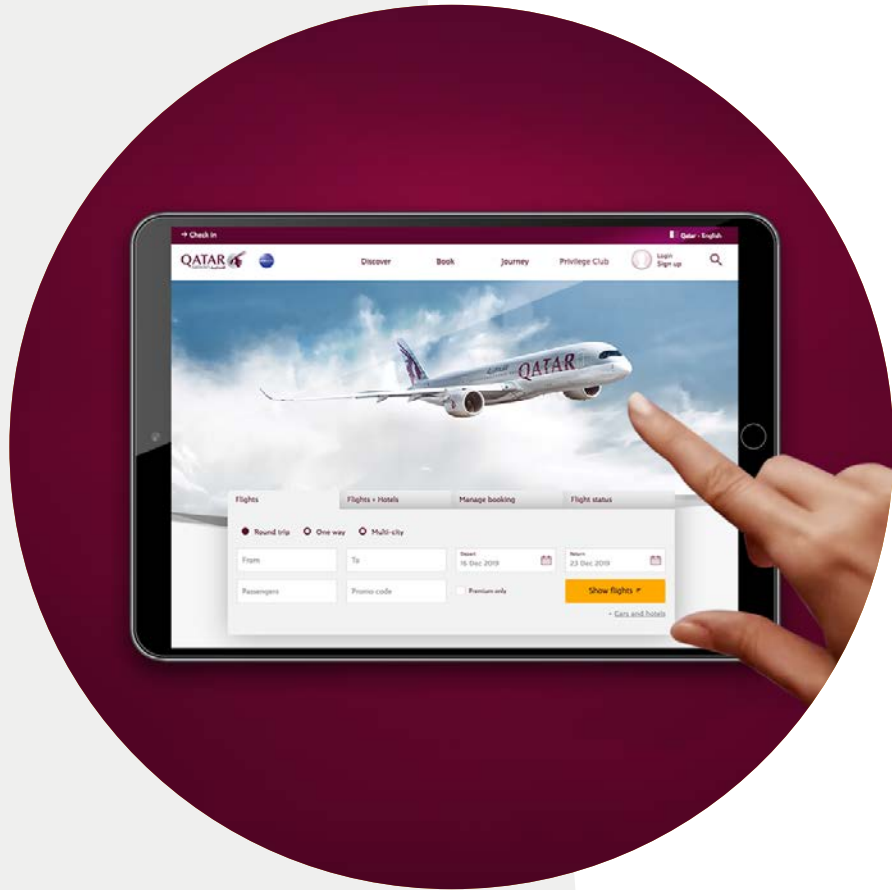


Before the flight

01

As your clients prepare for their upcoming flight, we will continually update them on the latest information so their journey is smooth from the start.





01

Before the flight

- Check in online
- Print or download their boarding pass
- Print their baggage tags
- Check local airport website for additional information
- Arrive at the airport 3 hours before their flight

Safety measures

at Hamad International Airport

02

At our state-of-the-art Hamad International Airport in Doha, we are committed to ensuring your clients' safety from the moment they arrive through innovative technology, diligent cleaning and the latest safety procedures.





02 Safety measures

at Hamad International Airport

DEPARTURES AND CHECK-IN

- Thermal screening is conducted for all passengers
- A face mask and a valid ticket is required
- Self check-in kiosks are deactivated
- Physical distancing markings and signage are in place
- Ground Services staff wear face masks and gloves
- All surfaces are regularly disinfected





02 Safety measures

at Hamad International Airport

AIRPORT INFORMATION

- | E-gates with facial recognition and immigration counters are fully operational
- | Disinfectant robots and staff wearing smart screening helmets are deployed as required
- | Hand sanitiser dispensers are available throughout the airport



02 Safety measures

at Hamad International Airport

SHOPPING AND DINING

- Select duty free shops and food & beverage outlets are open and regularly disinfected
- In-store and in-restaurant directional floor markings and signage are in place
- Limited number of customers per outlet
- Staff are available to assist customers with samples and testers
- Cashless transactions are encouraged





02 Safety measures

at Hamad International Airport

LOUNGES

- | Al Mourjan Business Lounge is offering fully assisted hot buffet, individual serve portions with lids for cold buffet and an enhanced a la carte digital menu
- | Seating and social areas are rearranged
- | Newspapers and magazines available through Oryx One app
- | Sanitisers are available throughout the lounge
- | All surfaces are regularly disinfected
- | Al Maha Departures Lounge is operational
- | Al Maha and Oryx transit lounges are operational



02 Safety measures

at Hamad International Airport

BOARDING GATES

- Face shields are offered at our boarding gates and must be worn to board the aircraft
- Seating arrangement is modified with every alternate seat available
- Customers are boarded by zone to maintain physical distancing
- Coach capacity is reduced and disinfected after every trip





We are always
changing,
adapting and perfecting
through our experience

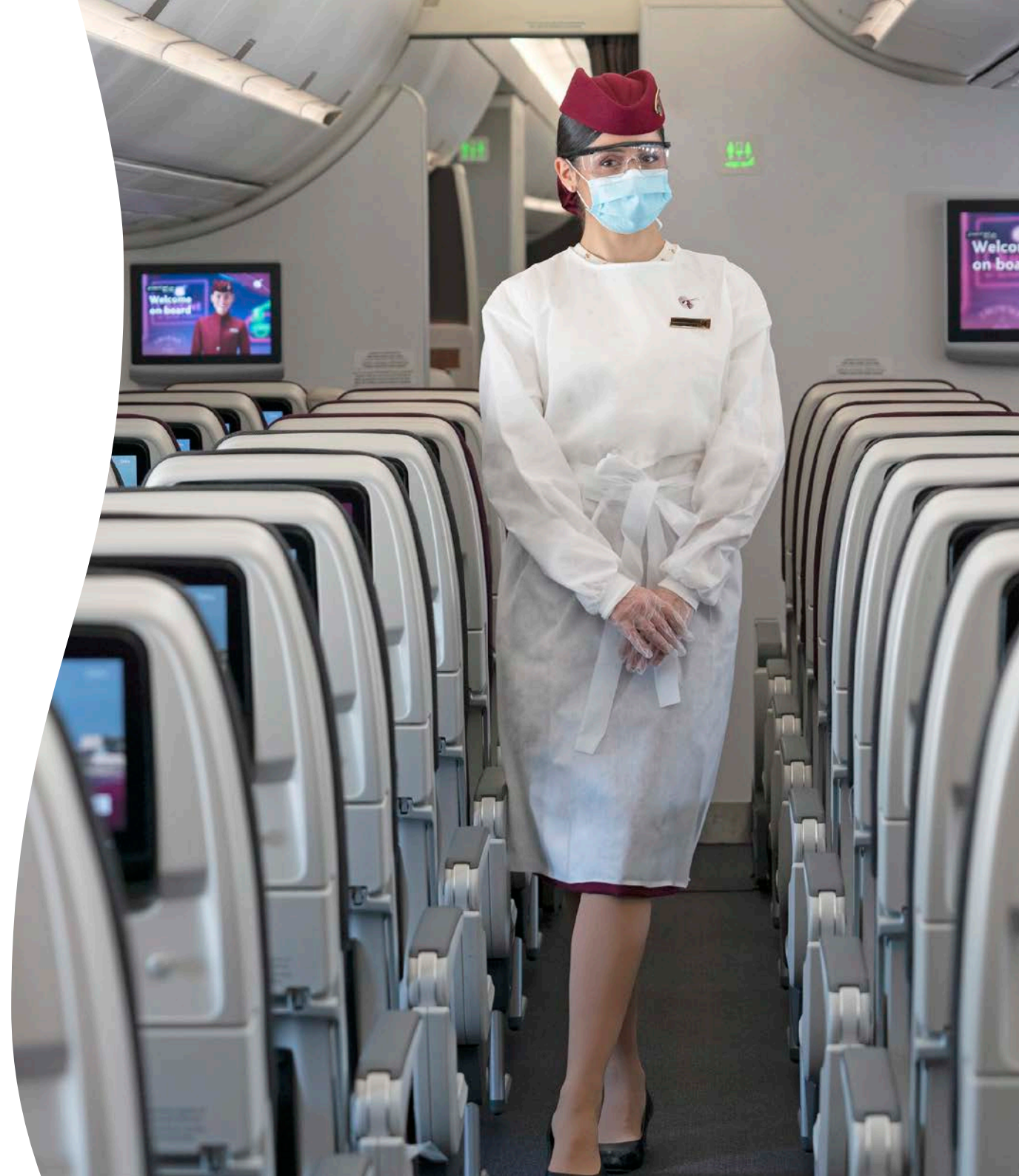


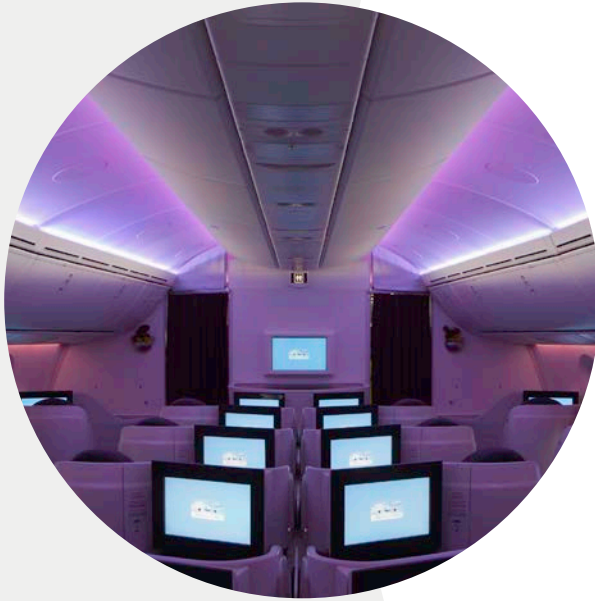
On board the aircraft

03

From the moment your clients are welcomed on board, our award-winning cabin crew will look after their every need.

We will continue to ensure their safety throughout their flight, implementing essential measures and modifications so they can travel in confidence to their destination.





03 On board the aircraft

ON-BOARD MEASURES

- Thermal screening is conducted for flight deck and cabin crew
- Flight deck crew wear gloves and face masks
- Cabin crew wear protective suit, face mask, protective glasses and gloves
- Kits containing face mask, gloves and sanitiser sachets are offered
- Face shields and face masks must be worn throughout the flight
- Hand sanitisers are available in the galleys
- Aircrafts are equipped with HEPA air filtration systems that remove 99.97% of contaminants

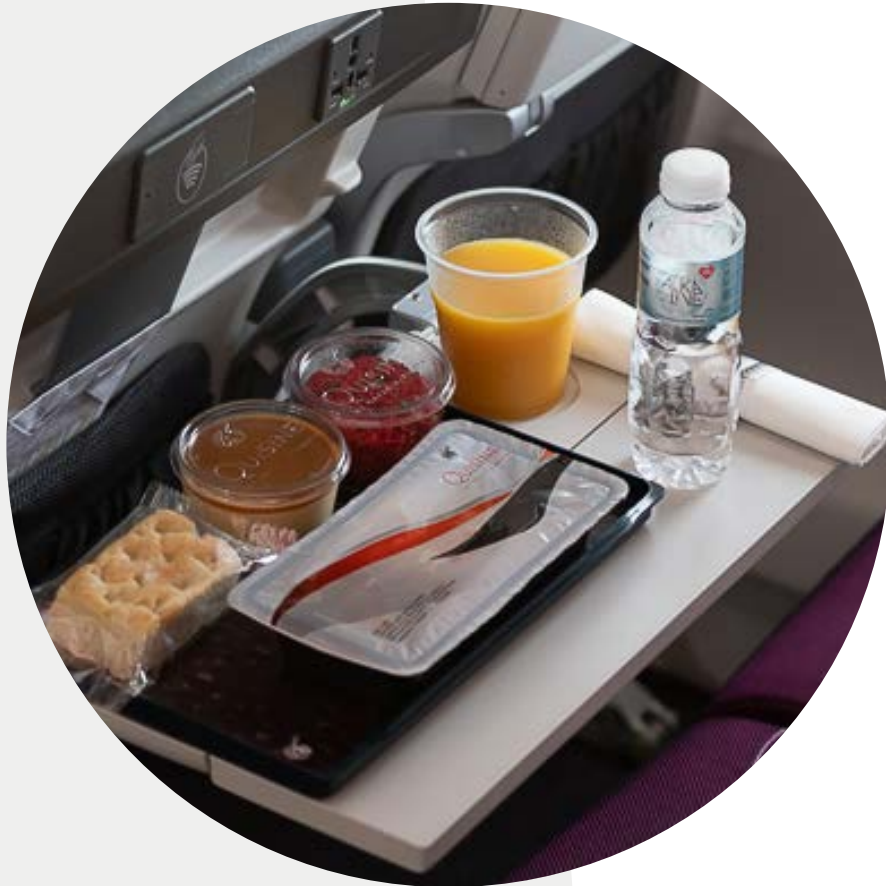


03 On board the aircraft

IN-FLIGHT EXPERIENCE – FIRST AND BUSINESS CLASS

- Dine-on-Demand service is presented on a tray with a cutlery wrap and covered food items
- Full drinks selection is available
- Single-use menu cards and sealed, refreshing wipes are offered
- Newspapers and magazines available through our Oryx One app
- On-board social areas are temporarily closed





03 On board ^{the} aircraft

IN-FLIGHT EXPERIENCE - ECONOMY CLASS

Full Economy Class service is available

Food items and cutlery are presented sealed as usual

Full drinks selection is available

Menu cards are temporarily discontinued

Travel safely
with our
expanding and
reliable network



Arrivals to Doha

04

Once your clients safely arrive at their destination or transfer onward, all our aircraft go through a diligent and thorough cleaning process after each journey to prepare for the next.





04 Arrivals to Doha

UPON ARRIVAL

- Thermal screening is conducted for all passengers

IN PREPARATION FOR THE NEXT JOURNEY

- Aircrafts are disinfected and deep-cleaned after every flight
- Bedding and linen items are washed, dried, and pressed at high temperatures
- Service equipment is washed with detergents and rinsed with demineralised water at high temperatures
- Headsets are sanitised, refurbished and hygienically packed



qatarairways.com/safety

For more information, please contact
your local Qatar Airways sales representative.