

# Return To Travel

March 5, 2021



# Agenda & Presenters

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- Airport & Airline Experience
- TSA What's New?
- Road Warrior Update
- Hotels, Cars, Vacation & more....
- Questions

# U.S Airlines/Airports at 40% in February

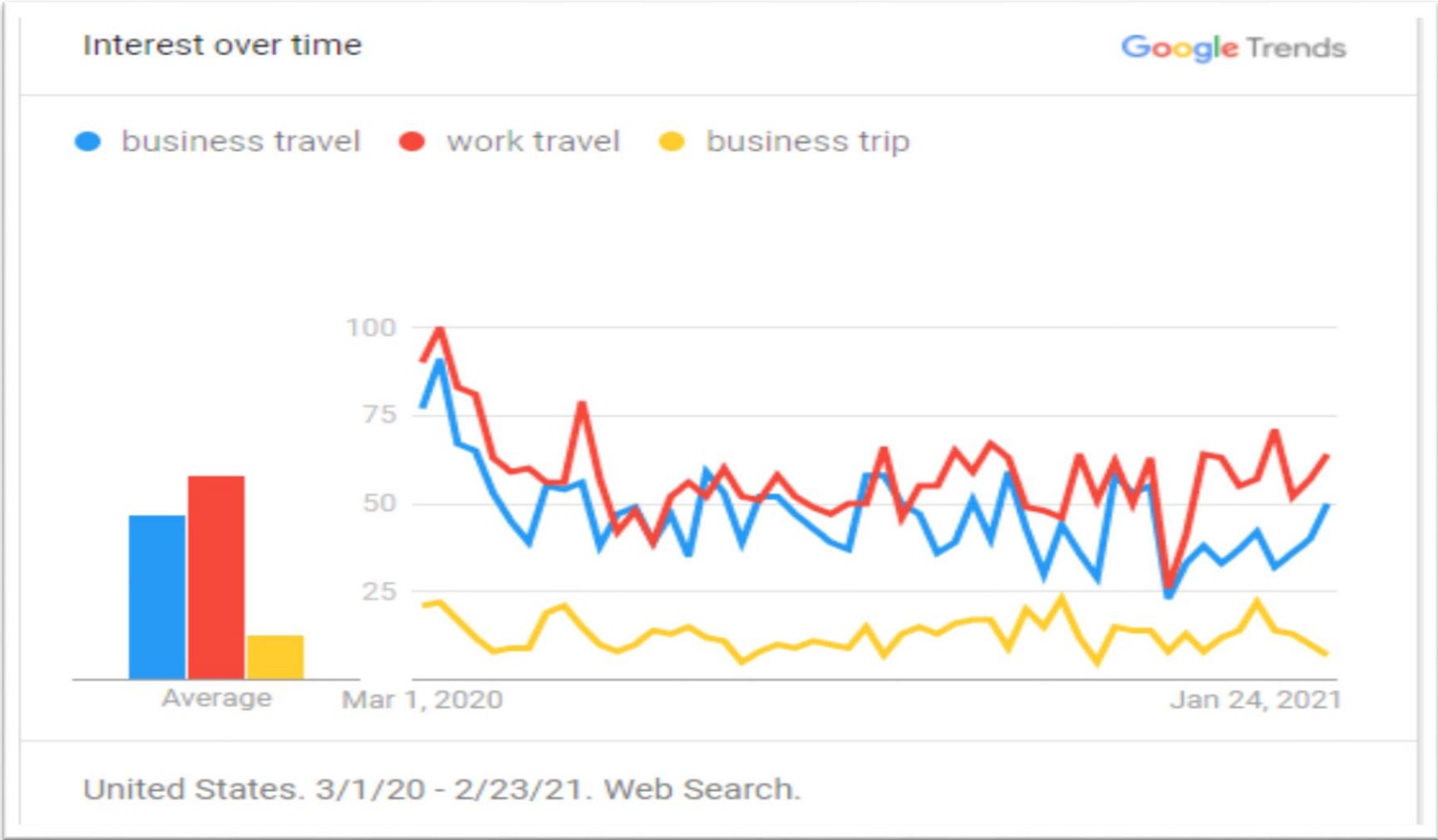
## DAILY TSA CHECKPOINT TRAVELER NUMBERS, APRIL 2020 THROUGH FEBRUARY 2021

Percentage of same day travel last year by month



Source: Transportation Security Administration; Ailveon Pacific Aviation Consulting analysis

# Google Search Reveals Desire to Travel



# 4 tips to travel savvy

To keep you healthy, traveling through airports and airplanes may look a little different in today's environment. Here are a few tips for navigating the new normal.



**ENJOY A MEAL BEFORE HEADING TO THE AIRPORT**

We've modified our onboard food service to packaged items only and your favorite airport restaurant may be closed. Pack a snack.



**BRING YOUR OWN HAND SANITIZER – TSA APPROVES**

TSA now allows passengers to bring up to 12 oz. of hand sanitizer in carry-on bags.



**DOWNLOAD THE UNITED APP FOR TOUCHLESS TRAVEL**

The United app offers touchless boarding. Soon, kiosk check in and bag tag printing will be touchless, too.

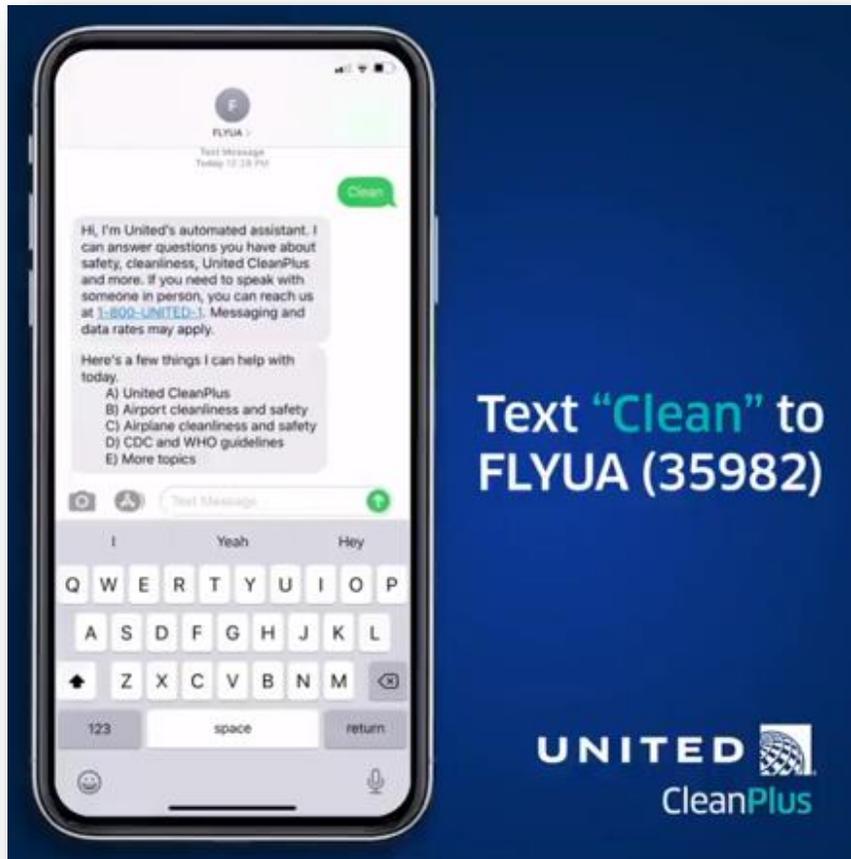


**WEAR YOUR FAVORITE FACE COVERING**

Face coverings or masks are required for our crew and customers when flying United. For those who don't have a mask, we offer complimentary face coverings prior to boarding.



# We continue to innovate – providing resources to help our customers get back in the air with confidence



The travel experience has changed – our new text function makes it easier to stay informed

The **United Automated Assistant** answers customer questions such as:

- *How is United keeping airports cleaner & safer?*
- *Are United Club locations still open?*
- *How can I prepare for an upcoming trip?*
- *What is the quality of the air onboard a plane?*
- *How are you cleaning and disinfecting your planes?*
- *Are there any changes to service during flight?*



# Travel-Ready Center

Introducing an industry-exclusive technology to ease the burden of COVID-19 travel restrictions – all in the **United app** and **united.com**

United customers can:

- ✓ Upload and validate test results
- ✓ Find testing providers
- ✓ Review local entry requirements
- ✓ Store vaccination records

How it works:



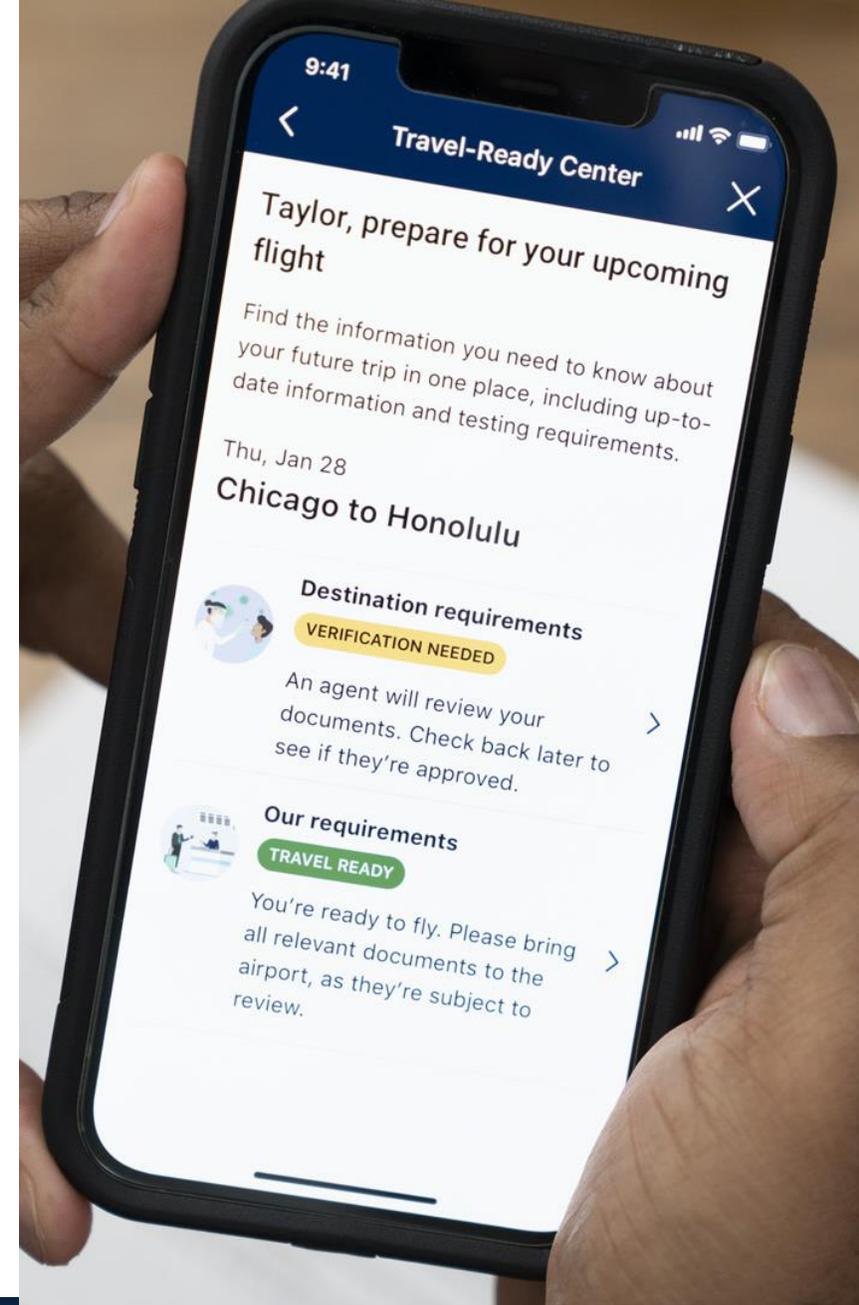
# Travel-Ready Center

In the weeks and months ahead, United will add more innovative, industry-first features to the Travel-Ready Center platform to make navigating evolving entry requirements even easier.

## United customers will soon be able to:

- ✓ **Schedule a COVID-19 test** at one of more than 15,000 testing sites around the world, right from the app or website.
- ✓ Access the recently launched "**Agent on Demand**", a United-exclusive feature that gives customers the ability to video chat live with a customer service agent to answer any questions about pre-travel requirements or documentation.
- ✓ View details about **visa requirements** for the countries they plan to visit.

For detailed information regarding COVID-19 Testing for United Travelers please refer to: <https://www.united.com/ual/en/us/fly/travel/covid-testing.html>



# Your risk of exposure to COVID-19 is almost non-existent on our flights

In the **most comprehensive** study on aircraft airflow that's ever been done the **U.S. Department of Defense** determined the risk is virtually **non-existent**.

## THE STUDY FOUND:

- When a passenger is seated and wearing a mask, on average **only 0.003% of infected air particles could enter their breathing zone**, even when every seat on the plane is occupied.
- Fast onboard air recirculation, downward designed air ventilation and efficient HEPA filters make **the cabin of a United airplane one of the safest indoor environments in the world**.





# Keeping you safer with a “Ready-to-fly” checklist

A new step during the check-in process to acknowledge you don’t have symptoms for COVID-19 and agree to follow United policies.

## Checklist includes:

- A reminder you must wear a face mask throughout the flight\*
- Acknowledging you have:
  - not experienced COVID-19 symptoms in the last 14 days
  - had no close contact with someone who tested positive for COVID-19 in the last 14 days
  - not been diagnosed with COVID-19 in the last 21 days



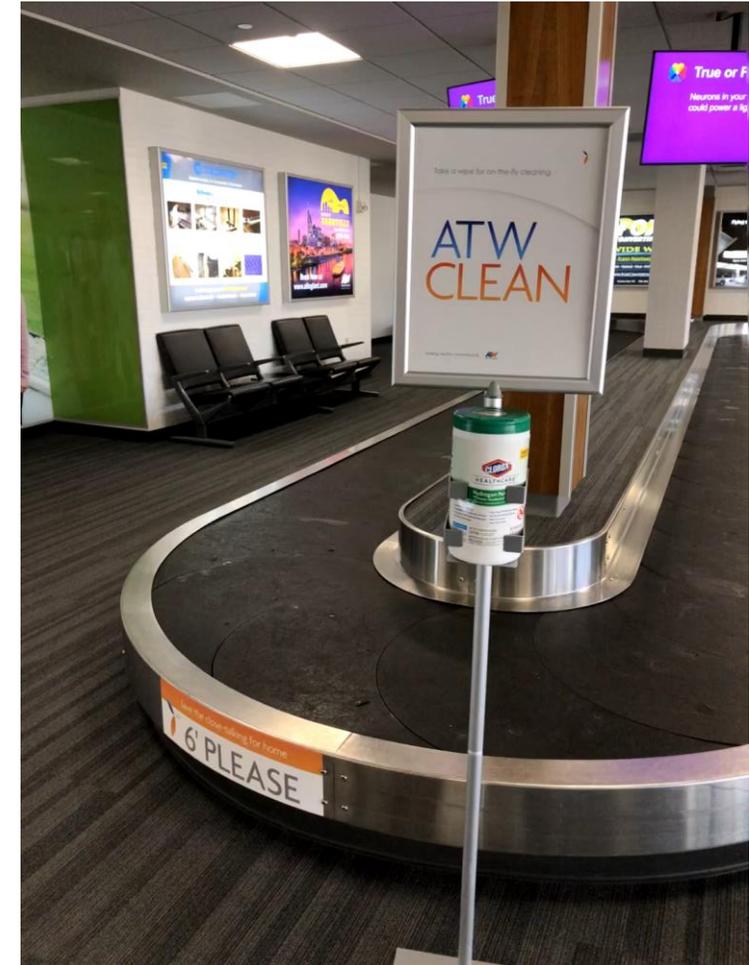
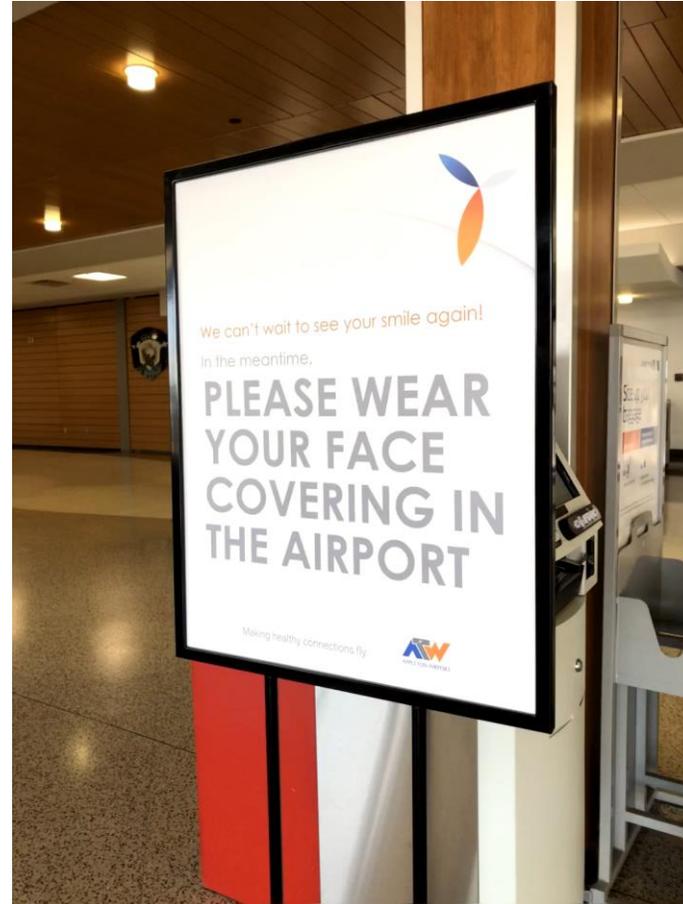
# Airport experience



- **Regularly disinfecting common surfaces** inside our airport terminals.
- Promoting social distancing with floor decals to help customers stand 6 feet apart.
- **Introducing touchless check-in for customers with bags.**
- Adding a step to the check-in process that requires you to **acknowledge you don't have symptoms for COVID-19** and agree to follow our policies.
- **Installing sneeze guards** at check-in and gate podiums.
- Implementing **temperature checks for employees and flight attendants** working at hub airports.
- Providing **hand sanitizer** and **disinfectant wipes**

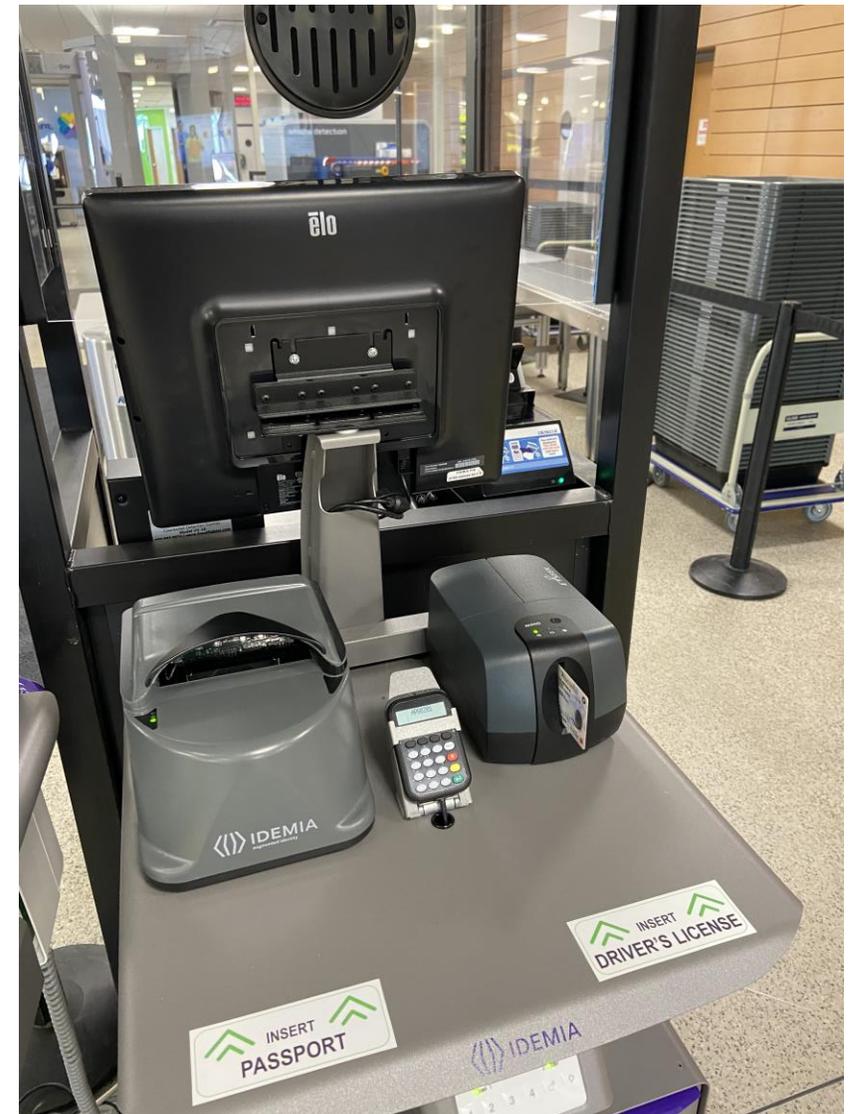
# ATW Clean

*Making Healthy Connections Fly*



# New TSA Process

- **TSA consolidating** screening operations at large airports
- **Allowing one liquid hand sanitizer container**, up to 12 ounces per passenger, in carry-on bags
- **Sneeze guards**, face masks, gloves, distance and cleaning
- **New technology**
  - **ID scan** eliminates boarding pass at TSA checkpoint
  - **Bag scan** liquids stay in carry on



# "How's my flight tracking?" feature is expanded to all stations on February 23

The new “How’s my flight tracking?” feature expanding on **February 23** to all stations. This feature, which began at the hubs on January 27, shows progress for aircraft and departure readiness on the United app and on Gate Information Display Screens (GIDS).

“How’s my flight tracking?” gives customers insight to the current status of their aircraft so they can determine when to safely proceed to the gate for boarding.

**Progress is marked in three steps:** when the plane has arrived, when it’s been cleaned and sanitized, and when boarding has begun.

The screenshot shows a GIDS for a United flight. At the top, it displays "Mon, Dec 21 2:34 pm", the United logo, and "Gate E17". Below this, it says "Los Angeles, CA" and "Departs 3:55 pm" with a "Delayed" warning icon and text. The flight number "1777" is also visible. The main section is titled "Aircraft status" and features a progress bar with three steps: "Arrival" (marked with a checkmark), "Cleaning" (marked with a spray bottle icon), and "Boarding" (marked with a person walking icon). Below the progress bar, it states "Your plane is now being cleaned and sanitized." Logos for "UNITED CleanPlus" and "CLOROX" are present. At the bottom, a message reads "We remain committed to your health and safety. Learn more about what we're doing at [united.com/cleanplus](https://www.united.com/cleanplus)."





# Boarding experience

- **Disinfecting customer touch points and surfaces before every flight**, including lavatories, galleys, tray tables, window shades, and armrests.
- **Installing sneeze guards at gate counters** in our hubs, with line stations to follow.
- **Updating digital gate screens** to encourage customers to maintain social distancing.
- **Processing Complimentary Premier Upgrades** at the departure gate.
- **Boarding fewer customers at a time** and **boarding back to front by rows** after pre-boarding.
- Allowing customers to **self-scan boarding passes**.
- Providing **individual hand sanitizer wipes** to customers as they board.





# Onboard experience



- Requiring **all customers and employees to wear a face covering** and providing disposable face coverings for customers who need them.
- Using state-of-the-art, hospital-grade, **high-efficiency (HEPA) filters** on all United aircraft to circulate air and **remove up to 99.7% of airborne particles.**
- **Reducing contact between crew and customers** during snack and beverage service:
  - Handing snacks and beverages directly to customers.
  - Moving to primarily pre-packaged foods and covered tray sets ups.
  - Suspending Buy on Board, hot towel service, and pick-up pans to collect trash.
  - Using fresh, clean glasses for every drink refill.
- Introducing an **“all-in-one” snack bag** including a wrapped sanitizer wipe, 8.5-ounce bottled water, stroopwafel and package of pretzels.
  - For domestic flights between 1 hour and 2h20m, you’ll receive this snack bag if you’re in a premium cabin.
  - For domestic flights over 2h20m, we’ll offer this snack bag to everyone.
- Providing pillows and blankets upon request on international flights out of our hubs



# After landing

- Deplaning in **groups of five rows at a time** to reduce crowding.
- **Offering mobile contactless technology** to schedule delivery for mishandled bags.
- Ensuring **our aircraft cleaning standards meet, and in many cases, exceed CDC guidelines**, including:
  - Cleaning and prepping the aircraft by **disinfecting customer touch points and surfaces before every flight**.
  - A thorough wipe down using an **effective, high-grade disinfectant and multi-purpose cleaning** of lavatories, galleys, tray tables, window shades and armrests.
- Using electrostatic spraying on all aircraft before departure for enhanced cabin sanitation.
- If the CDC\* informs us that a potentially infected passenger has been on one of our aircraft, we take that plane out of service and follow decontamination procedures.

\*Centers for Disease Control. Information as of July 2, 2020

# What's Business Travel Like Now?

- **Think 50% or less open**
  - Restaurants/retail
  - Car rentals
  - Ubers/Lyft sometimes scarce
- **Airline Shift to 'leisure' schedule**
  - Less flights to business destinations
  - Tue/Wed flights may be 'thin'
- **Airline ticket flexibility:** no change fees, stand-by



# Learn New Behaviors

1. Home quarantine after travel; test before and after
2. Limit behaviors/activities while traveling
3. PPE required when traveling
4. Make 'touchless' the new normal
  - Apple/Samsung Pay
  - Airline aps, boarding pass
  - Use self-service luggage check-in
  - TSA PreCheck for anyone traveling 'X' times per year
  - Hotel check-in and phone as room key



# Travel Resource: FoxWorldTravel.com



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## NEW & NOW

We're keeping an eye on the latest headlines to keep you up to date

### Resources

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COVID-19 Testing Locations

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[Business Travel Resources & Events](#)

[Vacation Travel Shows & Events](#)

[Travel Show with Rose Gray](#)

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[Travel Insurance](#)

WHITEHOUSE.GOV

Executive Order on Promoting COVID-19

in Domestic and International Travel

LEARN MORE

FOX WORLD TRAVEL

New CDC Regulations and What it Means to Your Organization

FIND OUT NOW

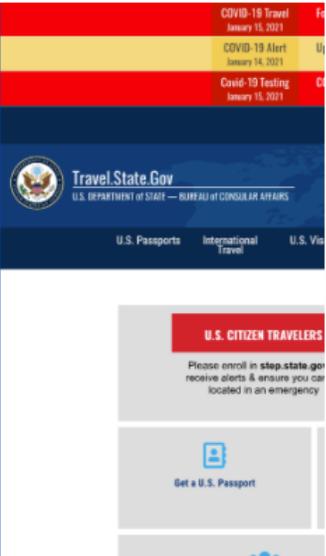
CIBT VISAS  
COVID-19 Travel and Immigration Updates

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U.S. DEPARTMENT OF STATE  
Travel Information

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# Wide Open Spaces

## Outdoor Attractions Popular Across Top Spring Break Trips



### U.S. Beach Getaway (33%)

1. Beach / Lake
2. Outdoor Attractions
3. Outdoor Bars, Wineries, Beer Gardens
4. City Sightseeing
5. Scenic Drives



### U.S. City Getaway (22%)

1. City Sightseeing
2. Outdoor Attractions & Shopping
3. Scenic Drives
4. Outdoor Bars, Wineries, Beer Gardens
5. Museums & Monuments / Historical Parks



### U.S. Nature Retreat (13%)

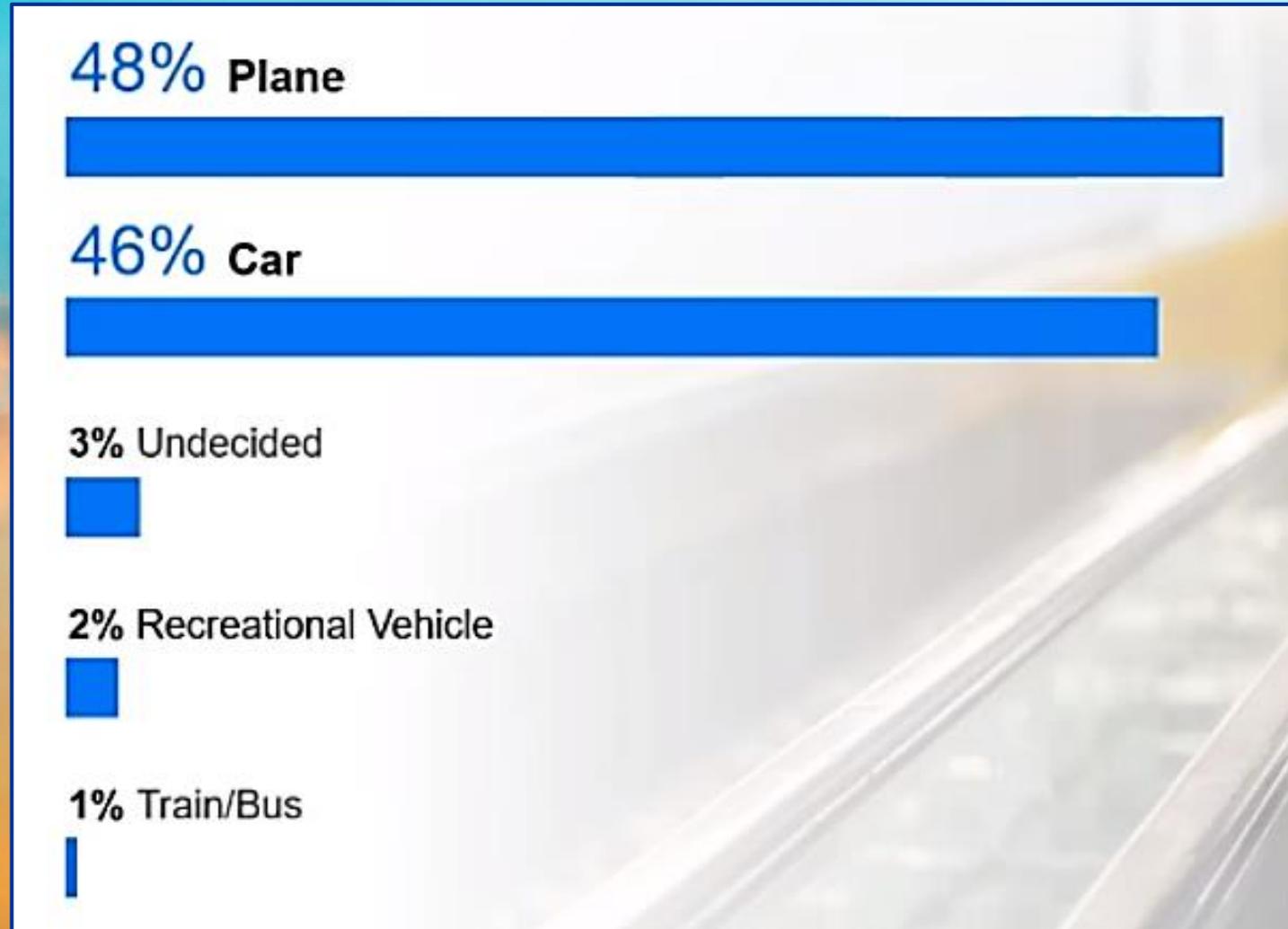
1. Outdoor Attractions
2. Scenic Drives
3. Hiking & Cycling
4. Beach / Lake
5. Monuments & Historical Parks



### International Beach Getaway (12%)

1. Lake/ Beach
2. Outdoor Attractions
3. Resort Pool
4. Sailing, Boat Rentals, Water Excursions / Spa
5. City Sightseeing / Shopping

# Traveling During Spring Break



# What precautions should I take when renting a car?

- Car rental companies have instituted rigorous cleaning procedures
- Recommend wiping down high-touch areas
- Increase ventilation through windows or air-conditioning

# Are hotels open in the U.S.?

- Many hotels were deemed essential and never fully closed
- Most brands have rolled out heightened safety protocols
- Some are using mobile UV disinfection units
- You may want to pack your own cleaning supplies

# Traveling Internationally?

All air passengers coming to the United States, including U.S. citizens, are required to have a negative COVID-19 test result or documentation of recovery from COVID-19 before they board a flight to the United States

# Mexico and Caribbean

Many resorts are offering free antigen COVID 19 tests

- Scheduled 72 hours prior to departure
- Complimentary stay (up to 14 days + guest) if test is positive
- Assistance with rebooked return flight



Not ready for international travel, where CAN you go?

U.S. National Parks are going to be BIG!



# Is cruising out of the question?

- On October 30, 2020, CDC issued a Framework for Conditional Sailing Order
- Most cruise lines have suspended sailings until at least May 31, 2021
- The Canadian government extended a ban on cruise ships until at least 2022
- If I have a cruise booked, can I cancel without penalty?

# Now is the time to check your passport

[www.travel.state.gov](http://www.travel.state.gov)

- Processing time - routine service is 10 – 12 weeks (\$145 new/\$110 renewal)
- Adults (16 and older) valid for 10 years. Child under 16 valid for 5 years.
- Add \$60 to expedite: 4 – 6 weeks
- REAL ID - On October 1, 2021, U.S. travelers must be REAL ID compliant to board domestic flights and access certain federal facilities

# Travel Insurance – don't leave home without it

## What to look for when purchasing traveling insurance

- Cancellation due to a covered reason
- Lost luggage
- Trip interruption
- Emergency Medical Care
- Medical Transportation Back Home
- 24-Hour Contact Line
- Can CFAR (Cancel For Any Reason) be added?

# Questions?

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