BCD travel

What you need to know by BCD Travel Research & Innovation

Conlin Travel

Getting back to business travel

At the airport

As you resume business travel, information will be at the heart of your defenses against COVID-19. Travel managers can provide you with timely and relevant information, particularly when deploying travel management company (TMC) backed apps like BCD Travel's TripSource®. We've shared some extra advice and tips you can use throughout your trip to support a seamless and safe experience when away from home.

Before arriving at the airport

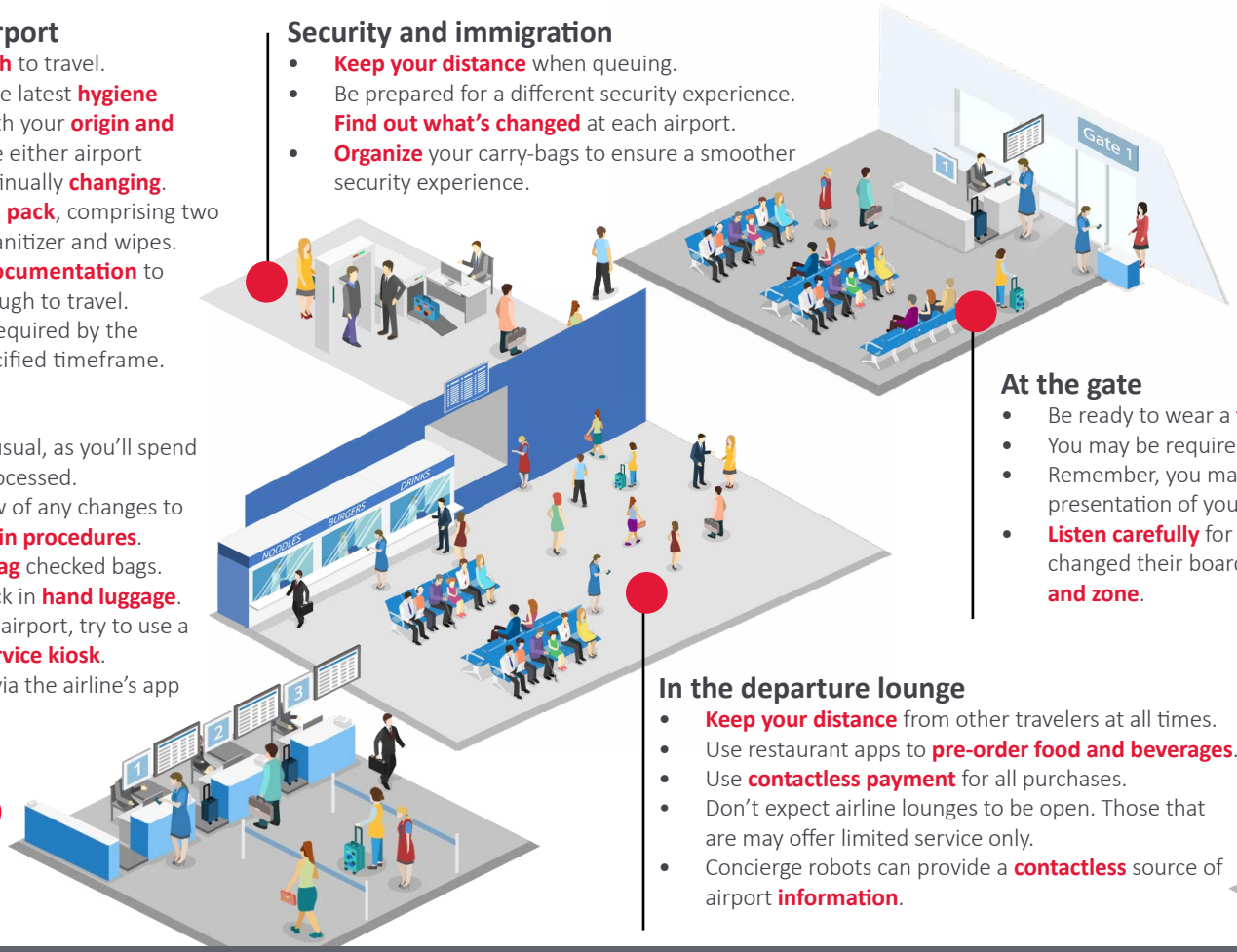
- Ensure you are **well enough** to travel.
- Familiarise yourself with the latest **hygiene** and safety **protocols** at both your **origin and destination** even if you use either airport regularly, as these are continually **changing**.
- Prepare a **COVID-19 travel pack**, comprising two face masks, gloves, hand sanitizer and wipes.
- Make sure you have any **documentation** to prove you are **healthy** enough to travel.
- Take any **COVID-19 tests** required by the destination within the specified timeframe.

Check-in

- Arrive **earlier** than usual, as you'll spend more time being processed.
- Make sure you know of any changes to your airline's **check-in procedures**.
- **Self-drop and self-tag** checked bags.
- Be prepared to check in **hand luggage**.
- If checking in at the airport, try to use a **contactless, self-service kiosk**.
- **Check-in online** or via the airline's app before arrival.

Security and immigration

- **Keep your distance** when queuing.
- Be prepared for a different security experience. **Find out what's changed** at each airport.
- **Organize** your carry-bags to ensure a smoother security experience.



Throughout the terminal

- Take note of **signage** reminding of good hygiene practices.
- Don't be alarmed by **staff** wearing **helmets and masks**; they're checking passenger **temperatures**.
- Be prepared to be stopped by a staff member. They may be concerned about **your temperature**.

At the gate

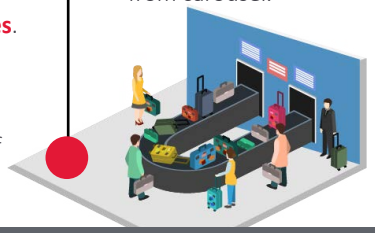
- Be ready to wear a **face mask and gloves**.
- You may be required to prove you are **fit to travel**.
- Remember, you may need to make a **contactless** presentation of your **boarding card and ID/passport**.
- **Listen carefully** for announcements, as many airlines have changed their boarding procedures. Know your **seat number and zone**.

In the departure lounge

- **Keep your distance** from other travelers at all times.
- Use restaurant apps to **pre-order food and beverages**.
- Use **contactless payment** for all purchases.
- Don't expect airline lounges to be open. Those that are may offer limited service only.
- Concierge robots can provide a **contactless** source of airport **information**.

Baggage hall

- Wear gloves and/or **sanitize handles** after collecting bags from carousel.



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