



## Lufthansa Group airlines to update face mask requirements

**Dear Traveler,**

The airlines of the Lufthansa Group are updating the face mask requirement on selected flights. The new requirement is valid for passengers and crews while boarding, during the flight and when leaving the aircraft:

- Starting 25 January 2021, an **FFP2 mask** is mandatory on all **Austrian Airlines flights to and from Austria**. Community (fabric) masks and surgical masks will no longer be permitted. Passengers between 6 and 14 years of age and pregnant women can travel with normal mouth-nose protection
- Starting 1 February 2021, a **medical protective mask** (surgical mask or FFP2 mask or a mask with the KN95/N95 standard) is mandatory on **all Lufthansa Group flights to and from Germany**. Community (fabric) masks will no longer be permitted

Please note:

- Visors (face shields), FFP2 masks with a valve or scarves are not permitted on board
- On long-haul flights, we recommend that passengers bring several masks with them so that they can be replaced if necessary (once they get damp)
- Children under the age of six do not need to wear a face mask (Note: Depending on country-specific requirements, different rules may apply)
- An exception to the mask requirement is only possible with a medical certificate\* in conjunction with a negative PCR test result. The PCR test result should not be more than 48 hours old before the start of the respective outbound and return flight

#### Mouth-nose-mask FAQs

Important note: As the country-specific face mask requirements can change at any time, we ask all passengers to always check the current requirements before setting out on their journey.

**Passengers whose contact details (SSR CTC element) are stored in the PNR will be informed** of the updated face mask requirement by SMS (text message) or e-mail as part of the flight-related communication.

In general, Covid-19 infection on board is very unlikely. Lufthansa Group aircraft are equipped with highly effective air filters, which ensure air quality similar to that in an operating room. In addition, the air circulates vertically instead of being dispersed throughout the cabin.

Best Regards,

Your eXperts Team India

