Travel Industry Update
May 15, 2020

Southwest won’t deny boarding if passenger refuses to wear a mask

- In a recent memo to employees, Southwest Airlines has told flight crews not to stop passengers from boarding if they refuse to wear a mask.
- Southwest Airlines wants flight attendants to inform customers of the policy but not enforce it.
- "You are expected to inform Customers of our face covering requirement but are not expected to be the enforcers -- ask the Customer to comply with wearing a face covering if they are able."
- "Although Southwest is not denying boarding based solely upon a Customer not wearing a mask, we are providing masks and strongly encouraging Customers comply with the policy out of respect for the well-being of other Customers and our Employees during these unprecedented times," the statement reads.

Lufthansa adding flights in June

- 1800 weekly flights to 130 destinations have been added to its June flight schedule

Korean Air posts first quarter loss

- South Korea’s largest airline, Korean Air, on Friday posted a consolidated operating loss of 82.8 billion won ($67.3 million) for the January-March quarter.
- The loss was less than had been expected, with analysts predicting a loss of 137.6 billion won ($111,141,825).

Cruise lines

- [Holland America to lay off 2,000 workers](#) and will furlough or reduce the hours or pay of its remaining shoreside employees.
- [Royal Caribbean still trying to repatriate 24,000 workers](#) stranded on ships worldwide.