Travel Industry Update
May 27, 2020

Inside look at how Delta is cleaning it’s aircraft

- The details of an inside look at Atlanta Hartsfield-Jackson International Airport (ATL) where Delta is working both behind the scenes and in front of passengers to minimize the risk of a COVID-19 (or any other pathogen) infection. Delta has set up a model experience for sanitizing airport and onboard spaces at ATL and will continue to roll out that standard to every airport they serve.
- Check in area: You can’t walk more than 20 feet without seeing hand sanitizers or social distancing signs and floor markers. Acrylic barriers have been placed in front of check-in agents, all of whom are required to wear masks. Passengers are also required to wear masks at any Delta interaction point. Staff were circling the check-in area with stacks of what looked like surgical masks in hand to give to any passenger without a mask. The self-service check-in kiosks are also regularly being sanitized.
- It is impossible to miss the social distancing reminders, whether they are on the floor or on signs, as well as hand sanitizers.
- Security area: CLEAR agents were asking all customers to do iris scans only, but had cleaner and wipes ready for each time a customer touched the fingerprint identification pad.
- TSA agents all had masks on and passengers were asked to briefly raise their own mask so the agent could compare their picture ID to their likeness. You can scan your own boarding pass. At ATL, the security bins were being wiped down after they were used. Additional spacing reminders were in all public areas of the airport.
- Boarding area: Delta has taken ownership of gate areas at the Atlanta airport and regularly sanitizes the entire immediate vicinity.
- Gate areas are cleaned by hand four times daily, and the electrostatic sprayers and carpet steamers are used once per day.
- Acrylic barriers have been installed at the gate agent desk as well as the desk where you scan your boarding pass. Social distancing markers are on the floor and masks are required by passengers during the boarding process.
- During boarding, gate agents now have a couple of new tasks. They have “cheat sheets” behind the desk ensuring load capacity is never above 60% for any given flight. This is a back up to the IT limitations Delta has on its website for selling tickets.
- Gate agents are also given the responsibility to ensure every aircraft meets the new ‘brand standard’ before starting the boarding process. If they and the flight crew don’t believe the plane has been thoroughly cleaned, they are empowered to call the cleaning crew back to the plane.
- Jet bridges are also given a cleaning on a regular basis with electrostatic sprayers and carpet cleaners.
- Onboard: Delta is cleaning every plane between every flight and overnight. The process starts after deplaning when workers with electrostatic sprayers lower every tray table and open every overhead bin. The sprayers on this flight were in backpack form and carried about 2.2 gallons of disinfectant which workers said would last them an entire shift. They
then use the machines which spray electrically charged, EPA registered liquid disinfectant similar to Clorox in a fine mist. The cleaner clings to the first surface it touches and is no longer visible within 8 seconds of spraying.

- Here's a video of a sprayer being used: https://thepointsguy.com/news/we-got-an-inside-look-at-how-delta-is-cleaning-planes-between-every-flight/?jwsource=cl
- Workers say they could spray narrow-body planes in 3-5 minutes and wide-body planes in 7-8 minutes. Workers are certified with the sprayer after a four hour on-the-job training. Planes are doing 5-7 segments on average per day now, meaning they are cleaned an equal 5-7 times per day.
- After the airplane is sprayed front to back, a cleaning crew comes aboard and wipes all surfaces and common areas with disinfectant.
- The carpet and seats were spotless, tray tables even had crumbs cleaned out of the usual places and seat-back pockets were sanitized.
- Every 15 days, Delta planes are now going through a process called ‘conditioning’ where the sanitation goes beyond the now-usual cleaning process. Parts, pieces and panels showing wear and tear are cleaned, repaired or replaced. Seat cushions are removed, scuff marks repaired, lavatory panels taken apart, air vents cleaned and any easily removable parts or upholstery showing wear are replaced — including the seat-back pockets which are held on by velcro.
- As far as the lavatories go, they are also electrostatically sprayed and wiped down like the rest of the plane between every flight and again overnight.
• During the conditioning process every 15 days, panels are removed and cleaned including the entire toilet, panels above the sink and baby changing table.
• Before departure, planes must have their soap bottles in the lavatories full. A ‘tidy kit’ is now also included on every flight with additional sanitizing equipment.
• Delta representatives said they were going to continue to refine the process to become more efficient, modeling a racing ‘pit stop’ where workers had a specified time and place for every task and had an environment to practice. Delta is also adamant there was no scheduled end date for these procedures and they’re here to stay for the foreseeable future.

**United, Delta and American’s long haul schedules for June**

June is typically a banner month for international travel as schools are out and people take off on summer holidays the world over. Below are schedules for three US airlines; definitely a fraction of what would typically be on the schedules for June.

**United (as of May 26):**

- Chicago O’Hare – London Heathrow
- Houston Intercontinental (IAH) – São Paulo Guarulhos
- Newark Liberty (EWR) – Amsterdam, Frankfurt, London Heathrow, Paris Charles de Gaulle (CDG), Shanghai Pudong, Tel Aviv (TLV) and Tokyo Narita
- San Francisco (SFO) – Beijing Capital (PEK), Frankfurt, Shanghai Pudong, Sydney (SYD) and Tokyo Narita
- Washington Dulles (IAD) – Frankfurt

**Delta (as of May 25)**

- Atlanta (ATL) – Amsterdam, Frankfurt, Lagos (LOS), London Heathrow, Paris Charles de Gaulle and São Paulo Guarulhos
- Detroit (DTW) – Amsterdam, London Heathrow (LHR) and Seoul Incheon (ICN)
- New York JFK – Amsterdam, Paris Charles de Gaulle and Tel Aviv (TLV)
- Seattle (SEA) – Seoul Incheon and Tokyo Haneda (HND)
- Seoul Incheon – Shanghai Pudong (PVG)

**American (as of May 26)**

- Chicago O’Hare (ORD) – London Heathrow (LHR)
- Dallas/Fort Worth (DFW) – Amsterdam (AMS), Frankfurt (FRA), London Heathrow, Madrid (MAD), Paris Charles de Gaulle (CDG) and Tokyo Narita (NRT)
- Miami (MIA) – London Heathrow and São Paulo Guarulhos (GRU)
- New York John F. Kennedy (JFK) – London Heathrow

**Lufthansa board rejects bailout conditions**

- German airline Lufthansa’s supervisory board on Wednesday rejected conditions imposed by Brussels on a proposed government bailout, casting fresh doubt on the 9 billion euro ($9.9 billion) rescue.
The board, which had been expected to sign off on the aid, instead refused EU demands that Lufthansa permanently give up take-off and landing slots at Frankfurt and Munich airports, where it commands a two-thirds market share.

The bailout plan nevertheless remains “the only viable alternative” to insolvency, Lufthansa said, and negotiations will continue over EU demands that would “lead to a weakening” of its airport hubs as well as its ability to repay loans.

**Air France-KLM to cut 40% of its flights**

- Air France-KLM will slash 40 percent of its French domestic flights by next year in exchange for receiving seven billion euros ($7.7 billion) in emergency coronavirus funding backed by the French state, the company's chief executive said Wednesday.
- "Capacity will be reduced by 40 percent between now and 2021, with some destinations dropped," Benjamin Smith told shareholders at the airline's annual general meeting in Paris.
- The French government has made any bailout contingent on profitability improvements at the airline and a reduction in its carbon emissions, which have become a key target of environmental advocates.
- Smith said Air France would stop flights between cities where trains could provide a connection in less than two-and-a-half hours, or if the service did not contribute to an increase in traffic at its Paris hub, Charles de Gaulle airport.
- That could mean the end of several daily flights from cities such as Bordeaux, Lyon or Nantes to Orly, the other main Paris airport, which has been closed since domestic flights ground to a halt during the coronavirus lockdown.
- Air France has pledged to halve its carbon emissions from domestic flights by 2024 as part of the conditions for receiving a three-billion-euro loan from the French state and a further four billion euros in bank loans guaranteed by the state, which owns a 14.3 percent stake in the group.

**Ryanair to add flights as countries open up**

- Ryanair, which touts itself as Europe's largest low-fare airline, is adding back flights as countries in Europe begin to reopen to tourism amid the coronavirus pandemic.
- Ryanair will operate 40% of its normal flight schedule in July and serve 90% of its pre-COVID-19 routes, the company announced Tuesday.

**Emirates**

- Emirates has delayed the resumption of its seasonal Dubai – Zagreb, Croatia service by another month. The flights will resume August 1.

**Amtrak plans to cut 20% of its workforce**

- In addition to seeking a further $1.475 billion bailout, Amtrak disclosed plans to cut its workforce by up to 20% in the coming budget year.
- Ridership and revenue levels are down 95% or more year-over-year since the pandemic began.
• The $1.475 billion request, for the fiscal year that begins Oct. 1, is in addition to an annual $2 billion in support it has been receiving from Congress in recent years.
• “It is clear we have no choice but to reduce our overhead structure to better align our costs with our revenues,” CEO Bill Flynn told employees Tuesday in a memo.
• Without the additional emergency funding, Amtrak said it would need to suspend some long-distance routes, and that others would operate on a thinned-down schedule. It would also need to greatly reduce its high-speed Acela service.
• Amtrak said it now expects the massive travel demand fall-off due to the pandemic to result in a full year 50% reduction in system-wide revenue. It expects passenger demand will fall from 32 million in 2019 to 16 million in the 2021 budget year.

Marriott adding job listings

• By May 25, 2020, Marriott’s Careers website listed 2,031 openings. That's up from a low of 1,764 on May 19, or 267 additional job listings.
• A large majority of Marriott's hiring recovery appears to be in China, where front-of-house positions from everything including front-desk clerks to massage therapists have begun flooding the company's HR sites.

Disney submits plan to re-open on July 11

• Disney submitted a phased re-opening plan to the Orange County economic recovery task force. The plan needs approval from Orange County Mayor Jerry Demings and Florida Gov. Ron DeSantis before it can officially be put into place.
• As a global leader in entertainment and tourism, Disney's reopening is being watched closely by companies and consumers around the world as a sign for whether a safe reopening of major venues is possible.
• Disney's plan is to open its Magic Kingdom and Animal Kingdom parks on July 11 and to open EPCOT and Hollywood Studios on July 15.
• The parks will take a number of safety precautions, including temperature checks of employees and customers. Disney plans to add hand sanitizing stations and will limit the parks’ capacity.

American Cruise Lines to sail on June 20

• American Cruise Lines, a U.S.-based cruise line will set sail along the Columbia and Snake Rivers on June 20, getting back to the water with its American Song river ship traveling from Portland, Oregon, to Clarkston, Washington.
• American Cruise Lines says it’s the first company to run such a cruise in the U.S., and it’s voluntarily taking the trip at 75 percent capacity.
• While the CDC has a “No Sail Order” in place, prohibiting many cruise operations, the restriction applies only to ships carrying 250 or more passengers. The American Song, by contrast, is built to accommodate just 184 people — or 138 at three-quarters capacity.
• The company plans touch-less boarding and check-in and medical screenings for passengers, including denial of boarding for anyone showing flu-like symptoms. Ships will carry “COVID-19 quick test kits,” the company said, and housekeepers will wear personal protective equipment. There will also be a “resident nurse or EMT on each ship for the duration of each cruise,” American added.
After the first sailing in the Pacific Northwest, American Cruise Lines will quickly follow with a trip down the Mississippi River, aboard the American Harmony, departing Memphis on June 28 for New Orleans.

**Bahamas Paradise Cruise Line announced a return to service starting on July 25**

- “The wellness of our passengers and crew members remains our top priority, and as such, passengers can expect enhanced sanitization procedures from embarkation to disembarkation so that they can enjoy a relaxing, stress-free getaway.”
- The ships, departing from the Port of Palm Beach, offer the only two-night short-cruise to the Bahamas on the market, making them a great option for people looking for “microvacations.”
- Among the protocols which will be put in place when the ships return:
  - Reducing the number of staterooms in use to limit onboard capacity by 40 percent
  - Disinfecting passenger luggage prior to onboard delivery
  - Pre-boarding temperature checks and health declarations
  - Online check-ins with designated arrival times to streamline embarkation and minimize crowds at the port of departure
  - Increased cleaning of all public and private areas aboard the ship

**Caribbean**

- **Several more islands detail their re-opening plans.**
- Aruba announced a tentative reopening of the borders for inbound travel scheduled between June 15 and July 1, with a formal announcement of the official date in the coming weeks.
- The Bahamas is in Phase 2 of its national reopening plan. Several of the Family Islands have resumed commercial activity, including Cat Island, Long Island, Abaco and Andros. "We are looking at a possible opening date for commercial travel on or before July 1, but this date is not final. It will be adjusted if there is a deterioration of the Covid-19 outbreak or if protocols and procedures are not in place to sufficiently warrant an opening,” said Prime Minister Dr. Hubert Minnis.
- Barbados is in Phase 3 of reopening, which allowed a number of businesses to reopen based on mandatory health and safety protocols, including face masks, increased sanitization of facilities and social distancing. The airport is closed to international flights through June 30, although no timeline for its reopening after that date has been announced. The cruise port is closed until further notice.
- Cuba is preparing to reopen its airports on July 1 if COVID-19 cases remain under control.
- The Dominican Republic: no timeline for border re-openings has yet been announced, although the travel minister estimated during a recent media briefing that it could be within 45 days or two months.
- St. Lucia announced its phased approach beginning June 4. Minister of tourism Dominic Fedee said that phase one includes the opening of Hewanorra Airport to flights from the U.S. only. Visitors will be required to present certified proof of a negative COVID test within 48 hours of boarding their flight. Phase Two will begin on Aug. 1, and details will be revealed shortly.
- St. Maarten has no date yet for the resumption of international flights to the island.