



GETTING READY TO REOPEN

ARGENTINA

The following resources focus on practical guidance to show how the country is preparing for the reopening of tourism during the Covid-19 pandemic.



How Argentina is getting ready to reopen

We look forward to welcoming your guests back to discovering our beautiful Argentina when it becomes safe to travel again.

This document shows current works and protocols developed to create a safer and smoother trip experience to our country. It is based on news items and official announcements from the Argentine government. Latest update on July 30, 2020.

Protocols to resume activities and reopen hotels, restaurants and tour operators are published by the government. You can access the [ATP DMC Preliminary Protocol](#) and [Argentina's official protocols](#) published by the government through this link:

[Argentina Preliminary Protocols](#)



How are airports preparing to resume operations?

Aeropuertos Argentina 2000 affirms that they have been working to resume operations since the lockdown was decreed, although since January it had already been implementing hygiene protocols established by the Argentine Ministry of Health and together with different organizations such as the Ministry of Transport of the Nation, Immigrations, Airport Security Police (PSA), Customs and according to recommendations by the World Health Organization (WHO).

Browsing round the shops and sitting in cafés at airport as we have in the past will undoubtedly change due to the new sanitary protocols that are being implemented for safer travel.

The airport terminals are being adapted with the following elements to protect passengers, users and employees:

- Acrylic screens for Check in, Boarding and Arrivals counters.
- Informative posters (stickers or with supports) on the physical distance measures one must respect and comply with.
- Vinyl (floor) stickers indicating row spacing, with instructional text at closer points to the counters.
- Distance demarcation tapes.
- Separation of seats.

In addition, daily cleaning and disinfection continues in all sectors of the airport as part of the tasks to mitigate the coronavirus pandemic. In this sense, Aeropuertos Argentina 2000 continues to act in accordance with sanitary protocols and in conjunction with the Ministry of Health, and Transport, Immigrations, PSA (Airport Security Police), and Customs authorities.





Ground Transportation

The health and safety of the passengers, drivers and guides is our number one priority.

They have implemented measures such as:

- Regular deep-cleaning of the cars and maintaining cleanliness after every single journey.
- Drivers are provided with personal protective masks and gloves to ensure that both your guests and they are protected.
- Hand-sanitizer is available for passengers' use.
- Acrylic screen now separates driver from passengers.





ATP^{DMC}
ARGENTINA TRAVEL PARTNERS



Aerolineas Argentinas (Argentine flag carrier) protocols:

Aerolineas Argentinas protocols follow the recommendations of the International Air Transport Association (IATA), the Airports Council International (ACI), the World Health Organization (WHO) and the Argentine Ministry of Health. These protocols are also implemented by the SkyTeam Alliance members.

- **At the airport:**
 - • Passengers must allow extra time for check-in and arrive early at the airport. Bear in mind that they may need more time to complete the boarding process at the airport due to the preventive measures that the airline is implementing.
 - • Only passengers with flights departing from the terminal will be granted access to the building. No companions are allowed access.
 - • **At the gate, guests will have their temperature measured.** Passengers must wear a surgical mask or face mask at all times.

Special Assistance services:

If clients require any kind of assistance, such as a wheelchair, remember to book the service at least 48 business hours before the departure of the flight. All wheelchairs are sanitized before and after each use.

Check-in:

- Passengers must maintain the minimum physical distancing indicated by the signs. Passengers only need to show their personal photo ID (Passport) for identification purposes; they are not required to hand over any documentation to airline personnel.
- It is suggested that passengers only travel with one personal item on-board, which meets the maximum weight and size allowed for baggage. This will speed up the boarding and disembarking procedures and minimize circulation within the airport.
- Passengers can have an alcohol-based hand sanitizer of up to 100 ml in their carry-on bag.





Boarding

- Passengers must keep the minimum physical distancing recommended and sanitize hands regularly.
- Passengers will board the aircraft in small groups, starting from the back rows towards the front. Passengers travelling in Business class or Premium Economy class will be the last to board.
- Once their identity has been validated, passengers will self-scan the boarding pass in the gate scanner.
- Whenever possible, gates with passenger boarding bridges will be used for boarding. Should the airline need to provide the bus services, passengers will also be carried in small groups.

In-flight health protocol:

Flights:

- It is compulsory to wear a surgical mask or a face mask at all times. Crew members will wear them throughout the whole flight.
- Passengers must limit their circulation around the aircraft as much as possible. If they need to go to the lavatory, they must check that the status indicator is green before getting up from their seat, to avoid queuing.
- Reading material, blankets, pillows and earphones are temporarily unavailable.

Domestic and Regional Services:

Food and drink services are temporarily unavailable.

International flights:

On-board food and drink services are limited. Aerolineas Argentinas will be offering a contingency menu in individual bags, prepared with fresh and industrialized products. When passengers finish their meal, they will be asked to place all disposable materials in the same bag received, in order to reduce passenger interaction with the crew. Special food services and bassinets are temporarily unavailable.

Disembarking:

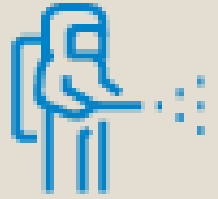
- Passengers may leave their seat when the cabin crew so indicates and when the row ahead is cleared. The recommended physical distancing must be maintained at all times.
- Remember that for international flights passengers will have to fill in, sign and submit a form requested by the health authorities.

Hygiene on board

Thanks to the cleaning procedures implemented and to the special air conditioner filters installed, all aircraft meet the highest care and prevention standards.



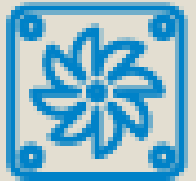
Cleaning and Disinfection



- Wearing personal protective equipment (PPE), the designated personnel perform cleaning and disinfection procedures before and after each flight.
- Special attention is paid to high-contact areas such as seats, armrests, tray-tables, seat belts, screens and controls. Cleaning and disinfection is also intensified in lavatories, waste bins, galleys and doors.
- Headrest covers are replaced after each flight and cleaning procedures in upholstery and carpets have been intensified.

The cleaning and disinfection products used are those recommended in the Guide to Hygiene and Sanitation in Aviation issued by the WHO.

Air Filters:



Aerolíneas Argentinas aircraft have an air-conditioning system with special high efficiency particulate air filters (HEPA). This system used in the aviation industry allows for the frequent renewal of the air in the cabin and eliminates 99.9% of circulating bacteria and microbes, making the aircraft a safe place.

Reducing Items:

It is essential to reduce the number of items on board. That is why we will temporarily suspend our food and drink service, on-board magazines, blankets and pillows.

According to Aerolíneas Argentinas, why travelling by plane is safe?

- Because of aircraft ventilation systems, which ensures air purity and quality.
- Because of the seating layout, which acts as a barrier and prevents face-to-face contact.
- Because of the additional preventive measures adopted, such as the temperature checks performed before entering the airport.
- Because of the mandatory use of face masks by all passengers and personnel.
- Because of the use of disinfection products recommended by the WHO.



The information contained in this document is for general information purposes only. While we endeavour to keep the information up to date and correct, we make no representations or warranties of any kind, express or implied, about the completeness, accuracy, reliability, suitability or availability with respect to the information, products, services, or related graphics / images contained on this document.