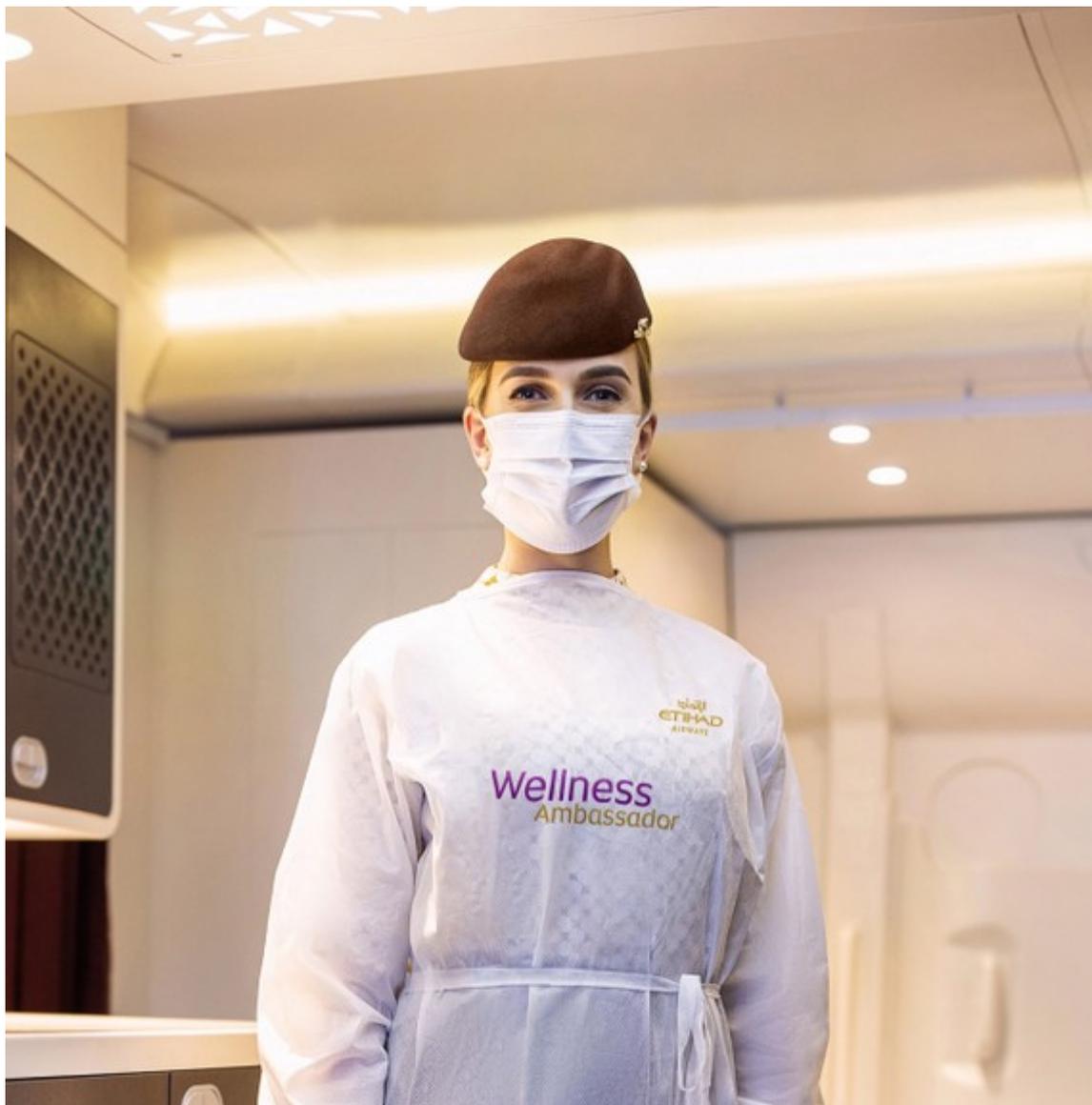


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# Etihad expands wellness initiatives

By **Rick Lundstrom** on June, 1 2020 | Airline & Terminal News



An Etihad Wellness Ambassador

[Etihad Airways](#) has launched “[Etihad Wellness](#),” an expanded and more comprehensive health and hygiene program and customer guide.

“This builds on the stringent measures already put in place by the airline to deal with COVID-19,” said a release from the airline. “The program will be championed by the introduction of specially trained Wellness Ambassadors, a first in the industry, who will provide essential travel health information and care so guests can fly with greater peace of mind.”

Etihad Wellness initiatives will be communicated through an online guide highlighting the standards

of cleanliness, health and hygiene being applied at every stage of the passenger journey. This includes culinary hygiene at the airline's catering facilities and food testing laboratory, aircraft cabin deep-cleaning, check-in, health screening, boarding, inflight experience and product, crew interaction, arrival, and ground transportation.

For those needing personalized information, skilled Wellness Ambassadors can be contacted by [emailing](#). The multi-lingual team will offer reassurance to passengers by sharing advice on travel wellbeing and details of the health and sanitization measures being implemented throughout their journey. Etihad will expand the service to include a web-chat option. All Wellness Ambassadors will undergo special training at the airline's training facilities in Abu Dhabi, and online.

Over the coming weeks, Etihad will also introduce Wellness Ambassadors at [Abu Dhabi International Airport](#) in partnership with Abu Dhabi Airports (ADAC). Once travel restrictions to and from the UAE are lifted, and the airline resumes an expanded network of international flights, Etihad will introduce Wellness Ambassadors on board.

Etihad continues to follow UAE and international government, regulatory and health authority directives, and is playing its part in helping to limit the spread of COVID-19.