

Brussels Airlines launches at-home document check for travelers



Brussels Airlines launched two initiatives to help passengers know which documents to bring

[Brussels Airlines](#) wants to make traveling by air easy and accessible for its passengers by helping them know the right documents to bring. The airline has launched two initiatives to help out; a document check system at home, as well as an interactive travel map. Both aim to help reduce the delays experienced as a result of changing travel restrictions and documents required for entrance.

Since August 18, Brussels Airlines, part of Lufthansa Group, allows passengers traveling to France, Spain, Portugal, Italy, and Greece to have the necessary health documents checked remotely. With this service, the airline wants to limit the queues at the airport check-in counters. Guests eligible for the document check at home receive an invitation to upload their documents through notification emails sent six, three, and one day before departure.

Once the documents are uploaded, an encrypted email is sent to a Lufthansa Group service center, where the submitted documents are checked. Once the documents are approved, the passenger receives a confirmation email and can check-in online. If documents are missing or the uploaded documents do not meet the guidelines, the service centre will inform the passenger and ask to upload the missing documents. In that case, the passenger will not be able to use the online check-in.

Other destinations may be added in the future, depending on the service center capacity, the press release says.

In co-operation with travel data provider [Sherpa](#), Brussels Airlines has launched an interactive map through which travelers can find all relevant information and an overview of the documents they need to carry along during their trip. The goal of the interactive map is to give them a clear overview of the travel possibilities in Europe and outside. With a simple tick box, passengers can indicate that they are vaccinated and see the restrictions per country.

The map relies on various government websites and tools to keep the information current. It redirects ¹

passengers to the respective government website of their destination for the necessary documents and more detailed information.