
Lufthansa and Fraport implement enhanced hygiene at FRA

By **Jane Hobson** on June, 17 2020 | Airline & Terminal News



[Lufthansa Group](#) announced in a press release today that Lufthansa, Fraport and the Federal Police have introduced increase hygiene standards at [Frankfurt Airport](#) (FRA) from departure to arrival to ensure that travelers feel secure as Lufthansa expands its flight program in the summer months.

Pre-flight

Via the [Lufthansa website](#), travelers can find information on flight schedule, travel arrangements and adapted inflight services and special hygiene measures before arriving at the airport. Since travel regulations are continuing to change rapidly per region, it recommends its passengers check the regulations of the respective destinations when planning their trip.

At FRA

Wearing a face mask is mandatory in the terminal facilities at FRA. All waiting areas offer floor markings to ensure a minimum distance of 1.5 meters. Only every second seat can be used in waiting areas. Poster, digital displays and multilingual loudspeaker announcements also indicate the applicable distance rules. In addition, trained personnel are on site to draw attention to the minimum distance where necessary. Passengers are required to make cashless payments for purchases in the shops.

Plexiglass barriers are present where there is direct contact between passengers and employees (check-in counter, ticket counter). Hand sanitizer dispensers are available throughout the airport and high-touch surfaces are cleaned and disinfected frequently and regularly. Lufthansa passengers can also check-in at kiosks using smartphones and use "contactless" luggage check-in via the Fast Bag Drop in Hall B.

Passengers can bring only one piece of hand luggage and will be assigned a control point where security personal will scan the passenger. Afterwards, passengers are asked to put the baggage tray back on their own. The Senator Lounge in Area A is open again with limited service. Ground markings indicate a safe distance from other passengers while boarding. Boarding is by groups and through quick-boarding gates where passengers can display their boarding card. Mouth and nose coverings must be worn.

On the aircraft

Everyone on board must wear face covering and each passenger is given a personal disinfecting wipe. Lufthansa has removed all reusable and non-safety relevant paper products to reduce risk. Passengers can still download eJournals before departure.

On short- and medium-haul routes, the service in Economy Class has been revised. Passengers will receive a water bottle for flights lasting 50 minutes or longer. For flights lasting 150 minutes or longer, the usual beverage service and a snack will be available. For flights longer than three hours, a vegetarian meal will also be an option. In Business Class, the beverage service and the usual range of

meals is once again now available.

On long-haul flights, the normal range of drinks is offered to passengers in all classes. In First and Business Class, passengers have a choice of several dishes and Economy Class passengers on long-haul flights also continue to receive a meal.

Lufthansa Group Airlines' aircraft are equipped with filters that clean the cabin air. All recirculated air is filtered and rid of impurities such as dust, bacteria and viruses from the cabin air. This applies to approximately 40 percent of the air on board. The rest is added as fresh air from outside.

On arrival in Frankfurt

Lufthansa flights are now stationed to avoid bus transfers, but where this is not possible, twice as many buses are used. When disembarking, crew ensure that the process runs in an orderly fashion and intervene if necessary to avoid an accumulation of passengers. Distance markings are also placed on the floor at the baggage belts and disinfectant dispensers are available.