August 5, 2020

Safer travel, every step of the way

An update from Delta Air Lines, Korean Air and Incheon Airport

Transforming the Future of Safe Flying

Ensuring customers feel confident and safe when they travel is important to Delta and Korean Air. That's why, Delta and Korean Air have introduced new standards of care – **Delta CareStandard℠** and **CARE FIRST**, respectively.

These new standards of care focus on keeping surfaces clean and high touchpoints sanitized, ensuring safe space between passengers and offering safer service and personal care throughout the entire travel journey so customers will feel confident when they're ready to fly.

Learn more about the Delta CareStandard and CARE FIRST.

Creating Safe Space in the Air and on the Ground

Incheon Airport has installed **distancing markers** at check-in, boarding gates and security checkpoints to ensure safe space between customers while moving through the airport. Additionally, **plexiglass shields,** which are being wiped down frequently to ensure they are clean, have been installed at all Delta and Korean Air check-in counters, as well as help desk counters throughout Incheon. Customers can also elect to use the self-service check-in kiosks.

To promote safe spacing onboard, Delta has extended its commitment to make more space for safer travel by continuing to block middle seats and limiting capacity in each cabin on its aircraft through September 30. Korean Air is also maintaining safe space for passengers by **limiting seats** throughout its aircraft cabins.

Cleanliness at Every Step

All customer touchpoints at Incheon Airport are being sanitized including line dividers, chairs, handrails and bins multiple times per day to ensure a clean environment. **Hand sanitizer dispensers** are also available near kiosks, information desks, duty-free stores, restaurants and in **Korean Air lounges.**

Customers traveling onboard a Delta or Korean Air flight can also feel confident when they fly. **Every Delta and Korean Air flight is thoroughly sanitized** prior to boarding. Plus, the air on all aircraft is recirculated multiple times per hour with fresh, outside air or through industrial-grade **HEPA filters**, which extract more than 99.99% of particles, including viruses.

Masks/Face Coverings Required

Travelers **must wear masks or face coverings** when traveling through Incheon Airport and while onboard a Delta or Korean Air flight.

Customers traveling through Incheon Airport can purchase extra masks at Incheon Airport shops or request **a complimentary care kit** including disposable mask and hand sanitizer at Delta and Korean Air check-in counters and boarding gates.

All Delta, Korean Air and Incheon Airport **staff are required to wear face masks or face coverings** as well to keep travelers safe.

More Peace of Mind and Flexibility

To offer customers more flexibility during this time, Delta and Korean Air are waiving fees and providing booking flexibility for eligible customers.

- Visit **delta.com** or **Delta Professional** (for travel agency partners), to view the latest information on Delta's travel flexibility.
- For detailed information on Korean Air's travel waiver guidelines, please visit **Korean Air's COVID-19 Update Center.**

Traveling to, through or from Incheon Airport

Enhancements to ensure safe travel for customers arriving, departing or transiting Incheon Airport are being implemented:

- **Arrivals:** Customers undergo a health check including health interview and temperature screening. They must also complete a Health Declaration and Quarantine Agreement form and install the "Self-Quarantine Safety Protection" mobile app to track their health for 14 days. **View the arrivals process.**
- **Departures:** Departing customers undergo body temperature screenings prior to check-in and security as well as boarding gates. Masks should also be carried on board and not in checked baggage. **View the departure process.**
- **Transiting:** Transit customers will be guided through specialized quarantine lanes for temperature screenings and health interviews as well as to get a quarantine certificate. Passengers with any symptoms will be tested for COVID-19 before proceeding to their next gate. **View the transit process.**

For customers who need assistance, Incheon Airport offers English, Chinese and Japanese speaking airport staff, as well as 24-hour phone support for other languages.

Stay Updated

To stay updated on the latest news from Delta, Korean Air and Incheon Airport, please visit:

- **Delta News Hub** and **Delta Professional**
- **Korean Air COVID-19 Update Center** and **KALmate**
- **Incheon Airport**