



**Update: 03. Feb. 2021**

## **Welcome on board your FlyCar flight to Lapland**

In order to ensure smooth procedures at the airports as well as a safe and relaxed flight for our passengers, we have put together some general information on how to deal with protective and hygiene measures before, during and after travelling with FlyCar GmbH. Especially in the current situation trust and reliability as well as an open and clear communication with all involved partners is of enormous importance. That's why FlyCar self-evidently follows the official hygiene and safety standards on all conducted flights. Moreover, we do our very best to fulfil the instructions of the foreign governments on site.

Please note the following information: Due to the spread of the COVID-19 pandemic, various official orders, e.g. with regards to hygiene standards and keeping social distance, must be observed in Germany, Sweden and Finland, especially at the airports and in the aircraft. It's mandatory to wear a (medical) mouth and nose protection. Moreover, increased controls and restrictions upon departure and/or arrival (e.g. mandatory self-reports on health status, contact and stay as well as possibly mandatory tests for COVID-19 to identify sick people amongst passengers) might be conducted. Therefore, please inform yourself in good time before departure about the local regulations at your departure and/or arrival airports as well as the regulations of the airlines commissioned by FlyCar. You can find these on [www.fly-car.de](http://www.fly-car.de) as well as on the website of the [Federal Foreign Office](#) and on the official websites of the respective country. Please also note the [information provided by the Federal Ministry of Health](#) and the regulations for people entering Germany.

Upon check-in with some of our partner airlines, answering health questions (health declaration) from IATA regarding COVID-19, might be mandatory. Due to the COVID-19 pandemic, it's mandatory to wear a medical mouth and nose mask or FFP2 mask on board the aircraft and we kindly ask you to bring such mouth and nose protection. In addition, sufficient hand hygiene must be ensured and contact with surfaces in the cabin reduced to a minimum.

### **UPDATE from 03. Feb. 2021:**

*When entering Sweden, you are required to present a negative COVID-19 test from February 6 to March 31, 2021, which must be a maximum of 48 hours old. Commuters and Swedish citizens are excluded from this rule. Sweden has no quarantine requirements for travellers (exception: travellers from Great Britain, South Africa and Brazil). For more information on the preventative measures recommended in Sweden, please have a look at the [Swedish Health Authority's FAQ page](#)*

## ***Our hygiene concept – for your safe flight***

FlyCar ensures that your flight is organized with all the necessary hygiene standards and that you arrive safely at your destination.



### **AT THE AIRPORT:**

- Social distancing (especially during check-in / security control)
- Improved hand hygiene by providing hand disinfection
- Temperature controls (if necessary)
- **FLYCAR EXTRA:** "WE CARE PACKAGE - Part 1" (FFP2 mask + hand disinfection + luggage identification)

### **WHILE BOARDING:**

- Obligation to wear a (medical) mouth and nose protection or FFP2 mask
- Entry to the aircraft in small groups
- No queues in boarding bridges and aisles
- **FLYCAR EXTRA:** seating options (block, row of 3 for 2, free middle seat)

### **CLEAN AIR ON BOARD:**

- Highly effective HEPA air filter systems generate very high air quality; air is directed from top to bottom

### **SERVICE ON BOARD:**

- Adapted board concept (FlyCar catering)
- Intensive cleaning and disinfection of the aircraft

### **AFTER ARRIVAL:**

- Disembarking in small groups – per row of seats
- Creating space at baggage claim
- Regular and thorough cleaning in airport building
- **FLYCAR EXTRA:** "WE CARE PACKAGE - Part 2" (baggage handling upon arrival)



## ***WE CARE – Your personal carefree package***

*Due to the COVID-19 pandemic, we will have to face several, unpredictable challenges during our joint winter season. We have dealt intensively with the requirements for our travellers and concluded, that the current situation requires special measures, which we would like to follow in order to prevent the spread of COVID-19. Therefore, we offer the following security package:*

- **Before the flight:** Handing out a FlyCar hygiene set to our travellers before departure in all airports, incl. an FFP2 KN95 mask, hand disinfection (as well as affixing coloured baggage identification straps for the checked baggage from your German departure airport)
- **During the flight:** Free middle seat – we only occupy the window and aisle seat to ensure distance.
- **After the flight:** We take care of the travellers' suitcases by handling them at the baggage claim and delivering them to an agreed drop-off point (e.g. in the arrival hall, at the proving ground, to a hotel, etc.).
- **Only for the return flight:** By offering an antigen rapid test for FlyCar passengers before returning to Germany, we ensure greater safety on board the FlyCar flights and already fulfil parts of the currently valid entry regulations for travellers returning to Germany (e.g. POC test).

### **Your advantages:**

- The antigen rapid test takes only about 10 seconds and you will receive the test result after 15-30 minutes maximum.
- Test facilities are located directly at Arvidsjaur airport as well in Hotel Laponia (Arvidsjaur), which will also offer test slots during the week upon request and availability.



## ***Recommended behaviour in Sweden***

- Keep at least 1.50 m to 2.00 m distance from other people.
- Avoid large crowds.
- Wear mouth and nose protection in closed rooms and in places, where it's required and/or where it's difficult to keep the minimum distances (e.g. public transport, at airports, in shops and stores, etc.). Please therefore always have enough masks with you.
- Wash your hands regularly and thoroughly and avoid touching your face.
- Follow the sneeze etiquette (crook of your arm).
- Only start a trip if you and your fellow travellers do not show any signs or symptoms of the COVID-19 virus. If symptoms occur, access to the airport and/or the aircraft may be denied.
- If you are sick, immediately call a doctor or the local authorities / institutions responsible for this matters and avoid unnecessary contact with other people.
- If possible, make sure that the rooms you stay in are very well ventilated and windows can be opened regularly.
- Find out about the respective regulations of your travel destination (information on risk areas, locations/places to avoid and identified hotspots) and follow the instructions on site.
- Check the currently required benefits with your health insurance (international health insurance, travel liability, etc.), whether they contain an exclusion of destinations with a travel warning due to COVID-19.
- Pay cashless and contactless as far as possible.

*You can find further useful tips on the website of the [Federal Centre for Health Education](#)*

***Nevertheless, the following applies: There is always a risk of infection in your home country – and FlyCar cannot rule out the risk of infection in your travel destination either. When traveling despite a travel warning, it's essential to follow the instructions of the local authorities on site!***



## ***Information for travellers going to risk areas***

### ***Quarantine rules and/or mandatory testing for travellers returning from risk areas***

*As of: 14. January 2021*

The federal government of Germany has introduced a **digital entry registration** for people returning from risk areas. In addition, each federal state has its own **quarantine rules**.

The most important information at a glance:

- People returning from risk areas are obliged to fill out the [digital entry registration](#)\*. After uploading the personal details on the portal, users receive a **confirmation**, which they must show, in case they are checked (e.g. by the federal police at the airport) or during a border control. In addition, the responsible [health department](#)\* is automatically informed that quarantine is mandatory.
- Currently, travellers from risk areas in almost all federal states must present a **negative COVID-19 test**, which must not be older than 48 hours, or take the test immediately upon arrival.
- Anyone returning from a risk area must go into **quarantine** and **isolate themselves for a period of 10 days** immediately after entering the country (restriction doesn't apply for people with permanent residence in NRW).
- A PCR test can be carried out earliest 5 days after arrival and the quarantine can be ended if the test result is negative.
- Failure to comply with the obligations may result in a **fine**.

***All information is subject to change; we do not guarantee for possible changes and updates.***



## Quarantine regulations of the federal states

All details can be found in the entry quarantine regulations of the respective federal states:

- [Baden-Württemberg](#) \*
- [Bayern](#) \*
- [Berlin](#) \*
- [Brandenburg](#) \*
- [Bremen](#) \*
- [Hamburg](#) \*
- [Hessen](#) \*
- [Mecklenburg-Vorpommern](#) \*
- [Niedersachsen](#) \* (pdf)
- [Nordrhein-Westfalen / NRW](#) \*
- [Rheinland-Pfalz](#) \*
- [Saarland](#) \*
- [Sachsen](#) \*
- [Sachsen-Anhalt](#) \* (pdf)
- [Schleswig-Holstein](#) \*
- [Thüringen](#) \*

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