



CATHAY CARE





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We want to help you take off confidently with us. As such, we have put in place a list of safeguarding measures that prioritises your wellbeing as always — this is our Cathay Care commitment.





SAFEGUARDING MEASURES ON YOUR JOURNEY WITH US

EXTRA PROTECTION AT CHECK-IN



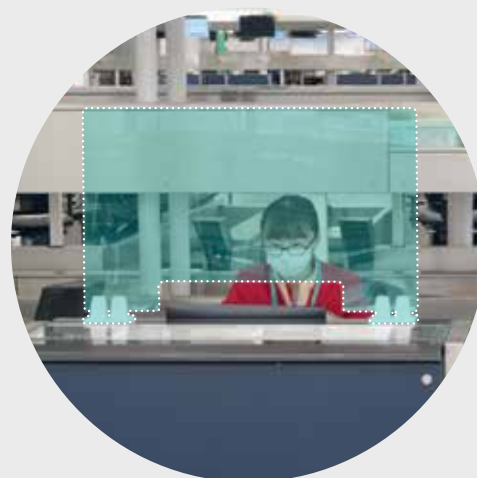
Online check-in

Up to 48 hours before your flight, check in via our mobile app or our website.



Self-service kiosks

Minimise physical contact at the airport by using our self-service kiosks to check yourself in and tag your own luggage.



Check-in counters

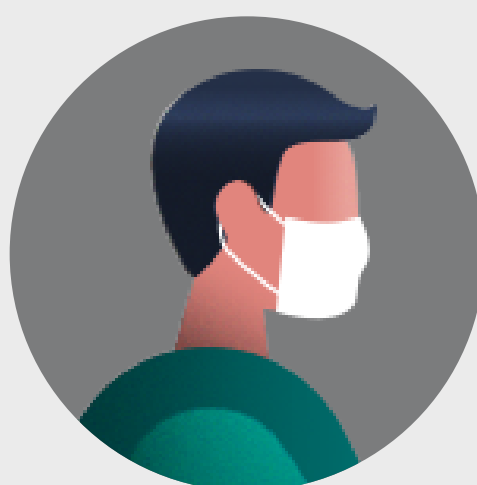
- Our counters are open and we are ready to serve you, and we have put a few safety measures in place.
- Common areas at Hong Kong International Airport are sprayed with an antimicrobial coating to protect against any possible viruses and bacteria.



Health screening precautions

You will need to answer a few simple health screening questions and have your temperature checked before entering the airport.

MORE PRECAUTIONS IN OUR LOUNGES



At the entrance

- We require all guests to wear a face covering, and have their temperature checked.
- LeaveHomeSafe QR code available for your added peace of mind.



Dining and hot meals

- We are temporarily offering single-serve, individually packed dishes.
- Hot meals are still on the menu, which we will freshly cook upon your order.



Inside and around

- You will find more hand sanitisers readily available.
- We have blocked seating spaces to help you maintain a safe distance at all times.
- Antimicrobial coating applied across all public areas.



Removed all newspapers and reading materials

Browse hundreds of titles that are all available for free on the PressReader app.

ADDED CARE DURING YOUR FLIGHT



Seating and cabin environment

- We will offer blocked seats whenever possible.
- All passengers and cabin crew are required to wear a face covering on board.



Updated meal service

Economy class

- On longer flights, we have made it easier for you to choose your main dish while maintaining minimum contact with our cabin crew.
- On shorter flights, we will serve your hot meal in a convenient bag.



Business class

We have adjusted how we serve you your meal to make sure we prioritise your wellbeing as always, while still offering a meal you will enjoy.



Extra protection for you

- **Cathay Care Kit:** You will receive a few essentials like an extra face covering and antiseptic wipes.
- **Hand sanitisers in all cabin washrooms:** Keep your hands clean easily, and as often as possible.



MORE MEASURES **BEFORE YOUR FLIGHT**

1

FREE COVID-19 INSURANCE

WHEN YOU FLY WITH US, YOU'LL BE COVERED FOR MEDICAL EXPENSES
RELATED TO A COVID-19 DIAGNOSIS



FREE
COVID-19
INSURANCE

This free and extra insurance protection includes

- Cost of specific* COVID-19 PCR tests and hospitalisation, if it becomes necessary (up to USD200,000)
- Quarantine allowance (USD100 per day, up to 14 days)
- Repatriation and evacuation arrangements for you, a travel companion and your children (actual cost)
- 24/7 emergency support

*Please view the full terms and conditions.



HEPA FILTERS ON ALL OUR AIRCRAFT

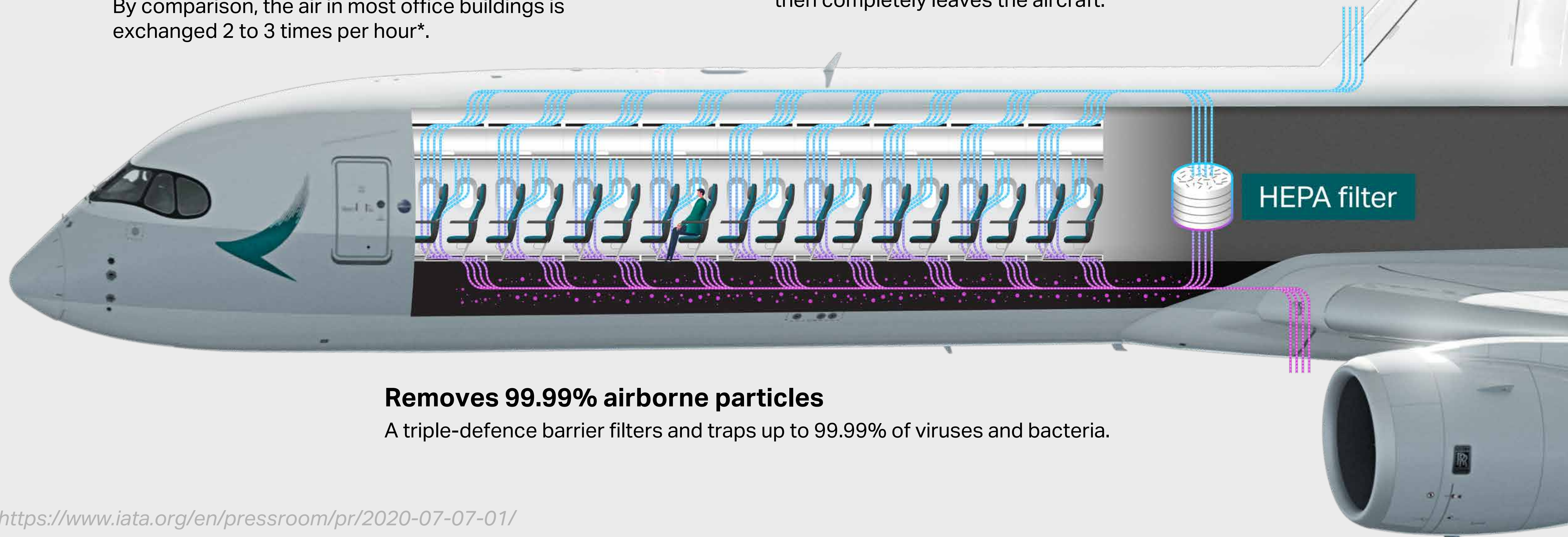
HIGH EFFICIENCY PARTICULATE AIR (HEPA) FILTERS CLEAN CABIN AIR
TO HOSPITAL OPERATING THEATRE QUALITY

Filtered cabin air refreshes every 2 to 3 minutes

By comparison, the air in most office buildings is
exchanged 2 to 3 times per hour*.

Vertical air flow

Air flows from the ceiling to cabin floor,
then completely leaves the aircraft.



Removes 99.99% airborne particles

A triple-defence barrier filters and traps up to 99.99% of viruses and bacteria.



CABIN CLEANING

BETWEEN EVERY SINGLE FLIGHT



Thorough cleaning of the entire cabin

- Our professional cleaning crew makes sure to wipe and disinfect your seat, and everything around it like your arm rest, seatbelt, tray table, overhead compartment and monitor.
- We check and clean all common areas, paying special attention to the lavatories and door handles.



Change all soft furnishings

Before your flight, we change every single headset, headrest cover, pillow cover, bedsheet and blanket, so there's a fresh, clean set ready for you when you board.



One of the world's powerful disinfectants

We use NETBIOKEM DSAM, a hospital-grade formula, to ensure the cabin is completely sanitised.



EXTRA PROTECTION FOR OUR CABIN CREW



Before reporting for duty

- All cabin crew members have their temperatures checked.
- We also require a detailed health declaration.



Protective gear while on duty

Cabin crew members on duty are equipped with the protective gear they need: face covering, gloves and goggles.



Strict precautions

- **During layovers:** We have enforced stricter rules to make sure all cabin crew members minimise contact with the local community during their layovers, as much as possible.
- **After duty:** All our crew arriving into Hong Kong must complete a mandatory COVID-19 testing and a period of self-isolation for 48 hours, as required by the Hong Kong Department of Health. And to make sure they avoid public transport, we have a dedicated crew shuttle from the airport to their place of self-isolation.



WE LOOK FORWARD TO
WELCOMING YOU ON BOARD SOON

