

Let's protect each other



Departing from and arriving at Gatwick Airport

Your journey

Our passengers

What we need you to do



	At home	Check-in & bag drop	Security	Departure lounge	During your flight	Passport control	Baggage reclaim
	<p>Have your boarding pass ready</p> <p>Have a face covering and a hand sanitiser to hand</p> <p>Go to gatwickairport.com/covid19 for our latest advice</p> <p>Check your airline's website for their latest guidance</p> <p>Don't forget to download the Gatwick App for all you need to know whilst travelling through the airport</p>	<p>Arrive in good time as things may take a little longer</p> <p>Wear your face covering or you'll need to buy one at the airport</p> <p>Look out for our passenger information</p>	<p>Have your boarding pass ready to scan</p> <p>Follow the usual hand baggage rules</p> <p>Remember to respect social distancing</p> <p>gatwickairport.com/securityadvice</p>	<p>Use our Gatwick app for up to the minute information about your flight</p> <p>Make use of the space and make yourself comfortable</p> <p>Follow any arrangements that our shops and restaurants have in place, just like in the high street</p>	<p>Check with your airline for what they require you to do on-board your flight</p>	<p>Keep wearing a face covering until asked to remove it by Border Force</p> <p>Observe floor markings and directions of flow and follow UK Border requirements</p>	<p>Observe floor markings and directions of flow</p> <p>Please only remove your own luggage from the baggage belt</p>

At Gatwick Airport

What we're doing and what you'll see



Working closely with our airport partners to develop a safe, simple and seamless passenger journey
Trialling and implementing new technology as appropriate to continually improve what we're already doing

Queuing and seating arrangements

- Keeping our website updated with the latest travel advice
- Floor markings showing where to stand while waiting in specified areas
- One-way flows at entry and exit points
- New seating arrangements allowing members of the same group to sit together, but separate from other passengers
- Queuing facilities and seating adjusted in all our cafés, restaurants and terminal seating areas
- Maximum occupancy for lifts encouraging everyone to take stairs and escalators where possible

Hygiene and cleaning

- Providing personal protection equipment to our front-line staff
- Clear screens at all check-in desks and in other areas to create a physical barrier between staff and passengers
- New hygiene measures to protect colleagues and passengers
- Extra cleaning staff dedicated to cleaning and disinfecting commonly touched surfaces more regularly
- More hand sanitiser stations including touch free dispensers

Security

- Security teams wearing face coverings and gloves and regularly sanitising their hands between searches
- Security trays especially sanitised providing maximum protection
- Clear screens to protect passengers and security teams during bag searches

In all passenger facing areas, we'll be wearing face coverings to protect us all. We'll still be as friendly as ever, although you may not see our smile.