

We are ready.

**You can be
assured.**



æ AirEuropa 
You decide

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01 Introduction



1. 1. Introduction

30 years ago we embarked on a journey where each of you has been our point of departure. Over time, with consistent hard work and effort and the experience acquired, we have got to know you well, enabling us enjoy steady and consolidated growth, making us stronger than ever.

Caring for customers and employees remains Air Europa's No. 1 priority.

In Air Europa we count with endless talent and protocols that allow us to move forward against this background.

Recovery will be a slow process but we will continue innovating to secure our future.

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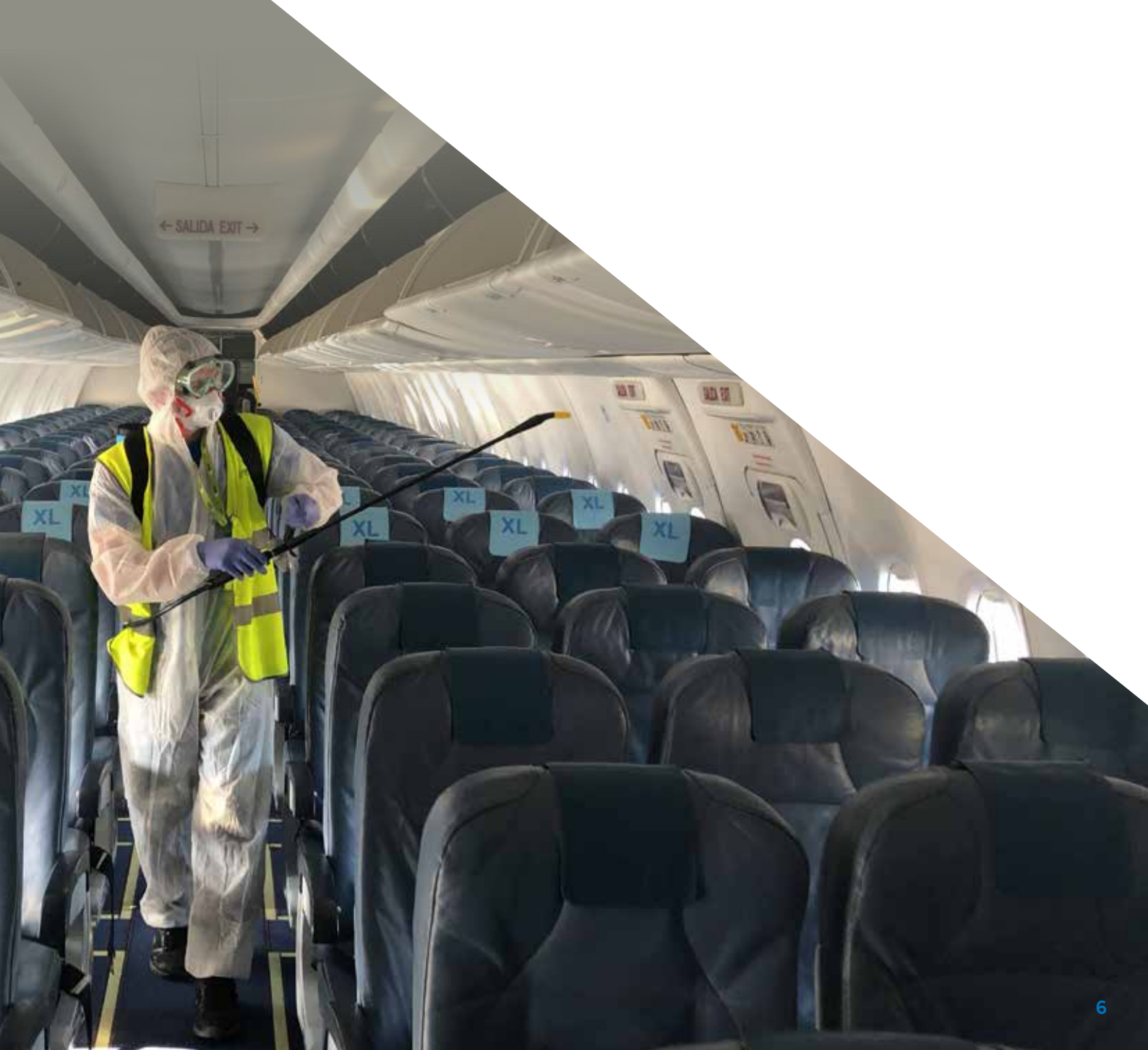
Cleanliness and hygiene



2. 1. Aircraft cleaning

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- We maintain high levels of cleaning protocols.
- We have increased the number of deep cleans in our entire fleet.
- We disinfect with specific hospital grade products.
- We equipped our aircraft with disinfectant wipes.
- Our crew is equipped with masks and gloves.
- From May 4th, the use of masks is now mandatory for passengers and these must be worn at the time of boarding.



2. 2. Air filters

- HEPA filters that leave the air free of particles and are effective in eliminating bacteria and viruses.
- More than 99.9% efficiency.
- The exact same filters are used in high-demand hospital settings, such as operating theaters.

2. 3. Sterilization kits

- Since 2003 our aircraft have been equipped with sterilization kits:
 - Protective clothing
 - Gloves
 - Masks
 - Biological protective goggles

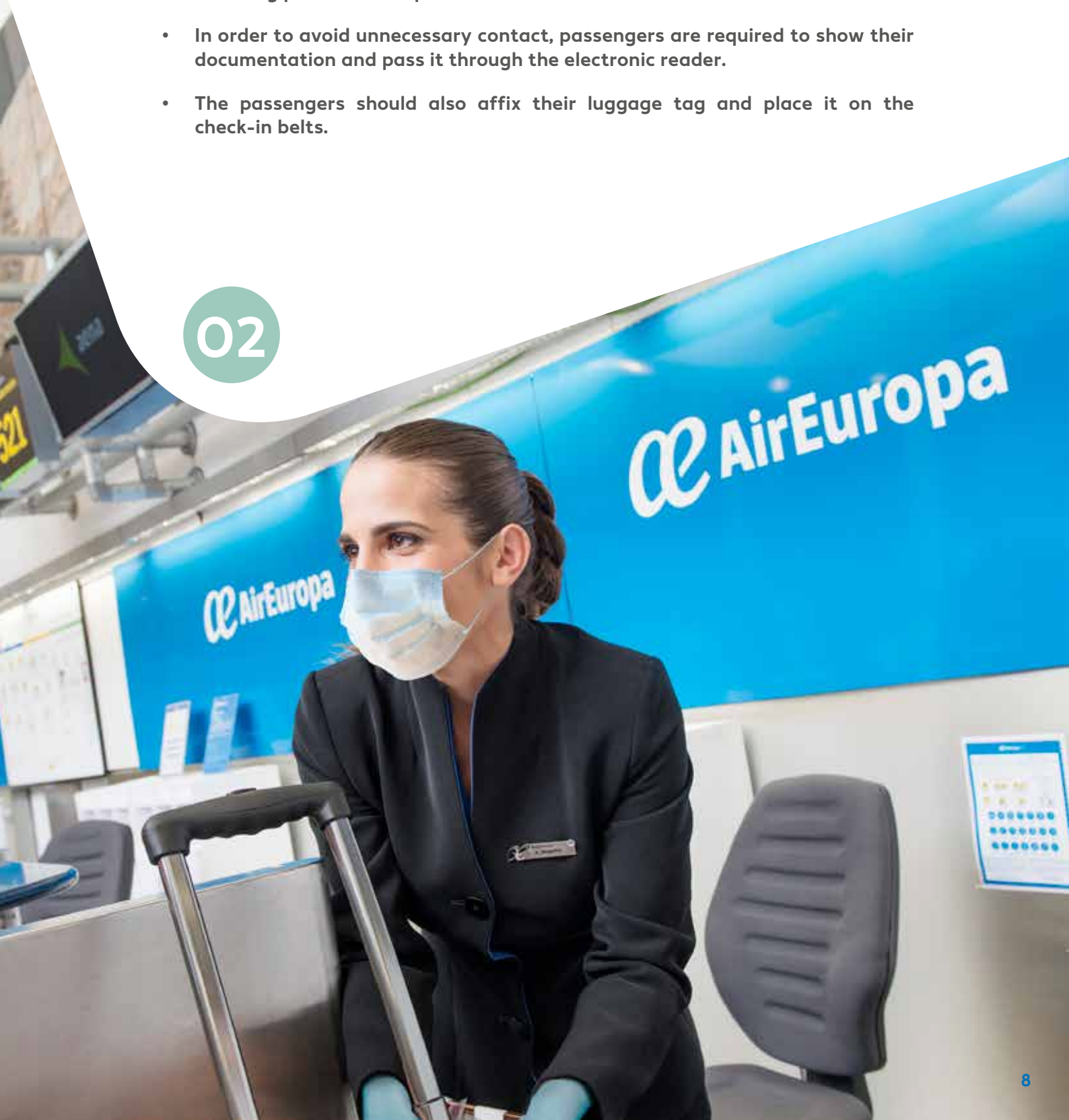
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2. 4. At the airport

- We have placed protective screens at check-in and customer service desks (Madrid and Palma airports).
- The boarding and disembarking procedures have been revised to ensure social distancing.
- Our crew members will inform our passengers about the new changes and boarding procedures implemented.
- In order to avoid unnecessary contact, passengers are required to show their documentation and pass it through the electronic reader.
- The passengers should also affix their luggage tag and place it on the check-in belts.

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2. 5. At the airport

- Disinfectant gel has been placed at different locations for maximum hygiene between our passengers.
- Our transfer buses, those that transport passengers to and from our aircraft, are subject to enhance cleaning measures and their capacity has been limited to allow social distance.

2. 6. Distance between passengers on board

- We will endeavour to adhere to the recommended social distancing protocols on our aircraft.

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Adapted experience



3. 1. On-board service

- We removed newspapers and magazines from our aircraft to reduce unnecessary contact points.
- New “Economy” service: sealed bags with bottled water and a meal cooked at very high temperature levels during the flight before it is served.
- New “Business” service: high contact items are also reduced.
- New blankets that are removed after each flight.
- Our main partner, GATE GOURMET, continuously follows strict hygiene standards and measures.

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3. 2. Protocols

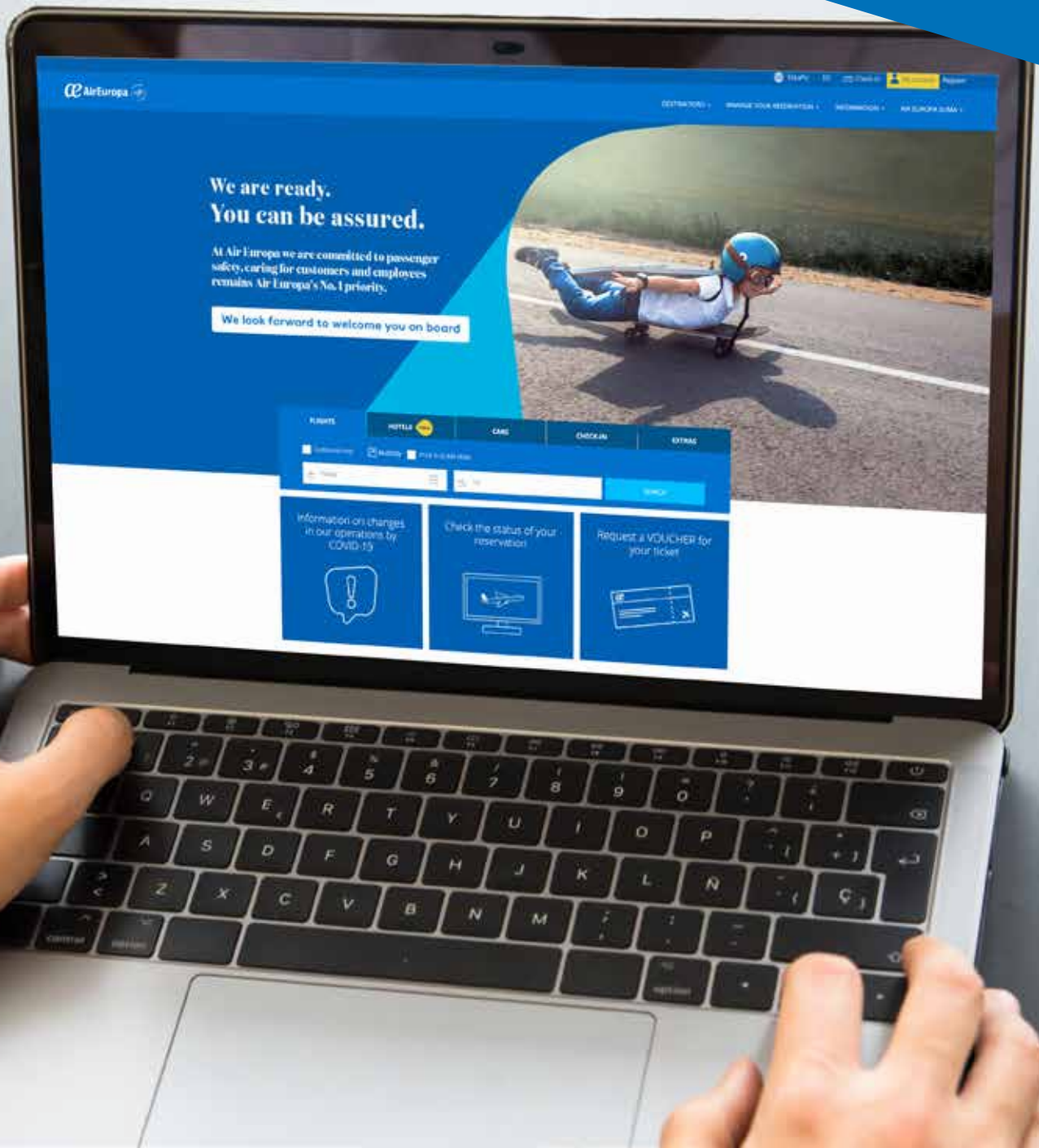
- We are in regular contact with the health authorities of all countries where we operate.
- We adhere all the travel instructions.
- We have also implemented the protocols set by EASA (European Aviation Safety Agency) and continue to update them as the situation evolves.

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Online agility



4. 1. Online agility

- Flexibility to our passengers on purchases made from the 1st of May date changes will be permitted.
- Extended the validity of the VOUCHERS.
- Extended the validity of the level in our Air Europa SUMA program for additional 6 months.
- SUMA Miles will be refunded in the purchase of any Air Europa ticket without a flight date limit.
- Constant flight information on our website.

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Thank you