



## Coronavirus update #6

*Update on HKG cancellations; Do not use Jetaway for travel back to the U.S., gloves for trans-Pacific international*

**February 6, 2020**

*All flight attendants*

### **Service to Hong Kong (HKG)**

Based on reduced customer bookings in the LAX market, earlier today we announced service between Los Angeles (LAX) and Hong Kong (HKG) will be suspended through Mar. 27. Customer demand is stronger out of Dallas/Fort Worth (DFW), which is why we plan to resume DFW-HKG service on Feb. 21.

### **Jetaway app disabled for travel to the U.S. from international cities**

Due to the recent U.S. Government mandated travel restrictions requiring us to ask all U.S. inbound passengers whether they have been to mainland China in the past 14 days, we are temporarily disabling international check-in on the Jetaway app. Team members are highly encouraged to check in via Travel Planner, which has the capability to funnel the appropriate questions to those traveling on international flights bound for the U.S.

### ***How does this affect non-rev travelers traveling for personal or business?***

Team members flying non-revenue for personal travel and business travel (excluding working or deadheading crew members) will be required to follow the same procedures as revenue customers.

When you check in on Travel Planner, you'll be asked if you've traveled to mainland China in the past 14 days. If you answer no, the check-in process will continue as usual, but if you answer yes, you'll be directed to call Reservations to ensure your itinerary routes you through one of the approved entry points. If you are attempting to check in on Jetaway for an international flight bound for the U.S., you'll be directed to Travel Planner.

### **Gloves catered on flights to Auckland, Seoul, Sydney and Tokyo**

Catering will provision one full drawer of gloves on these flights for use on both the outbound and return.

They'll be provisioned as follows by aircraft:

Boeing 777-300	Position 832
Boeing 787-8 (Japan)	Carrier 404 w/DL soda drawer
Boeing 787-9 (Tokyo, Auckland and Sydney)	Carrier 905
Boeing 787-9 (Seoul)	Carrier 502R

### **Our continued commitment**

Your safety and the safety of our customers is our top priority. That's why we remain in close contact with U.S. Customs and Border Protection (CBP), the Centers for Disease Control and Prevention (CDC) and public health officials. We have been and will continue to coordinate with them on any required health and safety related measures. We'll also keep you up to date on any further developments via your CCI messages.

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