



Face covering requirement expands to include most areas in the workplace beginning May 8

May 6, 2020

All flight attendants

The safety of our customers and crew is our unwavering focus – particularly during the COVID-19 pandemic. As the CDC’s guidance evolved, so have our policies – which include a relatively new requirement to wear masks while onboard an aircraft. During this critical time, we’re also focused on doing what we can to help the demand for air travel return – which includes making our customers feel comfortable when flying with us. They’ve told us having our team members in face coverings helps.

That’s why we’re expanding our face covering policy to include wearing them in all areas when in uniform – especially within our customers’ view – including, but not limited to:

- Concourses when unable to maintain six feet of social distance
- Gate areas
- Ticket counter areas
- Other airport areas open to the general public
- Traveling in hotel, airport and employee shuttles
- Checking in/out of hotels

Additionally, for the safety of our team members face masks are encouraged in non-public areas including, but not limited to:

- Operations areas
- Crew rooms
- Crew lounges
- Quiet rooms
- Break rooms
- Administrative areas/offices
- Training areas

As with most rules, there are some exceptions such as:

- When you’re in non-public areas and able to maintain at least six feet of social distance
- When you’re eating or drinking

- If you have a medical condition that prevents you from wearing a mask and you've discussed it with your Flight Service Manager
- Other times when your job requires it (i.e. making a PA, donning an oxygen mask, etc.)

You can learn more about the requirement [here](#).

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