

ROYAL NEWSLETTER

JULY 2020
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SPECIAL EVENTS

AIR CANADA YYZ - YUL A220 EXPERIENCE



Travel industry professionals had an opportunity to experience Air Canada's end-to-end travel experience amid the COVID-19 pandemic and to get a first-hand look at the airline's new health and safety protocols.

At the airport, face coverings are required as soon as you step into the airport at YYZ and YUL, a security agent will not let you enter the premises without a mask and your temperature will be checked. In both much emptier than usual airports, travelers are invited to use hand sanitizers located throughout the airport or use their own. An agent will direct travelers to sanitize their hands before proceeding to self check-in kiosks and check-in counters. Physical distancing stickers are very prominent on the floor throughout the airports.

Air Canada flew participants in their brand new two-week-old Airbus A220 aircraft from YYZ to YUL and back. This beautiful aircraft's ceiling is higher than most aircrafts, which makes it look more spacious. The overhead storage is much wider than the usual medium-haul aircrafts and it does come lower making it easier to gain access to the bin. The economy seats offer a generous legroom space and the IFE is truly enjoyable on its very large screen.

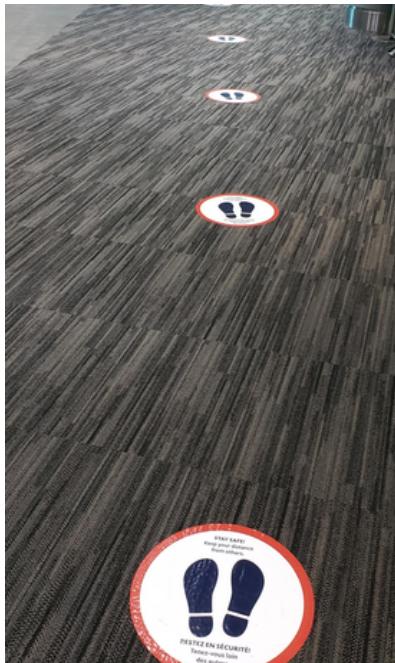


A CleanCare+ kit is offered to each passenger and includes a mask, gloves, sanitizing wipes, a bottle of water and liquid hand sanitizer.

Meals are served in a box and offered to passengers on a tray to avoid contact between passenger and flight attendant.

The Maple Leaf lounge opened on July 16th, the layout has been rearranged to allow physical distancing. Travelers can order a meal in a bag from their seat equipped with QR codes and NFC tags, they just need to scan the codes with their phone to view the menu and place their order. The meals are then prepared and delivered where they are seated.





DELTA JV - YYZ AIRPORT TOUR

Royal Scenic was invited by the Delta JV for an Air France-KLM airport tour at the Toronto Pearson International Airport to witness the cleanliness and other measures taken for the safety of passengers, staff and airlines.

From left: Ivana Manera, Sales Account Executive (Delta Air Lines) and Vikas Kannan , VP Operations and Projects (Royal Scenic)



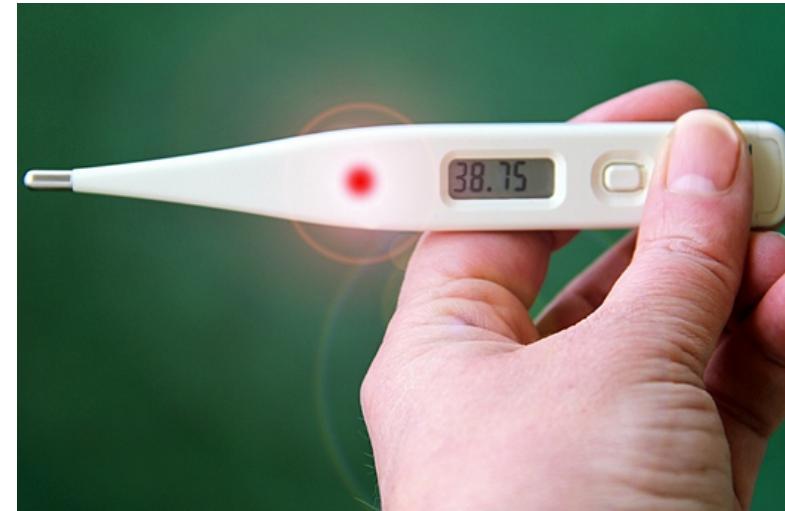
INDUSTRY NEWS

TEMPERATURE CHECKS AT CANADIAN AIRPORTS

Since July 30th, temperature screening stations have been set up at airports in Vancouver, Calgary, Toronto and Montreal. All passengers will have to check their temperatures and those with temperatures above 38 degrees will not be allowed to travel and will be asked to re-book after two weeks.

These enhanced screening measures are imposed to curb the spread of COVID-19. Transport Canada says temperature screening will be expanded to another 11 airports by September.

Click [HERE](#) for more information



NEW UPDATE TO AMERICAN AIRLINE'S FLEXIBLE FARE OFFERINGS

American Airlines has further extended its offer to waive change fees for customers who purchase tickets by September 8th, for future travel.

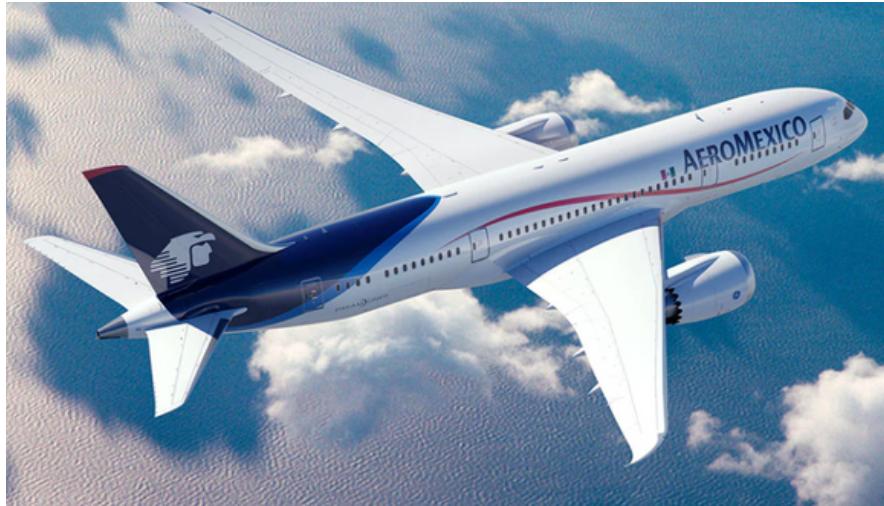
Click [HERE](#) for more information



AEROMEXICO'S RESERVATION COMMUNICATION

AM is working on their policy to increase the security of their flights. Passengers contact information is required on all reservations for Aeromexico, Aeromexico Connect and "AM" codeshare flights, regardless of the route.

Click [HERE](#) for details



PAL PASSENGER PRE-REGISTRATION

Philippine Airlines have introduced new arrival procedures for Manila departures effective July 25th.

Passengers have to Pre-Register, book their hotel and transfer 3 days before their departure through the PAL website for a smoother arrival experience in Manila.

Click [HERE](#) for travel advisory details



REMINDER - RULES FOR CUSTOMERS ENTERING THE UNITED KINGDOM

The United Kingdom Government announced that all customers (Residents and Visitors) entering the UK must provide their journey and contact details on the online form.

Click [HERE](#) to learn more



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