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The Ultimate Resource for
Today's Connected Traveler.



May 11, 2020

As we see air reservations increasing, CTM would like to provide important updates for the Return to Travel.

We know many of you are making both short and long-term decisions around your travel policies and travel in general right now, and safety will be a primary consideration.

We want your travelers to have confidence in your preferred air carriers and hospitality vendors and their ability to deliver a clean and safe experience.

Post-coronavirus air travel:

Airlines are making adjustments in order to ensure that travelers can fly with confidence. They are updating health and safety measures and establishing comprehensive cleaning programs.

More thorough cleaning, more often:

- Sanitizing every flight using electrostatic sprayers
- Ultraviolet light for sanitizing
- HEPA filters - Air filtration
- Aircraft cleaning check lists
- Onboard spacing, blocked middle seats
- Pre-flight cleaning in high touch areas
- Protective shields are being installed at airports
- Hand sanitizer at tickets counters, gate & boarding area.
- 15 minutes added to flight turn around for cleaning.
- Airport & Aircraft bathrooms will be cleaned more often.
- Business & First class capped at 50%
- Main cabin capped at 60%.
- Boarding back to front, for social distancing

Airlines are working on how to better handle the baggage claim area. Currently, baggage is not sanitized before arriving at the claim area.

Frontier Airlines is now screening travelers with touch less - [temperature checks](#)

Masks Are Required For Everyone's Safety:

In alignment with CDC recommendations we are requiring all employees and customers wear a mask or face covering throughout the travel journey. We ask that you help us create a safer experience for everyone by bringing your own mask from home. If a traveler needs one, please see an airline representative upon arrival for assistance

Unused Ticket Management

CTM has been diligently updating all client unused tickets to reflect the new expiration dates and we have a comprehensive list of all exchange waivers.

The client unused ticket report is emailed out on the first of every month. **Please review and advise CTM if any travelers are no longer employed, so that we may submit for a name change waiver.**

The travelers profile is remarked with the unused ticket information that can be seen by our agents and Concur travel.

Travelers do not need to keep up with these tickets.

Handling exchanges will be a form of "reverse triage". We will prioritize credits with the earliest expiration dates, unless we are advised to use tickets with the highest value first.

Hotels will have new safety protocols

Hotel experts predict that the pandemic will drastically alter hotel stays in coming months, prompting many properties to embrace a host of new practices, up to and including

- Mobile check-ins and check-out
- Nurse station temperature checks
- No mini bar
- No breakfast buffets - grab 'n go bags offered instead
- No room service
- Different levels of housekeeping services
- One person elevator rides.
- Hotel restaurants and bars may be closed
- No complimentary lobby coffee
- All unnecessary room items removed
- Hotel gym time slots or in room equipment

**** When booking hotels in major cities (New York & San Francisco especially), ask if the hotel is for health care providers or homeless only. ****

Rental Cars

The rental car industry is committed to maintaining the highest standards of cleanliness.

- [Sanitizing procedures](#)

- Vehicles are thoroughly cleaned between rentals
- Shuttles will have social distancing protocols

Travel in the New Normal

The U.S. Travel association has published guidelines for "travel in the new normal"

The guidance was written in collaboration with The US Travel Association medical experts and an array of businesses and organizations.

The guidelines lay out measures the industry should follow "to reduce the risk of Covid-19 and help to communicate across each and every step of a traveler's journey."

The well-being of employees and guests is the top priority of travel businesses, but a secondary objective is to restore consumer confidence so that travel demand will rebound quickly and help the economy recover.

New COVID-19 rules & protocols are being issued fast and furious. [CTM](#) is monitoring all the updates and wants you to know that we are staffed and ready to support our clients.

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