

At ANA, we promise to create a safe, comfortable and enjoyable experience for all passengers. Your safety and peace of mind is our number one priority and is considered at every stage of the journey.



## BEFORE TRAVEL

Information Updated 8<sup>th</sup> March 2021

**⚠ All passengers entering both Japan and the UK need proof of a negative Covid-19 test result. The test must be taken 72 hours before departure time when traveling to Japan and in the 3 days before departure when travelling to the UK.**

Passengers travelling from England out of the UK are required to carry a [travel declaration form](#) to confirm that you are legally allowed to travel abroad from England.

### Personal Protective Equipment [PPE]

Passengers are asked to wear face masks at all times. Masks are provided to passengers who do not have one, and those that do not wear a mask may be denied boarding.

This does not apply to small children, including infants, and passengers who have a valid reason for not wearing a mask.

ANA's staff are also equipped with the following PPE:

1. Ground staff wear masks and face shields.
2. Vinyl curtains are installed at check-in counters.
3. Hand sanitisers and disinfectants are provided at the airport entrance, security checks, self-service check-in kiosks and baggage drops.

### Lounge Access

At Tokyo-Haneda Airport, the ANA SUITE LOUNGE near GATE110, Terminal 3, is open with reduced facilities.

At London-Heathrow Airport, the [United Club Lounge](#), [SilverKris Lounge](#) and [Lufthansa Business Lounge](#) are temporarily closed.

## BOARDING

Social distancing is encouraged at all airports prior to boarding and staff request that passengers maintain an appropriate amount of distance from each other when boarding.

To avoid congestion and close contact within the cabin, ANA have introduced a new group boarding system which gives priority to passengers seated at the rear of the plane.

Floor markings have been implemented at check-in counters and boarding gates in accordance with government advice.

Visit [here](#) for more information.

## ON BOARD

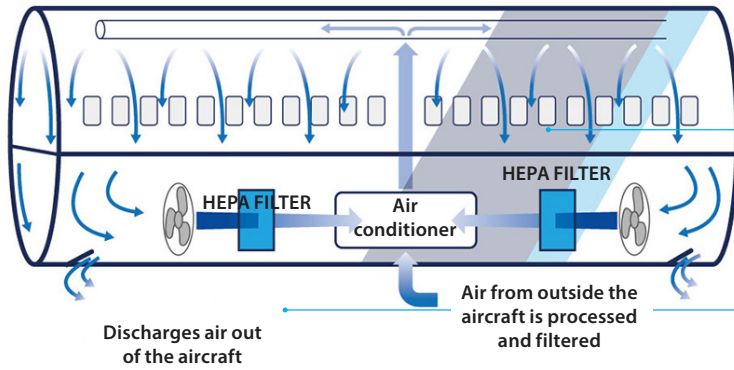
All aircraft are routinely disinfected after every flight.\* We have enhanced our procedures to ensure even higher levels of safety for our passengers and employees, using a special sanitising regime to clean all touchpoint areas.

1. An alcohol disinfectant is used to sterilise the following parts of the aircraft: seat armrests, seat belt buckles, tables, the control panels installed on armrests, seat monitors, the remote controls for the seat monitors, windows, window shades and lavatories (including taps, doorknobs, toilets seats and wall surfaces).
2. Bed linens are washed at high temperatures to eradicate the virus, and headphones are replaced before each flight.
3. Cabin Attendants are required to wear masks, and gloves when serving food and drink.
4. All food and drinks will be covered and inflight meals will be served on a tray.
5. Inflight duty-free shopping has been suspended, as well as the inflight magazine, newspapers and other magazines.
6. Disinfectant wipes and other similar items are available on request.
7. When disembarking the aircraft, we will guide you to exit in the order of front, centre, and rear end of the cabin. Please stay seated until you are given instructions.

\*For domestic flights within Japan, the cabins are disinfected each night.



Watch our latest video to discover more about ANA's commitment to preventing the spread of COVID-19



All of ANA's aircraft are equipped with the latest High-Efficiency Particulate Air (HEPA) filters on the air conditioning systems.

- HEPA filters ensure air is constantly circulated throughout the cabin, preventing air stagnation and reducing airborne transmission of germs.
- Fresh air from outside the aircraft is provided into the cabin. The air is then expelled from the aircraft, meaning cabin air is refreshed approximately every 3 minutes. For more information, please go to [About Air Circulation in Airplanes](#).

## ARRIVAL

### Tokyo–Haneda Airport

All passengers, including Japanese nationals, arriving from the UK are required to:

1. Provide written evidence of a negative PCR test result conducted within 72 hours before their flight departure time ([Testing Certificate Format](#)).
2. Complete an [online health questionnaire](#) before arrival.
3. Take an antigen test on arrival (free of charge).
4. Submit a [written pledge](#) to agree to provide their location information during their quarantine.
5. Install the [following apps](#) on their smartphones and self-isolate for 14 days counting from the day after entering Japan (using public transport is not allowed).

Passengers from the [countries/regions](#) with community transmission of coronavirus variants of concern, including the UK, will be transferred to their designated accommodation. After 3 days of quarantine here, they will take another test and if the result is negative, can move onto their arranged accommodation and finish the quarantine period.

Please visit [here](#) for the latest information.

### London–Heathrow Airport

All passengers arriving in the UK, including British nationals, are required to:

1. Book and pay for a [travel test package](#), which will include COVID-19 tests to be taken on or before day 2 and on or after day 8 of their quarantine. (Not applicable for transit passengers).
2. Complete a [Passenger Locator Form](#) before arriving into the UK.
3. Provide a certificate of a negative [test result](#). The test must be taken within the 3 days before departure.
4. [Self-isolate](#) for 10 days from the day of arrival (public transport should only be used as a last resort).

The [‘Travel corridors’](#) are currently suspended.

Passengers will have an option to take a private COVID-19 test after 5 days of self-isolation. If the result is negative, they can stop self-isolating. This [‘Test to Release’](#) scheme is not available to anyone who has been in or through [any country that is on the travel ban red list](#) in the 10 days before arrival in England.

Please visit [here](#) for the latest information.



## ENTRY RESTRICTIONS

### Japan

Foreign nationals who wish to enter Japan for work or study and who have visited the UK or any of [the following countries](#) in the past 14 days are currently not permitted to enter.

Other entries to visit Japan on a short-term basis, such as for tourism or to visit family, are not allowed for any non-Japanese nationals who have been to the UK or this list of [countries](#) in the last 14 days, other than in exceptional circumstances.

For more information, please visit [here](#).

### UK

Passengers who have been in or through a country on the [banned list](#) in the last 10 days will not be granted access to the UK. This does not include British and Irish nationals, or third country nationals with residence rights in the UK.

Passengers travelling in or through a country on the banned list are required to self-isolate in a government approved quarantine hotel for 10 days ([book in advance with fee](#)) and cannot use the [Test to Release](#) scheme.

For more information, please visit [here](#).

## STAY UP TO DATE

Please contact the ANA Sales Team on: [uksales@ana.co.jp](mailto:uksales@ana.co.jp) for any further information.

### Useful Links:

[ANA Care Promise \(Travel Information\)](#)  
[Star Alliance – Travel Information Hub](#)  
[Tokyo–Haneda Airport](#)  
[London–Heathrow Airport](#)

[Ministry of Foreign Affairs of Japan](#)  
[UK Government](#)  
[COVID Test Provider in Japan](#)  
[COVID Test Provider in the UK](#)