

Return To Travel Playbook

A guide for Travel Managers supporting Business Travelers as they get back on the road.



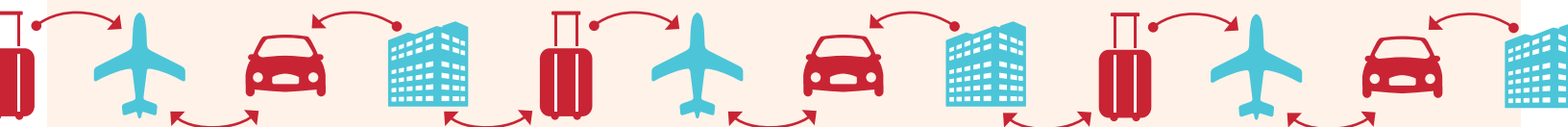
Pre-Trip Considerations

- Will your company supply safety masks, wipes and sanitizer?
Masks are now being mandated by all major airlines, hotel brands and rail operators. Be sure Travelers' have a supply for their entire trip.
- Do you have a plan to monitor the states/provinces/countries that have travel restrictions against others?
- Are you and your staff up-to-date on airline and hotel industry COVID-19 protocols?
Utilize our [Business Travel Resources Hub](#) for supplier updates.
- Does your company have its own policy on social distancing while traveling?
If not, will you follow state or CDC guidelines?
- For a comprehensive review of your business's readiness to return to travel, please download [Festive Road's Permissible Travel Framework Worksheet](#).
- Run unused ticket reports regularly.
Most tickets have been extended for an additional year, and free name changes are allowed on most U.S. airlines.
- Allow extra time between meetings and travel when making plans. Everything is slower now: going through airport security, waiting for elevators, etc.

- Be aware of any self-isolation requirements for all Traveler destinations, including their home city.
- Refer to our [Be Travel Ready Guide](#) for useful tips for your Travelers.
- Remind your Travelers to reconfirm with JTB Business Travel before travel.

Airline Considerations

- Are free changes allowed with new bookings?
- What are the airlines social distancing measures at the airport and onboard the aircraft? Consider using Delta, Southwest or JetBlue as they are limiting capacity and blocking middle seats.
- Consider connection time when booking flights to accommodate slower deplaning and movement through the airport.
- Ensure Traveler's download the airline app for a touchless experience.
- Many airline lounges are closed or have reduced hours. Please consult your airline's app prior to arrival at the airport.



Hotel Considerations

- Low-Rise buildings offer the ability to avoid elevators.
- High-rise buildings reserve higher levels for executive travel; they tend to be quieter with fewer people. Higher levels can be requested.
- Is the hotel hosting any conferences that are greater than 25 people? Will this elevate foot traffic around the hotel?
- Does the property have room service, Grab and Go, or indoor dining?
- Does the property offer a touchless experience with their app?

Ground Transportation Considerations

Rail Services:

- Book in advance. Some operators are limiting the number of seats available for social distancing.
- Use the rail operator's app to get up to date notices on station and train updates.

Car Transportation Considerations

Ride Sharing Services:

- Limit ride sharing. Since services are offered by independent contractors, sanitizing protocols cannot be ensured.
- If ride-sharing is unavoidable, consider a larger vehicle (UberXL, etc) to have more distance from the driver. It's recommended to use the back passenger right-side door to maintain distance, wear a mask and disposable gloves, do not sit up front and handle your own luggage.

Rental and Car Services:

- When possible, use a rental car rather than ride-sharing services as they have strict cleaning protocols. We recommend National as they are also limiting passengers on airport shuttles.
- Car Services have also increased cleaning protocols. All cars are cleaned between passengers, shared items such as newspapers are removed and water is available on request from the driver.

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