COVID-19 Travel Vendor Health & Safety Guide

The latest version of our Travel Vendor Health & Safety Guide was released today and includes TSA protocols in addition to airline, ground transportation, and lodging standards. It can always be found here. This in-depth resource provides relevant information about travel vendors’ health and hygiene measures to keep travelers safe.

Frontier Airlines Now Checking Temps

As of yesterday, Frontier Airlines has now implemented temperature screenings for all passengers and team members prior to boarding. Anyone with a temperature of 100.4 degrees Fahrenheit or higher will be denied boarding. Read the full statement from Frontier here.

Delta and American Extend Change Fee Waiver

Delta has extended their change fee waiver for new flights purchased through June 30, providing customers the option to change their plans without a fee for a year from the date of purchase. Details can be found here. American is also extending its offer to waive change fees for customers who purchase tickets by June 30, 2020 for summer travel through Sept. 30, 2020. Read more here.

Medical Certificates Required in S. Korea

From June, foreign residents of South Korea have to provide a medical certificate showing they do not have symptoms of COVID-19 to reenter the country. This new policy applies to people leaving the country after June, including long-residency permit holders.

Hertz and LATAM Bankruptcy Filings

HERTZ and certain of its U.S. and Canadian subsidiaries filed for reorganization under the U.S. Chapter 11 legal process last week. Here is a message from their CEO with additional details and background. Franchised locations and operations in Europe, Australia and New Zealand are not included in the Chapter 11 proceedings. As it begins restructuring, Hertz remains open for business. LATAM Airlines Group also filed for bankruptcy, becoming the world’s largest carrier so far to seek an emergency reorganization due to COVID-19. They will continue flying during the restructuring and their partnership with Delta will continue as planned.

United Resumes a Quarter of its Schedule

United Airlines will resume flying a quarter of its schedule in July returning to 11 long-haul cities in Asia, Europe and South America. Destinations include Brussels, Buenos Aires, Delhi, Dublin, Hong Kong, Lima, Munich, Seoul Incheon, Singapore, Tokyo Haneda, and Zurich. More info can be found here.

Airline MCO Policies

Airlines are handling expiring miscellaneous charges order (MCO) differently than expiring tickets. Here are the major carriers’ policies:

- DELTA - MCOs are not being extended beyond their normal 12-month lifespan.
- UNITED - MCOs are not being extended beyond their normal 12-month lifespan.
- AMERICAN - MCO’s expiring between Mar 1-Sep 30, 2020 will get an additional 12 months validity from the date of issue. AirBank will be updated to reflect this extended validity
- ALASKA - Doesn’t use MCOs.
- SOUTHWEST - MCOs reside in the cancelled ticket confirmations and those have all been extended.

Need a Good News Break?

- Did you miss the SpaceX launch this weekend? Watch the remarkable event here!
- When his nanny’s prom was cancelled, this 7-year-old hosted one for her.
- Scientists finally manage to record the strange sounds of narwhals. Listen!
- Crayola launched a new box of crayons with different skin tones for children to “accurately color themselves into the world.”
- This pup broke the Guinness World Record for most tennis balls held in a dog’s mouth at one time. Congrats, Finley!