



Rule of The Civil Aviation Authority of Thailand
on Measures for International Flight Operations during COVID-19 Pandemic Situation B.E. 2564

In order to provide air operators and airport operators the practical guidelines for their international flight operations and airport operations to ensure the conformance with international standards, regarding recommendations from World Health Organization (WHO) and International Civil Aviation Organization (ICAO), and relevant Thai laws and regulations which are currently in force, in order to stabilize the public health emergency situation and prevent its escalation, by virtue of Section 15/10 paragraph one (6) and paragraph two of Air Navigation Act B.E. 2497 amended by Air Navigation Act (No.14) B.E. 2562 (2019), the Director General of CAAT stipulates the Rule on Measures for International Flight Operations during COVID-19 Pandemic Situation as follows;

Article 1. This Rule is called the “Rule of The Civil Aviation Authority of Thailand on Measures for International Flight Operations during COVID-19 Pandemic Situation B.E. 2564”.

Article 2. This Rule shall come into force from 15 November 2021 until the situation is ended or any further notification is issued.

Article 3. This is to announce the revocation of The Notification of the Civil Aviation Authority of Thailand on Guidelines for International Flight Operations during COVID-19 Pandemic Situation, issued on 16 July 2020.

Article 4. The guideline and measures in this Rule are applicable to international flight operations and airports serving such flight operations.

Article 5. Types of passenger flights allowed to enter Thailand are to be in accordance with the latest effective version of The Notification on Conditions for Aircraft Permission to Enter Thailand.

Article 6. Air operators and airport operators shall comply with measures, regulation, order or guidelines which are issued by the Center for COVID-19 Situation Administration (CCSA) or the Government.

Article 7. Air operators shall follow the measures specified hereinafter.

(1) Notify passenger regarding public health measures issued by Thai Government to control and prevent the disease including Measures before Entering into the

Kingdom, Measures upon Arrival/during Stay in the Kingdom and Measures before Departure from the Kingdom.

(2) In case that the airport of embarkation does not provide exit screening for the passengers and airport users, air operators shall consider using non-contact infrared thermometer to check the body temperature of passengers and their general health condition should also be observed. If any passenger is found that his/her body temperature is more than 37.3 °C or there is a sign or symptom of acute respiratory infection such as cough, sore throat, runny nose or dyspnea, air operator staff shall notify the doctor or public health officer at such airport. If any risk factor is found from the diagnosis, boarding pass shall not be issued to such passenger.

(3) According to the Disease Prevention Measures to Prevent the Spread of the COVID-19 Disease for Travellers Entering into the Kingdom, annexed to the Order of the Center for COVID-19 Situation Administration (CCSA) and other applicable additional measures, before the issuance of boarding pass for flights arriving Thailand, there shall be the document verification for each specific category of passengers. In case of flights departing from Thailand, there shall also be the necessary document verification based on requirements of each specific destination. If any document is found incorrect or incomplete after the verification process, boarding pass shall not be issued to such passenger.

(4) In case of Charter Flight, the Charterer shall establish and implement screening measures for the passengers who will board the flight. Before the issuance of boarding pass, passenger shall have all necessary documents ready for verification process according to the requirements issued by the Center for COVID-19 Situation Administration (CCSA) or the Government. If any document is found incorrect or incomplete after the verification process, boarding pass shall not be issued to such passenger.

(5) During the verification process for boarding pass issuance, if any passenger is found with no medical/fabric mask and is unable to acquire and present before travelling, boarding pass shall not be issued to such passenger.

(6) Passenger shall wear medical/fabric mask at all times while on board except for necessary or emergency situation. Air operators should consider informing passengers of personal medical/fabric masks reserve for spare purpose in any possible unexpected situation.

(7) Masks with exhalation valves can transmit the virus and shall not be used.

(8) Measures and practice guideline for physical distancing shall be respected at all times during the journey. The processes to be considered include, but not limited to, the passenger transportation to/from the aircraft, passenger gathering during loading/unloading belonging to/from the overhead stowage bin, unnecessary passenger seating relocation during flight, passenger queueing up for lavatory usage in the cabin and also the practice guideline to ensure proper physical distancing for special passenger who may need special assistance.

(9) For hygiene and cleanliness, there shall be hand sanitizer containing at least 70% alcohol sufficiently provided for passengers and crew.

(10) Crew members shall use Personal Protective Equipment (PPE) as specified below.

(a) During performing flight duty, pilot shall always wear medical mask. Masks with exhalation valves can transmit the virus and shall not be used.

(b) During performing flight duty, cabin crew shall always wear medical mask and disposable medical rubber gloves. Masks with exhalation valves can transmit the virus and shall not be used. Air operator may consider providing other equipment for additional protection against infection such as goggles, Protective Gown etc. considering the operational risk exposure level in each flight.

(11) There shall be the suspension of printed materials service such as newspaper, magazine or advertisement pamphlet except solely for document or material concerning safety.

(12) The sales of souvenir and duty-free items shall also be suspended during the flight except only when order and pay via electronic system and such souvenir and duty-free items are delivered after disembarkation.

(13) Cabin crew shall mainly contact the flight crew via interphone and shall be allowed to get in the cockpit only for safety reason and facilitate the flight crew as deemed necessary.

(14) Food and beverage service may be provided by considering sealed, pre-packaged food and bottled water. Consumption of ice, cold meat, unheated or uncooked food are to be suspended. These measures aim to, as much as possible, reduce contact between crew and passengers during service. In-flight safety standards shall still be respected at all times.

(15) For flight with flight time more than 240 minutes, the last 3 seat rows of one side of the cabin should be designated for on-board emergency quarantine measures to isolate the ill or suspected to be affected from COVID-19 traveller (passenger or crewmember) for the reason of surveillance and disease transmission prevention. And in case that the ill or suspected to be affected from COVID-19 traveller (passenger or crewmember) is found in flight, air operator shall implement the on-board emergency quarantine as follows;

(a) Such ill or suspected to be affected from COVID-19 traveller (passenger or crewmember) shall be seated at the reserved seat in the quarantine area mentioned above as far away from the other passengers as possible.

(b) In case that there are more than one lavatory, the lavatory nearest to the quarantine area should be specifically designated for quarantine purpose.

(c) One lavatory may be reserved and used exclusively by crewmember considering sufficiency for passengers.

(d) It is recommended to assign specific crew members to provide necessary in-flight service for quarantine area, and the crew members should minimize close contacts (within 2 meters) with other crew members and unnecessary contacts.

(e) Flight crew shall notify the air traffic controller at port of disembarkation about information regarding passenger or crew who is ill or suspected to be affected from COVID-19 in order to convey the finding to the airport of entry.

(16) There shall be the cleaning and disinfection of equipment in the cabin that will be or may be transferred to the following flight such as safety demonstration kits, extension seat belt, infant seat belt, infant life vest etc. with effective disinfectant after being used or before transferring to the next flight. Furthermore, Air operators may consider providing Universal Precautions Kits (UPK) and Disinfecting Agent in the sufficient and proper amount for each flight in order to facilitate the cabin crew in cleaning and disposing off the biologically dangerous liquid and minimize the disease spreading in the cabin.

(17) After each flight, there shall be cabin cleaning and disinfection according to the standards issued by the Ministry of Public Health.

(18) During aircraft parking for maintenance reason, it is recommended to use air conditioning system from Auxiliary Power Unit (APU) instead of using air from the connecting bridge and the aircraft door should be opened to facilitate the airflow. However, at the airport where fixed electrical ground power and external pre-conditioned air with High Efficiency Particulate Air (HEPA) Filter are available, air operators may consider using the mentioned system instead of APU.

(19) High Efficiency Particulate Air (HEPA) Filter shall be replaced according to the schedule specified in Manufacturer's Manual. The used part shall be put in the plastic bag and sealed properly.

(20) In case that the aircraft has deficiency according to the Minimum Equipment List (MEL) especially in Air Conditioning Packs and Recirculation Fans, it shall be repaired as soon as possible.

Article 8. Airport operators shall follow the measures specified hereinafter.

(1) Implement screening measures for the passengers and airport users by checking the wearing of medical/fabric mask and note that masks with exhalation valves can transmit the virus and should not be used. Airport operators shall also implement body temperature screening using Non-contact Infrared Thermometer and observe general sign and symptom. If any passenger or airport user is found with no mask, or his/her body temperature is more than 37.3 °C, or a sign or symptom of acute respiratory infection such as cough, sore throat, runny nose or dyspnea is presented, air operator staff shall notify the doctor or public health officer at such airport immediately. If the diagnosis indicates possible risk of suspected case, he/she shall be denied to enter the area of such airport.

(2) For hygiene and cleanliness, there shall be hand sanitizer containing at least 70% alcohol sufficiently provided for passengers and personnel.

(3) Manage physical distancing by prepare space for seating or standing areas at least 1 meter between each person such as at check- in counter, security check, boarding gate etc.

(4) Provide signs, markings and public announcement to promote physical distancing measures. Additional announcement to emphasize on medical/fabric mask wearing is strongly recommended.

(5) Cleaning and disinfection shall be applied to areas and equipment regularly according to the standards issued by the Ministry of Public Health.

(6) Consider using the efficient air conditioner and air filtration system in order to keep the air clean and stop using horizontal air blower.

(7) For personnel on duty, consider the protection measures on the case-by-case basis such as wearing of Personal Protective Equipment (PPE), health screening programme for personnel, work shift schedule planning, sufficient hand sanitizer etc.

(8) Limit the numbers of person to be allowed entering the passenger terminal. At the early stage, first priority shall be given to airport personnel on duty, passenger, caregiver of the special passenger and unaccompanied minor to reduce crowded area and queue which help minimize the risk of disease transmission that may occur.

(9) Implement the self-service device/system such as boarding pass and baggage tag kiosk or Self-Bag Drop etc. to reduce physical contact between person. The maintenance and disinfection of such device/area shall be exercised properly and regularly.

(10) Consider security inspection using Walk-Through Metal Detector (WTMD). The security inspection personnel should minimize inspection by touching. The security inspection measures shall be introduced to the passenger in advance to ensure understanding and preparedness.

(11) Consider temporary closure or additional prevention measures for some service areas such as food court, common area, smoking area or kid play area etc.

(12) Consider using baggage conveyor belt to avoid crowded situation. For high risk flight (travelling from high risk area), the baggage conveyor belt shall be specifically separated.

(13) Airport operators shall comply with Disease Prevention Measures to Prevent the Spread of the COVID-19 Disease for Travellers Entering into the Kingdom, Annexed to the Order of the Center for COVID-19 Situation Administration (CCSA) in the part of public transportation or any measures issued by the Government. Airport operators shall also monitor and comply with the forthcoming amended measures that are applicable to the airports.

(14) Strictly consider when providing the service for aircraft applied for technical landing to ensure that no passenger disembarks. If there is rotation of the crew members, such crew members shall strictly follow the measures specified above.

Article 9. The shuttle bus can be occupied at the normal standard capacity of its configuration. Physical distancing shall be respected at all times. Cleaning and disinfection of the surface and equipment that are frequently touched shall be carried out both before and after the service.

Article 10. Air operators and Airport operators shall implement the measures for safe operations under the “COVID Free Setting” campaign regulated by the CCSA.

Article 11. To comply with recommendations from ICAO, Air operators should consider to implement additional measures described in “CAAT-GM-OPS-CPHC Guidance for Air Operator through the COVID-19 Public Health Crisis”.

Article 12. Air operators shall inform the passengers to recognize and comply with public health measures before flight and have them reminded during flight by public announcement. Passengers shall aware that violating the command of crew members, especially regarding medical/fabric mask wearing and other public health measures on board is considered as an offense and may lead to a penalty according to Act on Certain Offences Against Air Navigation.

Article 13. Air operators shall notify their staff and the crew members, according to this Rule, of the guidelines, procedures and additional precautions including possible risks in wearing protective equipment while on safety-related duty in normal situation and in emergency situation and comply with full cooperation.

Article 14. Airport operators shall notify their staff at the airport, according to this Rule, of the relevant guidelines and comply with full cooperation.

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— Suttipong Kongpool —

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Director General

The Civil Aviation Authority of Thailand