

乘客安全防護守則

Passenger Safety Protection Rules

交通部民用航空局 109 年 3 月 28 日訂定

109 年 4 月 6 日修訂

109 年 9 月 7 日修訂版

110 年 2 月 2 日修訂版

110 年 8 月 3 日修訂版

Civil Aeronautics Administration (CAA), Ministry of Transportation and Communications.

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Revised on February 2, 2021

Revised on August 2, 2021

一、作業依據

Operational basis

依 109 年 3 月 28 日嚴重特殊傳染性肺炎中央流行疫情指揮中心指揮官召集之「國籍航空公司實施機組人員防疫健康管控措施作業原則專案會議」決議，及衛生福利部疾病管制署（下稱疾管署）109 年 4 月 5 日疾管檢字第 1090049068 號函建議事項辦理，為強化國籍航空公司機組人員之防疫健康管控措施，由交通部與疾病管制署在現行作業原則下，共同研商訂定機組人員執勤時之個人防護裝備及乘客安全防護守則，航空公司應落實加強管理。

In accordance with the resolution of the "Project Meeting on the Operational Directions for Taiwanese Airlines Air Crew Members to Implement Health Control Measures for Epidemic Prevention" convened by the chief commander of the Central Epidemics Command Center for Severe Special Infectious Pneumonia on March 28, 2020, the Ministry of Transportation and Communications and the CDC have worked together to determine the personal protective equipment and passenger safety protection rules for crew members on flight duty for Taiwanese airlines. The airlines shall implement these rules and enhance their management to strengthen their Air Crew Members' health control measures for epidemic prevention. The April 6, 2020 revision was made in accordance with the April 5, 2020 CDC documents # 1090049068.

依 110 年 1 月 8 日嚴重特殊傳染性肺炎中央流行疫情指揮中心肺中指字第 1090032606 號函示民航局陳報「國籍航空公司實施機組人員防疫健康管控措施作業原則修訂案」審查意見及 110 年 2 月 2 日嚴重特殊傳染性肺炎中央流行疫情指揮中心肺中指字第 1100030108 號函辦理本次修訂。

In accordance with the January 8, 2021 Document #1090032606 and the February 2, 2021 Document #1100030108 issued from the CECC to the CAA with the

comments after reviewing the revision of these Operational Principles submitted by the CAA

依指揮中心 110 年 8 月 2 日肺中指字第 1100032120 號核定民航局之「國籍航空公司實施機組人員防疫健康管控措施作業原則」同步修訂機上販售免稅品相關規定。

In accordance with the August 2, 2021 Document #1100032120 issued from the CECC that approved the CAA's "Operational Directions for Taiwanese Airlines Air Crew Members to Implement Health Control Measures for Epidemic Prevention" to revise relevant provisions on duty free sales on board.

二、適用對象與範圍

Applicable Objects and Scope

乘客安全防護守則由航空公司向乘客宣導配合事項。

The passenger safety protection rules are to be communicated to passengers through the airlines.

三、乘客搭機防疫應遵循事項

Passengers shall cooperate with the following epidemic prevention measures for their flights

(一) 發燒者請暫緩搭機。

Body temperature will be taken before boarding. Passengers with a fever will not be accepted to their flights.

(二) 避免以手碰觸眼、鼻、口；除用餐外，應全程佩戴口罩；如有呼吸道症狀，應暫緩用餐，全程佩戴口罩。

Passengers should avoid touching their eyes, nose and mouth during the flight. A face mask shall be worn at all times during the flight except eating and drinking. If they suddenly feel physically unwell (e.g. respiratory symptoms), they should not have a meal and must wear face masks immediately during the flight.

(三) 減少與其他乘客近距離（1 公尺內）非必要之交談及互動。

Non-essential conversation and interaction with other passengers at close distances (less than 1 meter) should be minimized.

(四) 如廁後，應澈底以肥皂或洗手乳洗淨雙手。

After using the toilet, thoroughly wash hands with soap or liquid soap.

(五) 建議乘客著手套以酒精擦拭個人座位把手、桌面、遙控器及觸控式螢

幕等。

Passengers should consider bringing their own gloves and warm clothing. Hand sanitizers and alcohol wipes can also be carried to wipe down the surfaces around their seats, including the seat armrest, table surface, remote control and touch screen.

- (六) 不可自行更換座位。

Passengers shall not change seats by themselves while in the cabin.

- (七) 如有身體不適，應主動告知客艙組員並配合座位安排及衛生措施。

If passengers feel physically unwell, they shall notify the cabin crew members, and cooperate with seating arrangements and health measures.

- (八) 建議乘客搭機時應自備口罩、手套、隨身洗手液（小於 100ml）、酒精擦拭紙及保暖衣物等。

It is recommended that passengers bring their own masks, gloves, hand sanitizer (less than 100ml), alcohol wipes and clothing, etc.

- (九) 免稅品販售配合事項：航空公司於臺灣出發之航班機內免稅品販售僅限信用卡交易，客艙組員不推車販售。僅限臺灣出發航班販售，機內回程航班不販售，且由航空公司指定專責客艙組員販售處理相關事宜。

安全旅遊圈專案可於來回航班販售。

Airlines shall follow the regulations below about the sale of duty-free goods on board:

For flights departing from Taiwan, airlines shall simplify the duty free sales procedure on board with credit cards transactions only, and not sold with carts. Duty free sales on board are only subject to flights departing from Taiwan, and not for inbound flights and the airlines shall designate specially-assigned cabin crewmember(s) for such duty free sales. For the safe travel project approved by the CECC, duty free sales are allowed on board the flights bound for Taiwan.

- 四、國籍航空公司得依營運之航線特性，若有額外乘客搭機防疫應遵循事項，酌予調整增加並向乘客宣導。

The airlines may add more rules on top of the above or adjust the rules according to the characteristics of their respective flight routes. These rules shall be communicated to passengers accordingly

- 五、機上如有乘客不遵守安全防護守則，機長為維護航空器上秩序及安全，得依民用航空法為緊急處置，並得依民用航空法及傳染病防治法舉發，於入境時請航警局及疾病管制署會同開立裁處書並處以罰鍰。

In accordance with the Civil Aviation Act, the Pilot in Command of the flight may take emergency measures to manage passengers who fail to follow the above rules in order to maintain the safety of the flight. Those who flout the rules will violate the Communicable Disease Control Act and be fined upon arrival by Aviation Police and CDC.