

bta first travel ag - Direktion  
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To our valued customers

We are glad to provide you with another update on the current situation at bta first travel. All service providers have adapted their offerings to the current situation. Many airlines have even grounded their complete fleet for the time being.

In order to bestpossibly bridge this period of low demand, the management of bta first travel has decided that employees will be on short-time working from May 1<sup>st</sup> 2020. Preparations are currently underway. However, you can continue to rely on us without restriction, as we will continue to offer you the usual service and be there for you during this period.

Temporarily our opening hours will be adjusted according to the situation. You can reach our service teams under the usual telephone numbers and e-mail contacts from May as follows:

- Monday through Friday  
from 09.00h to 12.00h and 13.00h to 17.00h
- all other times including weekends & local holidays  
The Premium Emergency Travel Service provided by our partner FIREFLY is at your disposal.

We continuously monitor how the situation is developing and keep ourselves ready to react quickly and promptly to increasing supply and demand. The short-time work regulation allows this.

Many thanks for your loyalty - especially in times like these. We appreciate this very much and look to the future with confidence.

Stay healthy – your

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