
UNIT - IV

Airport Facilities

Check-in Desks

Four categories

- 1. First class/ Business class/ airline club member:**
Normally located in a central but less crowded area, providing a speedier and personalised check-in.
 - 2. Express Check-in:**
Reserved for passengers traveling with hand baggage only or having already checked in off – premises, but not holding a boarding pass with a seat number.
 - 3. Automated Self Check-in Terminal**
Reserved for passengers traveling with hand baggage only and holding a confirmed reservation
 - 4. Economy class passengers**
For all other passengers.
-

Landside facilities for departing passengers

- These are special areas and transit areas reserved to incapacitated passengers, unaccompanied minors, families with infants and young passengers waiting for assistance in an airport before proceeding to the gate.
- To Shorten the waiting time often there is some entertainment:
 - Cinema (s)
 - Temporary art exposition
 - Pay television seats
 - Observation desk to watch aircraft
 - Pharmacies for urgent medication & toilet articles needed

Continued...

- ❑ Book shops and news stands for books, periodicals and newspapers
 - ❑ Food stores for fresh provisions during the trip upon arrival
 - ❑ Electronic shops for walkman, portable radio, cameras or to buy disks, batteries, films and other supplies in the last moment
 - ❑ To replace damaged baggage, baggage shop facilities are available.
 - ❑ Toy shops for entertainment of young and old children
-

Immigration, Passport & Customs Controls

- **The Departure control**

After check-in and before boarding an international flight, passengers have to comply with immigration, passport and customs.

- **The Arrival control**

The arriving passengers are checked to find out if they are legally permitted to enter the country, and also where applicable are subject to health inspection

- **The Customs on arrival**

After immigration and passport control international baggage claim area is located prior to customs control

Transit Area

- **The Connecting Passenger**

Often, passengers have to transfer to a connecting flight. In that case such transfers necessitate the passengers and their baggage being transported from one terminal to the other. Minimum time between two flight will be given at the time of making the arrangements.

- **The Transit Desk**

The transit or transfer desk is mainly assisting transit passengers to make their condition quickly. Passengers without a seat number for the connecting flight can obtain it at the transit desk.

- **The Duty Free Shops**

Duty free goods began as a concession to sailors and travelers who needed to stock up on food for long voyages. Passengers who have passed through customs may shop there, and once purchased, the goods are put into sealed bags which should not be opened until you have left the country

The Gate Area

The gate area is the last check point before boarding the aircraft. If the seat numbers are not given at check-in, passenger will be given seat number at the gate, except the flight has free seating

Priorities are given on first come first basis, but will be subject to the following categories:

- ❑ FIRST – the confirmed passenger
- ❑ SECOND – the “no record” passenger
- ❑ THIRD – the “not confirmed” air club member
- ❑ FOURTH – the waitlisted passenger traveling with confirmed passengers
- ❑ FIFTH – the waitlisted passenger
- ❑ SIXTH –the go-show passenger
- ❑ SEVENTH – the passenger traveling with space available (standby) tickets

Security Checks

The security checks intends to:

- ❑ Make sure that each passenger knows the content of his baggage
 - ❑ Check the identity of the passenger
 - ❑ Ensure that the passenger is holding a valid passport and the necessary visa and also international vaccination certificates have been obtained
-

Arrival Facilities

1. **The Baggage Claim Area**

After the arrival of the aircraft the baggage should be delivered to the passengers between 15 and 45 mins.

2. **The Public meeting Area**

The public meeting area could be vast and there might be specially designed meeting point.

3. **Post and Tele communications**

A large airport may have its own post office, telegraphic service and telex offices.

4. **Business Facilities**

all terminals and hotels in and around large international airports may offer conference and secretarial facilities.

Continued...

5. **The Welcome Desk**

The passenger can avail of the following facilities in general:

- ❑ An information desk
 - ❑ A left luggage office
 - ❑ A ticket desk for ground transport
 - ❑ A hotel information and reservation desk or an electronic board
 - ❑ Car rental desks
 - ❑ Incoming tour operators desks
 - ❑ Airline desks including air taxi charter desks.
-

Continued...

6. **Children**

Many airports are equipped with mother's rooms where babies can be changed and fed, and they too have staffed nurseries where older children can be left for sometime.

7. **Welfare**

Some very large airports have aid centers for receiving passengers who are emotionally disturbed, unable to contact relatives or friends or who are lost.

8. **Flight announcements**

continually changing information like lists of flight arrivals and departures, is displayed on electronically controlled flip boards and TV monitors.

Continued...

9. **Rest Rooms**

All airports have lounges, often with bars serving drinks or snacks, but some airports now have rest rooms where passengers can sleep during short stopovers, or during delays

10. **Airport Medical Services**

The larger airports have medical centers as fully equipped as small hospitals

11. **Vaccination Services**

Some countries demand valid international certificates of vaccination before admitting foreigners. The port health authorities may also demand for certificate of vaccination.

Continued...

12. **Fitness to Travel**

Scores of thousands of handicapped passengers are transported routinely by every major airline each air. Only people with infectious diseases, the severely mentally disabled will be refused a ticket.

13. **Booking special Facilities**

Airlines and airports can arrange and provide all sorts of special services, if passenger give prior notification to their needs. Most airports publish sheets detailing the special services they offer.

14. **Airlines Fire Services**

Airlines fire services will turn out on full emergency standby on the slightest indication that something is wrong with a landing plane; a deflated tyre, a circuit breaker out in any system, a warning light.

Continued...

15. **Airline Club Lounges**

The time spent in an airport is hardly the highlight of any trip. Finding a comfortable space to wait is not easy.

Club Offers:

- ❑ An area with a quiet and relaxed atmosphere
 - ❑ Copies of newspapers and magazines
 - ❑ A place to store coats and baggage while the passenger goes for shopping or restaurant
 - ❑ Television, often a separate viewing area
 - ❑ Bars- local liquor laws apply
 - ❑ Facilities for telephone calls
 - ❑ Check-in procedures, including seat arrangements
 - ❑ Meeting rooms
 - ❑ Check cashing
-

Do's and Don'ts in an Airport

■ Do's

- It is best to check-in earlier and have all the necessary travel documents ready prior to Check In
 - Make sure you have the correct boarding passes and travel documents to be presented if requested at the security check points and at boarding gates
 - Check with your airline beforehand if you are unsure whether an item will be permitted onboard
 - Place all small and valuable items into your hand carry-on bag before you proceed to the screening check point. This will avoid leaving behind any belongings.
 - Take airport and aircraft security seriously and give yourself time to clear airport screening processes
-

-
- All International passengers to reach airport 3 hours earlier for Check-In/Border Control/Security processes
 - Medical Condition:- If you require to carry a needle or a syringe on your person or in your cabin carry-on baggage, declare it at the airline check-in for security formalities
 - Inform the Security Officers of your medical conditions, such as a pacemaker that might be affected by the screening process.
 - Remove laptop computers, video cameras with cassettes, and film cameras from their carry-cases and place them in the trays provided.
 - Declare any prohibited items and weapons to the screening staff at the security screening check point or dispose at the container provided at the screening check point
-

-
- Be security minded. Report any unusual behaviour or suspicious activity to airport staff promptly
 - Left-Over Items in Terminal:- Duty Free Goods found left over in the Terminal will be handed to MRA Customs. Other items will be handed to Airport Police.
 - Passengers having left over belongings in the terminal building are requested to enquire with Airport Customs/Police accordingly.
 - Place each battery in a protective case, plastic bag, or leave it in its original packaging when possible. You can also place tape across the battery's contacts to isolate terminals (noted by the + and - symbols) to prevent any short-circuiting or overheat which may cause sparks or fire.
 - Recommended to keep all batteries and electronic devices containing batteries packed in Cabin Baggage.
-

-
- Batteries for wheelchairs and other battery-powered personal mobility aids must meet the airline's approval and be shown to the screening officer. For more information, kindly consult your airline.
 - Double -check the contents of your bags to ensure that there are no prohibited items which have been inadvertently packed
-

■ Don'ts

- Do not pack sharp objects such as knives, scissors, corkscrews or knitting needles in your hand luggage.
 - Do not carry any LAGs above 100 ml each (liquid, Aerosols and Gels) goods with you or in your bags. These will be confiscated by security staff if detected.
 - Do not leave baggage unattended in public areas.
 - Avoid jeweleries or clothing that may set off the metal detector alarms for further screening
 - Do not overpack your bag(s)
 - Always decline carrying bags/ wrapped parcels for other people without knowing the contents of same
 - Do not carry undeclared animals in baggage.
-

- Avoid carrying beverage containers through the screening checkpoint area.
- Removal of Shoes:- You are not REQUIRED to remove your shoes before you enter a Security Screening Point. But we encourage passengers who wear boots and footwear with metal sole to remove shoes. Otherwise the passenger will have to undergo additional screening.
- You are advised to pack your sporting equipment (such as golf clubs, golf balls, snooker cues, fishing rods, etc...) in your hold luggage. Golf balls not allowed in your Cabin Baggage.
- Do not pack gel-type candle in Cabin Baggage. Fuel-type or gas candle lighter are not allowed on board.
- All spare lithium batteries including lithium metal or lithium ion cells or batteries are not allowed in hold luggage.

Health Certificate

- Listed in the TIM under Sec 3- Health
 - Compulsory vaccination certificate should be provided
 - Yellow fever
 - Cholera
 - Other contagious diseases
 - Without health certificate he/she may either be deported or kept in quarantine for some period
-

-
- Travelers are given a health certificate by their doctor or travel clinic when they receive compulsory vaccinations.
 - Other vaccinations, which are not compulsory and therefore do not need a health certificate to be issued, may be recommended for travel to certain countries.
 - Two types of immunization are described in TIM: compulsory vaccinations and recommended immunizations.
 - Only certain countries require compulsory vaccinations, whereas many more may recommend certain immunizations especially if travelers are travelling outside of urban areas.
-

-
- If required, travelers must obtain a health certificate, proving they have been vaccinated against a specified infectious disease (either yellow fever or cholera).
 - If they fail to do so, they could be deported out of the country to the place where they boarded the plane.
 - Alternatively, some countries may detain and hold a person in quarantine.
-

-
- In situations where travelers are required to be vaccinated against disease, an internationally recognized certificate is issued.
 - The holder is required to produce this vaccination certificate at the point of entry into the country.
 - The international certificate of vaccination is an individual certificate and is obtained from health clinics, travel clinics, doctors or other authorized medical personnel.
 - Any individual who arrives in a country without a required health certificate may be subject to quarantine or deported.
-

Airport quarantine

- A **quarantine** is a restriction on the movement of people and goods which is intended to prevent the spread of disease or pests.
 - It is often used in connection to disease and illness, preventing the movement of those who may have been exposed to a communicable disease, but do not have a confirmed medical diagnosis.
 - It is distinct from medical isolation, in which those confirmed to be infected with a communicable disease are isolated from the healthy population. Quarantine considerations are often one aspect of border control.
-