

(1)

Airport Handling

Airport Terminals

- (1). Departure terminal \Rightarrow Departing passengers arrive at the airport and check in at the departure terminal.

Many of the larger airports have more than one terminal building. So, it is imp. to inform this to your passengers. In fact the terminal no. should be mentioned in the passenger itinerary.

- (2) Departure formalities \Rightarrow Having arrived at the correct terminal all passengers proceed through check-in formalities. Check-in is where passengers present their ticket (manual, computerized or E-tickets) and the passport present their ticket (manual, computerized or E-tickets) and the passport to the airlines check-in staff.

Documents and luggage is checked and a boarding pass is given to the passenger to board the flight. After check-in all passengers proceed for passport control and security check. After having completed all this the passengers arrive in the departure hall where they wait to board the flight.

[The departure hall generally has facilities like restroom, washroom, drinking water, restaurants, book shops, chemist etc and duty free shops]

→ Boarding → Here at the boarding gate each passenger once again must present this passport and boarding pass this is the last check before being allowed to board the aircraft.

Arrival Terminal

When a passenger lands in a city and deplanes he gets into the arrival terminal of the airport.

- Emigration and Passport Control → All arriving passengers are checked to determine whether they are authorised to enter that country. In addition, in some countries passengers are subjected to a health checkup as well.
- Baggage claim → All checked baggage is delivered to the baggage claim area of the airport where passengers can reclaim their luggage. The international baggage claim area is located after emigration and passport controlling but before custom control.
- Customs → After reclaiming their baggage passengers are requested to clear customs. Passengers are offered choices of Exits.

- (a) Red channel
 (b) Green channel.

Red channel \Rightarrow If passengers have good or currency to declare and they voluntarily want to pay the tax or duty to pay the tax - they go through Red channel.

Green channel \Rightarrow When passenger have their personal belongings and no other good or currency to declare then they proceed through green channel.

\rightarrow Duty free Allowances are often indicated in the Customs chart and if your import and export fall within the limits then you are permitted to go through the green channel.

\rightarrow When travelling with Europe passenger may use their blue channel to enter certain

Countries like Austria, to enter
Certain countries Denmark,
Finland, France, Germany, Greece,
Italy, Luxembourg, Netherlands
and Portugal

Airport Handling

↓
Arrival terminal

↓
Immigration Passport
Control

Transit Area - Often passengers arriving at an Airport have not yet reached their final destination & have to take a connecting flight. These passengers normally wait in a designated area of the airport called the Transit Area.

Passengers in transit do not have to go through Customs & emigration formalities. Their checked in baggage is also transferred from one flight to another directly.

Minimum connecting time (MCT)

The Minimum connecting time is the minimum time required for a passenger & baggage to transfer b/w 2 flights. There are 4 types of connections b/w flight & the MCT is based on this.

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- (1) International Connection
 (2) Domestic Connection is b/w 2 flts within the country.
 eg: DEL - BOM
 BOM - BLR

(ii) International to Domestic Connection is b/w an arrival Int. flt & departing domestic flt
 DEL - NYC - PIT.

(iv) Domestic to International Connection is b/w an arriving domestic flt & a departing International flt.

Minimum connecting time is also based on.

(1) Change of AP or change of terminal.

(2) facilities available at a particular airport

(2-12)

(3) Types of passenger → unaccompanied minors & and elderly people should be given

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more the time for connecting
flight than frequent
flight.