GUIDELINES FOR AIR PASSENGERS

FROM ORIGIN TO AIRPORT - DO’S (1/3)

FOLLOW THE NORMS

- Social distancing and minimum touch
- Agreeing to the self declaration form & Registering on Aarogya Setu App
- Digital payments & use of Authorized taxis
- Baggage limitations - Only one check-in bag and one cabin bag allowed
- Vulnerable persons such as very elderly, pregnant ladies, passengers with ailments are advised to avoid air travel
Ensure Web Check-in and obtain a boarding pass

Passenger to download the baggage tag/baggage identification number, print it and affix it on the bag at a prominent place

In case the passenger is not able to print the baggage tag, then he/she should mention the PNR number and his/her name on a thick piece of paper and affix it / tag it with a strong string
Before entering the terminal, passenger to ensure that he/she is wearing a mask

Passenger to report at the airport as per revised reporting time i.e. D - 2 hours

Passenger to travel in an authorized taxi/personal vehicle following the norms specified by MHA

During transit to airport, the passenger should take all precautions to prevent infection

Passenger to certify the status of his/her health through the Aarogya Setu App or a self-declaration form
GUIDELINES FOR AIR PASSENGERS

FROM ORIGIN TO AIRPORT - DON'TS

- Passenger should not reach the airport late
- Passenger should not travel if he/she is staying in a containment zone
- Passenger should not travel if he/she has been tested positive for COVID-19
IMPORTANT INSTRUCTIONS FOR AIR PASSENGERS

FROM ORIGIN TO AIRPORT

If a passenger who is not permitted to fly, undertakes an air journey he/she shall be liable for penal action.

The passenger shall give a declaration to the following:

- I/we am/are not residing in any containment zone.
- I/we am/are not suffering from any fever/cough/any respiratory distress.
- I/we am are not under quarantine.
- If I/we develop any of the above mentioned symptoms I shall contact the concerned health authorities, immediately.
- I/we have not tested COVID-19 positive.
- I/we am eligible to travel as per the extant norms.
- I shall make my mobile number / contact details available to the airlines whenever required by them.
- I understand that if I undertake the air journey without meeting the eligibility criteria, I would be liable to penal action.
- I/We undertake to adhere to the Health Protocol prescribed by the Destination State / UT

The airlines shall ensure that the boarding pass is issued only after the passenger confirms to the above declaration.

In case of a PNR having more than one passenger, the declaration would be deemed to be covering all the passengers mentioned in the PNR.
GUIDELINES FOR AIR PASSENGERS

AT THE AIRPORT (1/2)

- Passengers should continue to wear mask throughout the journey

- Passenger to get down from the vehicle with the face mask on and with required documents / e-documents

- Passenger to arrive at the thermal screening facility near the entry gate

- Passenger to get himself/herself checked for temperature and display the status of Aarogya Setu App to the Staff at the entry gate

- In case of non-availability of Aarogya Setu, passenger should be facilitated to go to a counter provided by the airport where Aarogya Setu App can be downloaded
Passenger to show his/her identity card, the boarding pass/e-boarding pass to the CISF staff at the Entry Gate

Passenger to proceed to the baggage drop counter and show his/her PNR to the staff. Avoid using baggage trolley, as far as possible

An electronic receipt shall be sent to the passenger

Passenger to adhere to the social distancing which would be specified at the Airports through markings like circle, square or tensor barrier

Passenger to complete the check-in procedure and baggage drop at least 60 minutes before departure
GUIDELINES FOR AIR PASSENGERS

AT SECURITY CHECK-IN

Arrangements have been made at airports to guide passengers to walk through the pre-embarkation security screening.

Passenger to follow the directions as announced by the authorities and divest of all metal on the body to facilitate the security screening.

Passenger to bring only one hand luggage as per specified size allowed by the airlines.

Passenger to cooperate with security staff by following the instructions for his/her own safety and security.
GUIDELINES FOR AIR PASSENGERS

SECURITY HOLD AREA

1. Passenger to proceed to security hold area after security screening

2. While waiting in the security hold area, passenger to maintain social distancing and sanitization protocols

3. Chairs marked ‘Not For Use’ should not be occupied

4. While going around F&B, retail outlets, etc., passenger should be aware of the social distancing and maintain hygiene. Also, he/she should be aware of the locations where sanitizers would be made available

5. Passenger to dispose of all the bio hazardous material like used masks, gloves, tissues etc. in the yellow-colored disposable bins/bags placed at strategic locations at the airport
WHILE BOARDING

Passengers to be attentive towards various communication material displayed at the airport about various health advisories relating to pre-boarding and during the flight precautions.

Passengers to collect the safety kit (three layered surgical mask and sanitizer) from the airlines near the boarding gate.

Passengers to wear mask and sanitize his/her hands before proceeding to the boarding gate for scanning of the boarding pass.

Passengers to be attentive towards boarding announcements and reach the boarding queue by following social distancing.

Display of identity cards by passengers is a must & Check-in of the boarding pass would be done by the passenger by self-scanning of e-boarding pass.
INSIDE THE AIRCRAFT

During the flight, passengers to strictly follow hygiene and sanitation. Face to face interaction to be minimized

Passenger to minimize the use of toilets and avoid any non-essential movement in the aisles

No queuing at the toilets and only one companion for children and the elderly would be allowed

No meal service in the aircraft. Water bottle to be made available in the galley area or on the seats. Eatables not to be consumed during the flight

No newspaper / magazine will be available, no onboard sale of any item

If the passenger feels uncomfortable, fatigued or has respiratory distress, it should be brought to the immediate notice of the crew
ARRIVAL

The disembarkation from the airlines would be sequential

To disembark, passengers to strictly follow the instructions of the crew

Social distance / sanitation should be maintained at the arrival gate, aerobridges, coaches, jet ladders, ramps etc

Trolleys in the arrival area to be used sparingly
GUIDELINES FOR AIR PASSENGERS

AIRPORT TO DESTINATION (2/3)

BAGGAGE COLLECTION

- Passenger to wait at the baggage hold area till the baggage arrives in batches

- Transit passengers will not be allowed to come out of the transit area
AIRPORT TO DESTINATION (3/3)

EXIT FROM AIRPORT

- Passengers to hire only authorized taxis from the

- Passengers to follow social distancing and hygiene while travelling in any mode of transportation

- On arrival at the destination, passengers to adhere to health protocols as prescribed by the destination State/ UT

- For any queries, please refer to https://www.civilaviation.gov.in/, https://mohfw.gov.in or Helpline 1075 (Toll Free)

More details at https://corona.mygov.in