



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



GUIDELINES FOR
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FROM ORIGIN TO AIRPORT - DO'S (2/3)



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



FROM ORIGIN TO AIRPORT - DO'S (3/3)



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



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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
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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



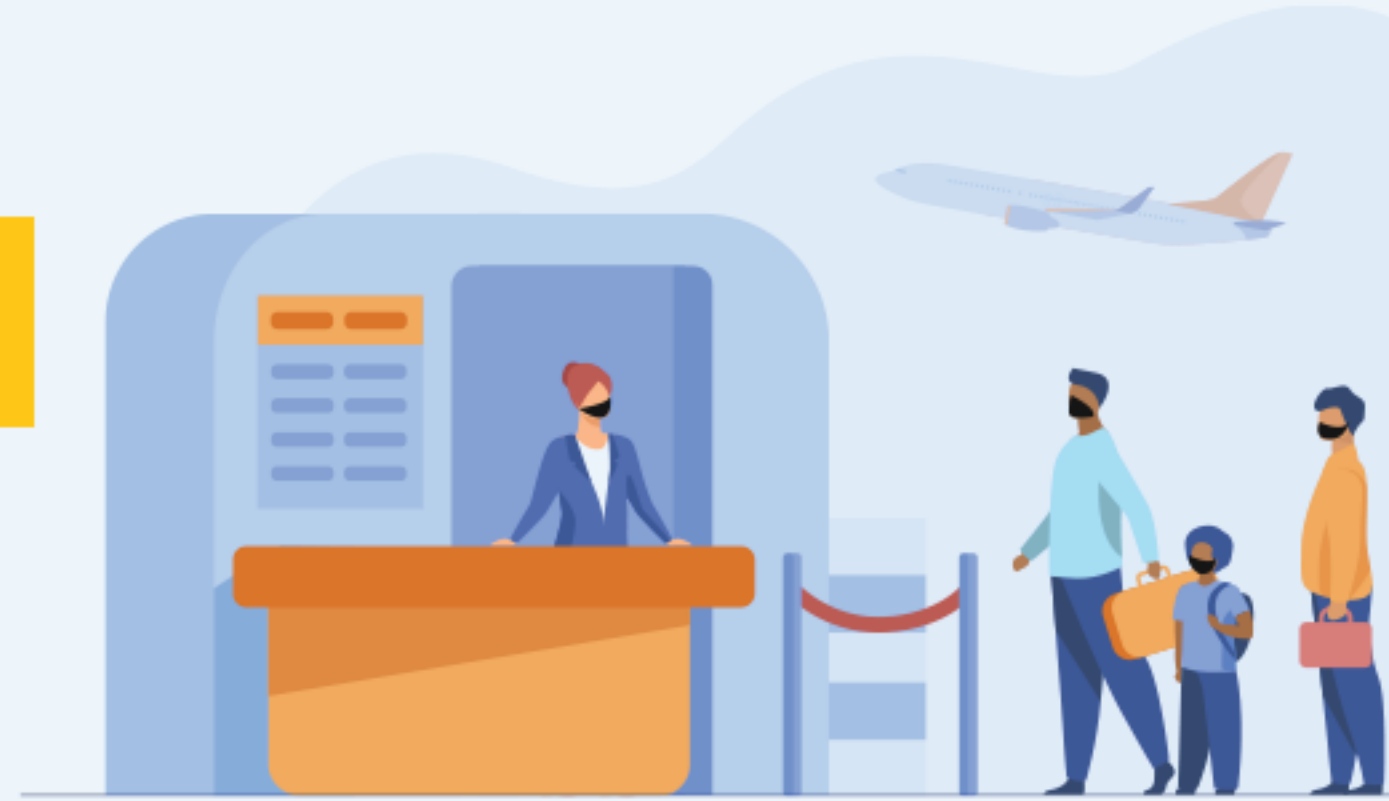
In case of non-availability of *Aarogya Setu*, passenger should be facilitated to go to a counter provided by the airport where *Aarogya Setu App* can be downloaded



GUIDELINES FOR AIR PASSENGERS



AT THE AIRPORT (2/2)



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



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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



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SECURITY HOLD AREA



Passenger to proceed to security hold area after security screening



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



Chairs marked '**Not For Use**' should not be occupied



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



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



GUIDELINES FOR AIR PASSENGERS



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



GUIDELINES FOR AIR PASSENGERS



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



GUIDELINES FOR AIR PASSENGERS



AIRPORT TO DESTINATION (1/3)

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



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>

