



## 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  
AIR PASSENGERS



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



Ensure Web Check-in and obtain a boarding pass

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

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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

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



Before entering the terminal, passenger to ensure that he/she is wearing a mask

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

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

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

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

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GUIDELINES FOR  
AIR PASSENGERS



# FROM ORIGIN TO AIRPORT - DON'TS



Passenger should not reach the  
airport late

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Passenger should not travel if he/she is  
staying in a containment zone

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Passenger should not travel if he/she  
has been tested positive for COVID-19

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## 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

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

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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

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## GUIDELINES FOR AIR PASSENGERS



# AT THE AIRPORT (1/2)



Passengers should continue to wear mask throughout the journey

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

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

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

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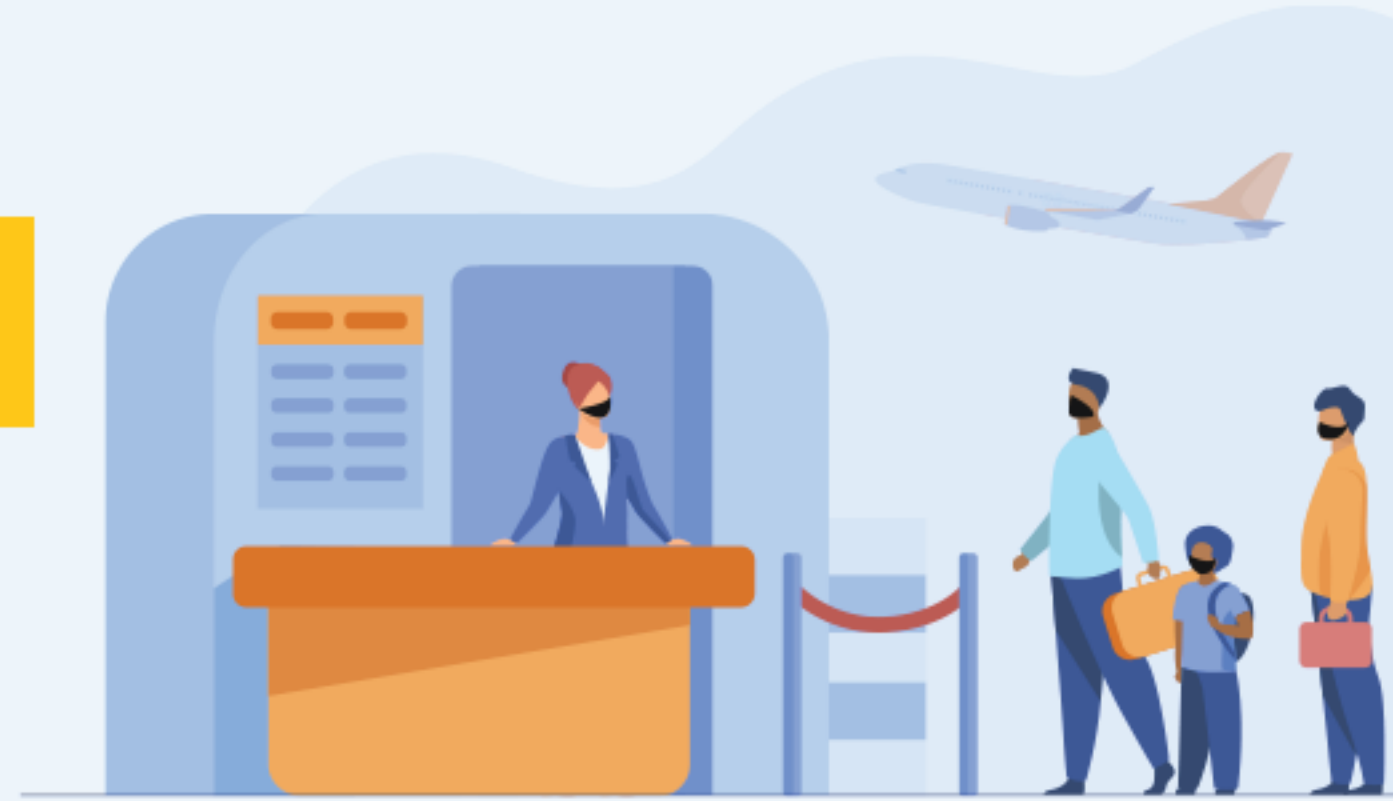
In case of non-availability of *Aarogya Setu*, passenger should be facilitated to go to a counter provided by the airport where *Aarogya Setu App* can be downloaded



## 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

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

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An electronic receipt shall be sent to the passenger

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

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



## GUIDELINES FOR AIR PASSENGERS



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

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

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

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Passenger to cooperate with security staff by following the instructions for his/her own safety and security





## GUIDELINES FOR AIR PASSENGERS



# SECURITY HOLD AREA



Passenger to proceed to security hold area after security screening

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

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

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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

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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

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

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

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

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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

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

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

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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

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Transit passengers will not be allowed to come out of the transit area

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# AIRPORT TO DESTINATION (3/3)



## EXIT FROM AIRPORT



Passengers to hire only authorized taxis from the

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

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

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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>

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