

## **DETAILED GUIDELINES FOR AIR PASSENGERS FROM DEPARTURE TO DESTINATION**

### **1. From Origin to Airport.**

- a. Passengers should familiarize themselves about the new procedures at the airport. Especially, about the norms of social distancing, minimum touch, baggage limitations, COVID-19 declaration, registering on *Aarogya Setu* App., digital payments, use of authorized taxis. Expect slower processes and hence avoid last minute reaching the airport.
- b. Passengers, before entering the terminal, to ensure wearing of protective gear, as per the prevailing requirement. He/she will continue to wear mask throughout the journey.
- c. Passenger to report at the airport as per revised reporting time, i.e., D-45 minutes.
- d. Passenger should travel in an authorized taxi/personal vehicle following the norms specified by MHA.
- e. During transit to airport, the passenger should take all precautions to prevent infection.
- f. The passenger shall not travel if he/she is staying in a containment zone. Also, they should not travel if they have been tested positive for COVID-19. The passengers are expected to certify the status of their health through the *Aarogya Setu* App. or a self-declaration form.
- g. If a passenger who is not permitted to fly, undertakes an air journey he/she shall be liable for penal action.
- h. The passenger shall give a declaration to the following effect :
  - i. I/we am/are not residing in any containment zone.
  - ii. I/we am/are not suffering from any fever/cough/any respiratory distress.
  - iii. I/we am/are not under quarantine.
  - iv. If I/we develop any of the above-mentioned symptoms I shall contact the concerned health authorities, immediately.
  - v. I/we have not tested COVID-19 positive in the last two months.

- vi. I/we am eligible to travel as per the extant norms.
  - vii. I/we make my mobile number/contact details available to the airlines whenever required by them.
  - viii. I/we understand that if I/we undertake the air journey without meeting the eligibility criteria, I/we would be liable to penal action.
  - ix. I/we undertake to adhere to the health protocol prescribed by the destination State/UT.
- i. Passengers are advised to follow MoHFW guidelines in maintaining the hygiene and social distancing.

## **2. At the Airport :**

### **a. Entering the Terminal Building.**

- i. The passenger should get down from his/her vehicle with the face mask on and with the required documents/e-documents. Passenger should continue to wear mask throughout the journey.
- ii. He/she should walk in the forecourt area and arrive at the thermal screening facility near the entry gate.
- iii. He/she should get himself/herself checked for temperature. This will be done by a designated staff of the airport. The status of "*Aarogya Setu*" should be displayed to the staff.
- iv. In case of non-availability of *Aarogya Setu*, the passenger should be facilitated to go to a counter provided by the airport where *Aarogya Setu* can be downloaded. Children below fourteen years of age would be exempt from this requirement.
- v. The passenger shall, then, move to the CISF counter at the entry check-point. He/she shall display/show his identity card, the boarding pass/ e-boarding pass to the CISF staff. 'Passenger manifest' sent electronically to each passenger may be treated as 'boarding pass'. The CISF staff on conforming the identity of the person shall allow him/her in.

- vi. The baggage of the passengers should be dealt as per the security procedure available at the airport. Passengers are to adhere to the social distancing which would be specified at the airports through markings like circle, square or tensor barrier a specified at the airport to be used by the passenger.

**b. Security**

- i. Arrangements have been made at airports to guide passengers to walk through the pre-embarkation security screening. Passengers should follow the directions as announced by the authorities.
- ii. Passengers should divest of all metal on their body to facilitate the security screening. Also, bring only one hand luggage as per specified size allowed by the airlines.
- iii. Security staff will practice 'minimum touch' concept to reduce physical contact with the passengers. Passengers to cooperate with security staff by following the instructions for their own safety and security.

**c. Security Hold Area including Lounge, Prayer Room, Kids play area etc.**

- i. Passengers to proceed to security hold area after security screening.
- ii. While waiting in the security hold area they should maintain social distancing and sanitizing protocols. Chairs marked 'Not For Sale' should not be occupied.
- iii. While going around F&B, retail outlets, etc., passengers should maintain hygiene and should be aware of the social distancing and locations where sanitizer would be available.
- iv. Passengers should 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.

#### **d. Boarding**

- i. Passenger should give attention to the various communication materials displayed at the airport about various health advisories relating to pre-boarding and during the flight precautions.
- ii. Airlines to provide safety kit before boarding of the passengers. Passengers to wear masks and sanitize their hands before proceeding to the boarding gate.
- iii. Passenger should give attention to boarding announcements and reach the boarding queue by following distance.
- iv. Passenger would be required to show their ID card to the airline staff at the boarding gate.
- v. Passenger to board the aircraft in a sequential manner as per the announcement by the airlines.

### **3. In the Aircraft**

- a. Throughout the flight, hygiene and sanitation to be maintained by the passengers. Face to face interaction to be minimized.
- b. If any passenger feels uncomfortable, fatigued or has cough, it should be brought to the notice of the crew for handling the passenger.
- c. The airlines shall not provide meal services on board. Restrictions pertaining to serving of meal on health ground only, will not apply to Emergency Medical Service (EMS) flight.

### **4. From Airport to Destination**

#### **a. Arrival**

- i. The disembarkation from the aircrafts would be sequential and passengers are advised to follow the instructions and not to rush to the exit gate.

- ii. Social distance/sanitation should be maintained at the arrival gate, aerobridges, coaches, jet ladders, ramps, etc.
- iii. Trolleys in the arrival area to be used sparingly.

**b. Baggage Collection**

- i. Passenger to wait at the baggage hold area till the baggage arrives in batches.
- ii. Transit passenger will not be allowed to come out of the transit area.

**c. Exit from Airport**

- i. Passenger should use the authorized taxi maintaining the prescribed hygiene protocol.
- ii. Only authorized taxis are allowed for taking the passenger from the airport.
- iii. Passengers are advised to follow the social distancing and hygiene while travelling in any mode of transportation.
- iv. On arrival at their destination, the travelling passengers will have to adhere to such health protocols as are prescribed by the destination State/UT.