

AIRPORTS AUTHORITY OF INDIA

PRESS RELEASE

Airports Authority of India Aggressively Ventures into Non-Aeronautical Activities at its Airports

New Delhi, 21st May, 2015: Airports Authority of India (AAI) has undertaken new ventures since February, 2015, under the guidance of Shri RK Srivastava, IAS, new Chairman, AAI; making it more customer friendly for enriching the experience of the passengers at its airports. New ventures such as, **Meet & Greet services (Swagat Seva), Art Gallery; Wi-Fi; Baggage Wrapping Facility; and Food & Beverage with general retail services are taking shape at its various Airports.**

Swagat Seva (Meet & Greet services) – As part of this service attendants will be stationed at airports to assist passengers through the immigration process, help in express check-in and booking taxis and take care of the needs of passenger in and around the airport concourse. The staff will be specially trained to look after the elderly, unaccompanied children, first time travellers and wheelchair passengers.

Art Gallery – With a view to promote and encourage the Art works of Amateur and Budding Artists in India, AAI has decided setting up of the Art Galleries at different airports. It will be created at a spare space at Airports. The Art works would include sculpture or any other form of Art and is not to be limited only to paintings. The artist shall have a right to put a tag “for sale”. The Art work shall carry a price tag fixed on it.

Wi-Fi Systems – Already Wireless internet connections have been made available at 10 airports. For remaining airports it will be made available at the Arrivals, Departures and General Aviation Terminals. This service will be free at the lounges. The Wi-Fi will be free for the first 30 minutes and a fee of Rs. 20/- will be charged per 24 hours after the free period. Additional wireless access spots within the terminals will be subject to the concerned firms’ pricing policies.

PROTECTABAG - Baggage Wrapping Facility – The Baggage Wrapping machines would facilitate Protection of baggage and will ensure that suitcases, boxes, golf clubs, back packs, baby buggies, car seats and any souvenirs are safely wrapped before check-in. The machine applies a strong film of stretch wrap plastic around the bag, forming a secure envelope of protection against objects being inserted or removed from the luggage. Protectabag wrapping also provides

waterproofing, protection against rough handling damage, and ties-up any loose straps - minimising the chance of luggage being damaged in conveyor belt rollers. Protectabag also guards against the effects of zips popping open and provides support to weaknesses in baggage. Taking less than a minute, the Protectabag application allows for handles and wheels on the item to be freed so they can be used in the normal way.

Food & Beverage with general retail services at Airports—In order to attract the brands in both the services, as well as for providing the local consumer and producer, a single window concept for F&B and retail services is being put up at all the airports. The airport F&B services shall include grant of licence for all F&B outlets, snack bars, sweets and namkeen outlets, chocolates, retail liquor bar and all eatable merchandise including food vending machines and restaurants etc. The general retail services shall include all shops, gifts, souvenirs and toys, Travelers Requisite (TR) shop, books and departmental store, non- prescription/prescribed drugs shop, personal care products / cosmetics / fragrances, apparel and fashion wear.

Business Lounges at Airports – With a view to further enhance the facility of availability of Business Lounges at Airports;AAI has expanded the eligibility criteria for attracting the reputed agencies to provide these facilities at the Airports. The periodicity of contract has been fixed for 5 years,to be extendable for another 5 years. The agencies working in general aviation, hotels industry, Airlines, Meet & Greet agencies, Airport Lounge Operators and joint Venture with such agencies will be eligible to participate in the bid.

Issued by Public Relations Department
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GM(PR) 9810025069, 011-24622787
No. 13/2015-16