

PASSENGER JOURNEY ON THE AIRPORT

*PWD Passenger with a disability
VIP – Very Important Person



After Flight booking:
❖ Option: Check-in online

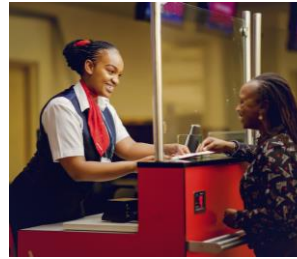
Airport: **swissport**
❖ In person Check-in or Bag Drop

❖ Security check
❖ Immigration check



Ticket Office

- ❖ Payments
- ❖ Saleable services
- ❖ Rebooking



❖ Departure Lounge OR
Aspire Lounge



Entry:

- ❖ By Airline contract
- ❖ By FQTV status
- ❖ By Membership
- ❖ By Pre Booking
- ❖ By Walk -in
- ❖ By Voucher



❖ Duty Free shopping
❖ Restaurant / Bar
❖ Relax

❖ Gate Pre-boarding
PWD* / VIP



❖ Boarding

❖ Passenger Boarding Bridge



❖ Passenger Boarding Stairs



❖ Flight
Departure

