

GUIDE TO FLYING VIA **HYD**

New Processes & Procedures for Air Travel



YOUR **HEALTH** AND **SAFETY** IS OUR PRIORITY

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GENERAL POINTERS



Respect social distancing at all points



If any spot is crowded, wait for your turn in the nearest holding point



Sanitize your hands frequently

Use sanitizers placed at “Hygiene Stations” across airport /terminal



Co-operate with the authorities for a hassle-free experience

The New Normal’ measures with COVID-19 is to ensure your health & safety

BEFORE YOU LEAVE HOME



Make sure Arogya Setu App is installed on your phone to inform authorities of your health status



Ensure you have a face mask/covering on



Time your travel to reach airport at least 2 hours prior to departure



Carry only 1 check-in bag & 1 piece of hand baggage



Write your name, flight number & ticket PNR on all your check-in bags



Complete web check-in: It is mandatory to have either a printed or an electronic boarding pass before arriving at the airport

WHEN YOU REACH HYDERABAD AIRPORT

1



You will be screened for body temperature before being allowed onto the forecourt area

2



If you need a baggage trolley, collect a freshly sanitised one from our Disinfection Tunnel on the Departure Ramp kerb

3



If you encounter congestion, wait in the designated holding areas

4



You will be screened for body temperature before being allowed onto the forecourt area

5



If you need to reprint your boarding or print baggage tags, use a contactless CUSS kiosk to safely generate them using your smartphone

ENTERING THE TERMINAL

1



Keep your boarding pass & ID ready for verification by CISF personnel at entry gate

2



Ensure you have a face mask/covering on

3



Sanitize your hand once again before entering the entry queue

4



Stand at designated spot in front of the entry gate and hold up your boarding pass and ID one after the other in front of the camera/scanner as advised by CISF personnel

5



You may be asked for your health status on Arogya Setu App by the authorities before entry

IF YOU HAVE CHECK-IN BAGS

1



Ensure to write your name, flight number & ticket PNR on all your check-in bags. Alternatively, if you have printed bag tags from CUSS kiosks outside the airport, please affix them properly on all your bags

2



Proceed to your airline's counter and drop your baggage – airline will not give any printed acknowledgement/receipt. You may receive an SMS/electronic message instead

SECURITY CHECK

1



Keep your boarding pass ready for verification by CISF personnel

2



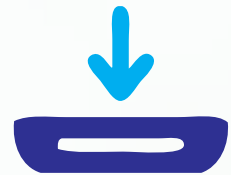
Sanitize your hand once again before entering the entry queue

3



If you are using a mobile/electronic boarding pass, please scan the code at the scanner next to X-ray in-feed before placing your mobile phone in the baggage tray for screening

4



Make sure every metallic/screening item is divested into baggage tray – avoid beeps by metal detector & to help CISF do a ‘minimum-touch’ search

5



If you have a printed boarding pass, please scan it by yourself at the CISF frisking point for contactless verification by e-boarding system

FOOD & SHOPPING AT THE AIRPORT

1



Use Hoi app to digitally order & pay for your food from any of the airport F&B outlets– contactless & safe

2



PhonePe

Option to digitally pay via PhonePe mobile wallet at all outlets



WAITING FOR & BOARDING YOUR AIRCRAFT

1



Practice Social Distancing. Don't occupy seats marked not-for-use

2



Sanitize your hand once again before entering the boarding queue

3



Strictly follow boarding sequence announced by airline & floor markings to ensure social distancing

4



Collect the Safety Kit handed out by the airline (3-layered surgical mask, face shield & sanitizer) wear them mandatorily

5



Please scan your printed/mobile boarding pass by yourself at the e-gate for safe & contactless boarding using our e-boarding system

ON ARRIVAL

1



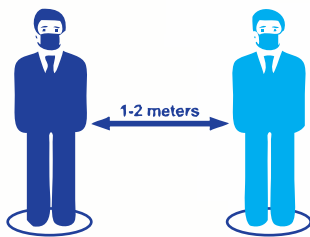
Ensure you have a face mask/covering on

2



Sanitize your hand once again before entering into the terminal building from aerobridge/bus

3



Strictly follow social distance markings at baggage reclaim belt

4




If you need a baggage trolley, collect a freshly sanitised one from our Disinfection Tunnel next to baggage reclaim area

5




If you encounter congestion, wait in the designated holding areas

PARKING YOUR CAR AT THE CAR PARK

1 

Ensure you have a face mask/covering on at all times

2 


Opt for Fastag for safe & contactless experience in India's first & only Fastag enabled car park facility

3 


If not using Fastag, collect entry receipt from automatic entry gate

4 

If you don't have Fastag, make sure your parking fare is paid at any of the 8 Centralized Payment Booths in the car park before driving out

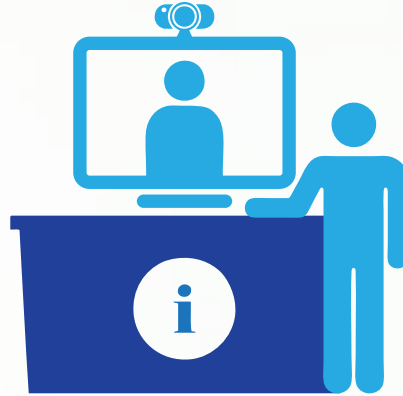
5 

Option to digitally pay via PhonePe mobile wallet at all Payment Booths

6 

If not using Fastag, self-scan your payment receipt at the exit gate for safe & contactless exit

WE'RE HAPPY TO HELP!



Live contactless video chat support available for passengers at our check-in hall information desk



If you require any other assistance at any time, please reach out to us via Call Center, website or Social Media 24x7

Customer Help Desk: +91 40 6654 6370

Website: www.hyderabad.aero

Twitter: @RGIAHyd | Facebook: RGIA-Hyderabad | Instagram: /rgiahyd | Youtube: /RGIAHyderabad



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