

## PASSENGER FACILITIES AND SERVICES

Airports provide passenger facilities and services including check-in kiosks, security screening, lounges, and retail and dining options. Passengers can also access amenities like Wi-Fi, currency exchange, and special assistance for those with disabilities or minors. On arrival, services like car rentals, taxis, and bus connections are available for transport to the city.

**BAGGAGE WRAPPING:** Baggage wrapping service using state of the art technology is available in the city side as well as the check in area of International Terminals.

**DUTY FREE:** Duty free shops are located both in the arrival and departure of International Terminals.

**SELF CHECK IN:** Simply drop your check in baggage at the baggage drop counter of respective airlines on utilizing the self check-in facility available in the departure hall of domestic and international terminals. You can select seats and print your boarding pass using this facility.

**WI-FI Free:** wi-fi facility is available for 45 minutes for passengers at domestic and international terminal. To connect to free wi-fi service, passengers should provide their mobile numbers as login id's. Once connected, this service enables the passengers to access the net. This service requires a valid Indian mobile number and after the free time the same can be extended on payment.

**OTHER SERVICES:** Passenger can place a request to concerned airline for a wheelchair while booking tickets or can also contact the airline ticketing counter after reaching the airport for the same.

At the Airport, AAI has provided, Ramps for seamless movement of wheelchairs. Braille symbols and auditory signals in the lifts for visually impaired. Differently-abled friendly toilets.

Ambulift services on payment basis. Free telephone facility is also available on the cityside of the both the Terminals with the contact numbers of

airlines.

**SMOKING LOUNGE:** Smoking lounge facility is available at the Security Hold Area of both International & Domestic Terminals.

**PRAYER ROOM:** Prayer room is available in the Security Hold Area at International Terminal for the convenience of passengers.

**INDIA POST:** Both passengers & visitors can avail the facility of postal service at the Airport. Counter is conveniently located at Domestic Departure level. The postal services are available 10:00 hrs – 18:00 hrs from Monday to Saturday. The postal services remain unavailable on Sundays and Public Holidays.

**INTER TERMINAL TRANSFERS:** Free battery-operated vehicles and courtesy coaches offering shuttle service for the convenience of transit passengers between Domestic & International terminals.

**LOST AND FOUND:** As a policy and practise all agencies at the airport are expected to deposit any unclaimed goods under the Lost & found property to the Duty Terminal Manager both at Domestic & International Terminals. The Lost & Found item are deposited after duly recording the contents, description, date & time of deposition and the depositors signature. The Lost & Found items are deposited to warehouse after 24hrs and can be reclaimed by the passenger or by any person duly authorized by passenger on all working days between 0930 – 1800hrs.

**CHILD CARE ROOM:** Child care rooms are available at Domestic (5nos.) & International (2nos.) Terminals for providing essentials to the child/infant such as feeding, changing diapers etc.

**FOREIGN EXCHANGE:** Passengers and tourists can avail currency exchange services with 2 foreign exchange counters in Domestic Terminal and 5 counters in International Terminal.

**ATM:** Automatic Teller Machine (ATM) of various banks are conveniently located at Domestic & International Terminals to extend selected banking services for travel need.

**CHECK IN COUNTER:** 124 Check in counters are operational in Domestic &

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International Departure Terminals. The check-in counters are divided in two wings as east & west wing containing 31 counters each and the information is available on Flight Information Display Monitors

**AIRLINE TICKET COUNTER:** Ticketing counters of various airlines are available at Departure level of Domestic Terminal. Two other non – airline ticketing counters are providing services at Arrival level of Domestic Terminal and Departure level of International Terminal. All these counters can be accessed through cityside.

### **LOUNGE FACILITY:**

Lounges at multiple locations in the Domestic & International Departures of Chennai Airport offers world class amenities including best of cuisines, plush seating, complimentary Wi-Fi, wide range of National, International & Regional dailies along with various magazines. Serving round the clock the lounges cater to Airline CIP customers as well as passengers availing access through Priority Pass, high-end credit cards and other loyalty cards.

### **AIRPORT RUNWAY AND TAXIWAY SIGNS MARKINGS AND LIGHTING**

Airport runway and taxiway signs, markings, and lighting use a standardized system of colors and symbols to guide aircraft safely on the ground.

Signs are typically yellow/black (taxiway/runway location and direction) or red/white (holding position).

Markings use yellow for taxiways (solid center, double solid edges) and white for runways, with specific yellow and white dashed lines indicating holding positions and boundaries.

Lighting includes green centerline lights, blue taxiway edge lights, and yellow or red runway guard lights at intersections.

## Visual Aids

- Land marks which are required so as to provide an aid to the pilots
  - Ensures the smooth operating of the air craft
- Required both in good weather and bad weather as well as during day and night
- The runways of the conventional aircraft appears as long and narrow strip with straight sides and free of obstacle
  - Marked in such a way they can be easily distinguishable from other areas
  
- The perspective view of the runways along with the landmarks like horizon, runway edges, runway threshold and centreline of the runway are the most important elements for pilot to see.
  - Centre line for aligning aircraft, horizon for flying, maintaining specific height from different elements like approach zone and similarly other things are needed to be identified
- Hence, to enhance visual information land marks are painted in standard formats using colour or by using lights

## Important and uses:

- Avoids accidents during landing of aircraft
- Convey pilot the ground to air information
- Direct the during landing
  - Touch down points, lift off points etc are conveyed
- Enable the pilot to locate and identify a particular feature
- Grant safety to personnel and properties
- Maintain an orderly flow of aircrafts
- Helps during the takeoff and taxiing

- These are available in different forms of markings in the airport and airfield
  - Airport markings
  - Airport lighting
  - Signage
- Above are the 3 ways by which we can get the visual aids
- Above mentioned 3 are different components that are provided at airports and have operations

### Airport markings

- Markings are provided on any of the component of airport in different forms mentioned below
  - Strips
  - Patches
  - Solid lines
  - Hollow lines
  - Cart lines
  - Etc.,
- Arrangement can be inclined, perpendicular to runway or a component or any other shape
- Airport markings can be divided into following groups
  - Apron marking
  - Landing direction indicator
  - Runway marking
  - Shoulder marking
  - Taxiway marking
  - Wind direction indicator

## Runway markings

- These are provided with different purposes like
  - Runway center line marking
  - Runway edge stripe
  - Runway numbering
  - Touch down or landing zone marking
  - Threshold marking
    - Defines specific height by which aircraft should cross it
  - Two or more parallel runways

