

## **4.7 PASSENGER FACILITIES AND SERVICES**

### **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 & 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.

