

Passenger Experience Enhancement Projects

Overview

We're making a range of improvements across the terminal to create a more comfortable, welcoming and enjoyable experience for all passengers. The Passenger Experience Enhancement Projects will include:

- A refreshed International Arrivals area with features that showcase South Australia.
- New gate lounges across the entire terminal with more seating, charging points, and business hubs.
- A redesigned International Departures area with clearer signage for easier navigation and VIP lounges offering a premium experience with a local touch.
- A family friendly dining and play space including a 7 metre high play tower and variety of other play offerings at the northern end of the terminal.
- A play area for families waiting for International flights, near Gate 18.
- A Sensory Room for travellers who need a calm space to pause, including those in the Sunflower Lanyard program.



What will it deliver?

Fun for Families: Dining and play areas, including varied play offerings.

Inclusive Spaces: A calming sensory room for travellers needing a quiet environment.

Comfortable Gate Lounges: Around 500 additional new seats, with power outlets and places to work across all gates.

Warm Welcome for International Arrivals: A curated space with elements celebrating South Australia's culture.



What will happen during construction?

To reduce impact on our customers and staff during the upgrades, these works are being delivered in multiple stages. While you might notice some changes and temporary hoarding in place, your journey from the gate to the plane won't be disrupted.

There may be some occasional construction noise during the works, but wherever possible, we'll schedule these activities outside busy periods and when no international flights are operating to keep disruptions to a minimum.

The project will include the removal and replacement of all gate seating. To ensure seating capacity is maintained during this phase, existing seats at the gates may be temporarily relocated to nearby areas.

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Where can I find more information?

Should you have any concerns or would like to know more about this project, you can reach the project team on ADLProjects@aal.com.au

Project Start Date

Currently underway

Anticipated Project Completion

November 2025

Project Delivery Partners:

Managing Contractor: Built

Design works: Woods Bagot

