

MEDIA RELEASE

Wednesday April 13, 2022

Adelaide Airport gears up for busiest period in two years

- **Passengers asked to arrive early for their flight**
- **A reminder masks still required in airport and on planes**

Adelaide Airport is gearing up for its busiest period in two years as passengers return for Easter and school holidays.

It's estimated about 25,000 passengers will pass through the terminal each day on Thursday and Good Friday, by far the biggest number since before the pandemic.

Adelaide Airport Managing Director, Brenton Cox, said the airport was putting in place all available resources to cope with the expected passenger influx, but that the impact of COVID and close contact rules on staffing still had the potential to impact operations.

"We're doing everything we can to get people through the terminal and onto their flights, but the one thing we can't control is last-minute staff absenteeism due to COVID," Mr Cox said.

"We're asking all domestic passengers to arrive at the airport two hours before their flight, and for international travellers, three hours before their flight.

"We recognise it's not ideal, but if we all plan ahead and with a bit of patience and understanding around staff and fellow travellers, we can get everyone on board safely and off on their holiday.

"If all goes well and we can minimise queues at check-in and security, customers will have more time to explore the new retail and dining establishments that have opened up since we completed our \$200 million terminal expansion late last year."

Mr Cox reminded passengers that, despite the relaxation of mask wearing in South Australia from Good Friday, masks were still required in the terminal and on planes.

"Hopefully our customers will keep their masks handy if flying interstate or overseas in the coming days. If they forget, we still have mask-dispensing vending machines in the check-in area as soon as they walk in the main entry."

In addition to increased staffing, the airport has in place the following to meet increased demand:

- Opening up additional check in counters for airlines where available;
- Ensuring infrastructure third party providers are on standby to quickly respond in the event of any unforeseeable outages;
- Increased cleaning and trolley management;
- Encouraging retail tenants to be stocked up for Easter; and
- Monitoring carparking demand against capacity.

Adelaide Airport will have other exciting activities and opportunities during the school holidays:

- Watch out for the Easter Bunny on Thursday and Sunday.
- Sit down at our new piano in the concourse and entertain fellow travellers.
- Keep an eye out for Elmo – Adelaide Airport's new Guide Dogs facility dog who is helping to support passengers anxious about travelling.
- Check out Katie Sanderson's new exhibition – Natives.
- Find the new Order Now app on the Adelaide Airport website and pre-order food and drink to get 15 per cent off up to the value of \$20.