

MEDIA RELEASE

Monday 12 December, 2022

Adelaide Airport bolsters resources for Christmas rush

Adelaide Airport has added more security personnel and customer care staff to assist passengers and has opened an additional security lane from this morning as it enters the busy festive season.

Adelaide Airport Executive General Manager People, Culture & Customer, Dermot O'Neill, said the number of staff managing the airport's screening points has increased by more than 35 per cent since July to approximately 230 in time for the Christmas peak.

Mr O'Neill said Adelaide Airport was expecting more than half a million passengers to travel through the terminal during the peak Christmas and New Year period.

"An additional seventh security lane is operational as of this morning (Monday 12 December), and more security lanes will be open for longer throughout the day, not just for the early morning peak," Mr O'Neill said.

"The extra security lane will play a small part in reducing the wait times to pass through security, but we acknowledge we have a lot more work to do to make this a more seamless experience for our customers.

"We've employed more than 70 additional security staff since July and we're bolstering our customer service team to assist our travellers and keep them informed on wait times, particularly during the busier early morning peak periods.

"We're now in one of our busiest times of the year as business travel meets the start of holiday travel leading up to Christmas. We anticipate our busiest days will be Friday 16 December and Friday 23 December.

"Another initiative we've adopted is to redirect the security queue to our undercover outdoor forecourt, which has alleviated congestion inside the check-in hall and made it easier for people to navigate check-in and security screening. Our customer care teams will be on hand wearing their bright pink vests to help reassure customers with updates on wait times."

Mr O'Neill thanked passengers for their patience and understanding as Adelaide Airport continued to put in place measures to make their journey easier.

"Our advice remains for travellers to arrive two hours before a domestic flight and three hours before an international flight to ensure they have plenty of time to reach their boarding gate," Mr O'Neill said.

"In the meantime, we are assessing more long-term solutions to further expand our security and check-in infrastructure, and will update our customers as these plans evolve."