KING SHAKA INTERNATIONAL AIRPORT UPDATES COVID-19 OPERATIONS PROCESS

DURBAN, 14 August 2020 – In an effort to continuously improve operational processes and passenger time optimisation, King Shaka International Airport have updated the current Passenger journey through the airport. These adjustments will take effect from Sunday, the 16 August 2020.

King Shaka International Airport General Manager, Terence Delomoney says, "Our Operations team conducted a study on the current operating processes that were implemented under lockdown level 3 operations. These processes enable us to comply with the new regulations and are endorsed by the South African Civil Aviation Authority (SACAA). This review has identified areas for improvement throughout the passenger journey; and is part of an ongoing assessment that enables continuous improvement".

Passengers are still encouraged to arrive at the airport two hours before departure time. On arrival Passengers will be guided by signage and assisted where necessary by our staff. The changes will affect the following areas of the terminal building:

Arriving at the airport
- The shaded parking and long-term parking remain closed under level 3 of the lockdown.
- All parking is currently allocated at the Multi-Story Parkade (MSP) Level 0 until further notice.

Airport entrances and access control
- Main terminal building entrance which is situated next to Woolworths will only be used as an exit for arriving passengers
- An alternate entrance, between Mugg and Bean and Exclusive Books will be used for processing departing passengers
- A queueing maze will be installed to facilitate efficient passenger flow

- This entry point will also facilitate Passengers who are required to complete the Travel Health Questionnaires (THQ)
- Access control will be managed by Security personnel who will stamp boarding passes to assist passengers who wish to exit the building after being processed
- Passengers with an electronic boarding pass will be issued with a sticker

Drop Off Area (elevated road) 2, 3 & 4
- Both doors at Drop Off 2 and 3 will be used to process departing passengers
- Access control will be managed by Security personnel who will stamp boarding passes to assist passengers who wish to exit the building after being processed
- Passengers with an electronic boarding pass will be issued with a sticker
- Drop Off door 4 will be used as an exit for arriving passengers

We are reminding airport users of the regulatory obligation to wear the necessary Personal protective equipment (PPE) when at the airport. The airport will continue to ensure all safety and security precautions; SAPS roadblocks, only travelling passengers will be allowed, hand sanitiser stations at strategic points, physical distancing, self-checking in and Perspex screens to avoid unnecessary physical interaction.

Please note these processes will be reviewed and adjusted from time to time with the adjusted lockdown risk levels and/or COVID-19 regulations as necessary, and also informed by demand and operational efficiencies.

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