



Media Release

King Shaka International Airport Ready to Welcome Travelers Back

Durban, 8th June 2020 – King Shaka International Airport is pleased to have re-opened its doors from 1st June 2020, subject to specific conditions gazetted and further outlined by the Minister of Transport on Saturday 30th May 2020.

“Our airport operations are in place to service our Passengers in line with Government regulations stipulated in accordance with Alert Level 3. I would like to thank the airport staff and stakeholders for their support during the lock down; especially those involved in delivering essential services, for their commitment during a very difficult and unusual time in our history.

Passengers will experience significant changes to their normal journey through the airport. Our primary objective is to ensure the safe facilitation of passengers and airport users through the implementation of specific health and safety procedures that will be implemented across our network of airports. We encourage Passengers to allow an extra two hours to their travel itinerary to accommodate these new procedures, and to familiarise themselves on what to expect when travelling through King Shaka International Airport.” says, King Shaka International Airport General Manager, Terence Delomoney.

A limited number of scheduled domestic flights will resume from Monday 8th June 2020; with a further increase in the number of flights effective from Monday 15th June 2020. The public are reminded that under this phase of the lockdown, domestic flights are limited to travel for business and essential services only, and as defined in the Department of Transport regulations, as well as only between Johannesburg, Cape Town and Durban.

Arriving at the airport

- As of 1st June 2020, only two parking facilities at will be operational; the Multi-Storey Parkade Level 0, arrivals pick up parking and drop off zone, the rest will be closed until further notice. Our parking equipment has been programmed to dispense tickets

automatically therefore Passengers will not be required to press the ticket release button.

- Meeters and greeters will not be allowed in the terminal building so passengers are encouraged to ensure that they make appropriate arrangements to be dropped off and fetched.
- Passengers must confirm their flight details with their airline online before coming to the airport.
- Masks are compulsory from entry to the airport all the way through a flight and out of the destination airport.
- Passengers must have the correct travel documents before leaving home; ID, permit to travel, permit to travel for business.
- As the airport is still restricting access there will be roadblocks set up before the terminal building
- Baggage wrapping is optional for all check-in luggage, this is located at the check-in level.

Airport entrances and access control

- Several access points have been closed at the airport. Passengers are requested to only use the main terminal building entrance which is situated next to Woolworths and drop off zone entrance two (elevated road).
- Port Health will conduct temperature checks at the entrance.
- Passengers must produce their business travel permission letters at the entrance.
- It is the passenger's responsibility to ensure that they have the necessary permission letter before they book a flight.
- Physical distancing rules will apply, Passengers are to be guided by the signage throughout the terminal.

Food outlets open

- Food outlets authorised to prepare and sell food at the airport initially, will be Steers at our Food Court, Sweet Treat at Arrivals, Fego Café and Cosmic Candy at Domestic Departures.

Check-in process

- Passengers should check in online before arriving at the airport.
- Online check in can also be done at the screens located in the Multi-Storey Parkade and inside the terminal building by the check-in counters
- A limited number of check-in counters will be open and physical distancing rules will apply in these queues.

Security checkpoint process

- Passengers will scan their own paper-based or mobile device-based boarding pass to the scanner at the security checkpoint.
- Passengers should remove any metal and electronic items from their person before entering the security queue, this should be placed in hand luggage. This includes mobile devices, watches, jewellery, wallets, keys and so on.
- These items must be placed in the tray at the security scanner.
- This process will minimise the need for security officers to conduct physical pat downs at the checkpoint.

Boarding the aircraft

- Physical distancing rules apply for queues to board an aircraft.
- Passengers must scan their own boarding pass at the boarding gate.
- Boarding will be done in a controlled manner with Passengers travelling in the rear seats of the aircraft boarding first. Passengers with tickets for Row A, for example, will board last.
- Masks must be worn for the duration of the flight.

Disembarking from an aircraft

- Masks must continue to be used when disembarking and moving towards the baggage carousels.
- Physical distancing rules will apply at the baggage carousels.
- Crowding close to the baggage carousels will not be permitted.

During Alert Level 4 vehicle owners were permitted to collect their vehicles, provided they produced vehicle documentation certifying them as the owner and that they were part of essential workers. These requirements will not apply during Level 3. Vehicle owners collecting their vehicles will be required to produce their parking ticket and parking fees will be calculated from the day they entered the airport to the 26th March when the initial Lockdown commenced. Any vehicles left in our parking facilities past 1st June 2020 will accrue additional fees until that vehicle is removed.

“We would like to thank the public for their patience and understanding during the lock down but we glad to see you back at your award-winning airport. King Shaka International Airport staff and airport stakeholders will continue to serve you with pride and efficiency, ensuring a seamless travel experience through our airport,” notes Delomoney.

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