

FLY SAFE. **STAY SAFE.**

PASSENGER GUIDELINES



It feels good to be flying again.

Thank you for choosing SpiceJet as your preferred airline. We want to reassure you that we have been working round-the-clock to make your travel experience safer.

Mentioned herein are a few measures we have taken in the process, and also some very specific guidelines that need to be followed by you – from now until the end of your journey. Kindly go through and strictly adhere to these guidelines.

WEB CHECK-IN PROCESS



To avoid formation of queues at the airport, web check-in will now be mandatory. If you have check-in luggage, add your luggage during the web check-in process.



Only one check-in bag weighing not more than 20 kg and one cabin bag weighing not more than 7 kg will be allowed. Pay for any additional luggage during the booking flow or while you web check-in.



Please ensure that the duly filled luggage label sent to you during the web check-in process is properly stuck to your luggage and is prominently visible.



You can also travel with your Mobile Boarding Pass and use a hand-written or printed luggage label as per the format provided.





ENTRY TO THE AIRPORT



Always wear a mask and maintain social distancing during the entire journey.



Arrive at the airport at least 2 hours prior to departure. Baggage drop will close 1 hour prior to departure time. Boarding gates will close 20 minutes prior to departure time.



While you enter the airport, a green status on your Aarogya Setu app is mandatory. Only children below 14 years of age are exempted.



You have to show your identity card, printout of boarding pass or mobile boarding pass to the CISF staff at the entry gate.



A temperature check will be done before you access the terminal building.

INSIDE THE AIRPORT



Use of trolleys in the airport terminal should be avoided.



Within the airport, please avoid touching surfaces as much as possible.



You are encouraged to use the restrooms at the airport to avoid visiting one at the aircraft considering that the aircraft lavatories are compact.



Maintain social distancing within the airport premises and keep using hand sanitisers. Do not use chairs marked 'Not for Use'.



Please pay attention to the various communication material displayed at the airport about various advisories and follow them strictly.



CHECK-IN AND LUGGAGE DROP PROCESS

At the check-in counter, drop your luggage at the designated area, ensure that the duly filled label is stuck on it and prominently visible. Soon after, you will receive an SMS with your baggage ID.

BOARDING



Please collect the safety kit from the designated area near the boarding gate. Please ensure that you have put on the safety kit and sanitised your hands before proceeding for boarding.



You are encouraged to self-scan boarding passes. Display your identity card to the airlines official.



To avoid physical contact we will reduce the number of people in our coaches by 50%.



We will maintain social distancing by boarding fewer customers at a time. Please follow our boarding instructions carefully. Boarding will be conducted from back to front rows and we will space out customers to minimise crowding in the gate area and on aerobridge gates.





INSIDE THE CABIN, **AIR FLOW FROM THE CEILING TO FLOOR**, NOT FRONT TO BACK

IN-FLIGHT



During the flight, passengers should strictly follow the hygiene and sanitisation protocols.



As an extra precaution, we are temporarily suspending sales of all buy on-board products on all our flights. F&B consumption during the flight is not permitted. We recommend that they be consumed at home or at the airport premises.



Our inflight magazine and any other reading material will also not be available during this period.



We also encourage you to limit your movement in the aircraft cabin. Once seated, avoid getting up until arrival and avoid visiting lavatories, unless absolutely necessary.



DISEMBARKATION

We are implementing front-to-back deplaning process as customers exit the aircraft. While disembarking, passengers should strictly follow social distancing norms.



BAGGAGE COLLECTION

Please keep your face masks on, follow social distancing and maintain all precautions while collecting your luggage and exiting the terminal building.

Upon arrival, passengers should comply with the health protocols of the respective state/UT.



DON'T FLY IF YOU ARE NOT WELL

The health and safety of our customers and crew members is our top priority. In case you do not feel well or are concerned that you may have Coronavirus, please do not fly until cleared to travel by a doctor.

We, at SpiceJet are completely ready to fly you and are putting all measures together to deliver industry-leading cleanliness, prioritise your well-being and innovate for a healthier tomorrow.





FOR A SAFER TRAVEL EXPERIENCE



STATE-OF-THE-ART AIR CIRCULATION SYSTEM

The cabin airflow in our aircraft rules out spread of airborne diseases. The cabin air does not circulate from front to back. It only flows from the ceiling to the floor and gets absorbed for filtration.

HEPA FILTERS

All our aircraft use High-Efficiency Particulate Air (HEPA) filters (like those found in hospitals) that remove up to 99.9+% of airborne particles such as viruses and bacteria.



EQUIPPING EMPLOYEES TO MAINTAIN CLEAN ENVIRONMENTS

Our crew members and ground services personnel go through a detailed health check-up and will be wearing protective gear to deliver a safe travel experience.

CABIN SANITISATION

We have implemented the best-in-class cleaning procedures on all our aircraft in addition to disinfecting customer touch points and surfaces before every flight.

The cleaning procedure for flights includes a thorough wipe down using an effective, high-grade Boeing-approved disinfectant across aircraft interiors, including the places customers touch most – the tray tables, seat covers, armrests, seatbelts, window shades, lavatories and their knobs.

