
Questions & Answers

Q: What social distancing and hygiene measures do you have in place at the airport?

A: Adelaide Airport is placing social distancing markers and reminders throughout the terminal including check in, bag drop, security, toilets and gate lounges. We are also working with our retail tenants to help ensure social distancing in their outlets and dining areas. Similar social distancing measure will be in place in the main outside areas such as the pick-up / drop off zone and taxi rank.

Q: What measures are in place in the gate lounges?

A: In our gate lounges, social distancing measures are in place including space between seating and social distance markers for boarding.

Q: Could you provide more detail on cleaning within the terminal?

A: We are cleaning main touchpoints hourly including lift buttons, hand rails, escalators, check-in facilities, baggage carousels and security facilities. Toilets are cleaned every 20 minutes, water fountains are cleaned every 30 minutes and disinfectant wipes are provided for customers to wipe security trays. All other floors and surfaces are cleaned every night using hospital grade disinfectant.

Q: What about luggage trolleys are they still available?

A: Luggage trolleys are still available, although we have reduced the number available to assist with safe hygiene and cleaning practices. There are four trolley collection points around the terminal precinct and car parks. Sanitiser wipes will be made available and customers will be asked to consider others who may have a greater need prior to using a trolley.

Q: Have you installed sanitiser stations in the terminal?

A: We have installed sanitiser dispensers throughout the airport including in check-in, security, gate lounge and baggage reclaim areas. Soap dispensers will be regularly checked and re-filled in our toilets.

Q: Are you taking extra hygiene measures in the toilets?

A: Our recently refurbished toilets feature touchless handwashing and drying facilities. All toilets are being cleaned every 20 minutes.

Q: Will security personnel and airlines staff be wearing PPE?

A: All security personnel in customer-facing roles are wearing PPE including gloves and face masks. Regulated screening measures remain unchanged and security officers will maintain distancing where possible to keep any necessary contact time to a minimum.

Q: I understand in the past that the explosive trace detection test (ETD) has involved multiple (group) swabs in a single test. Has this changed?

A: All explosive trace detection (ETD) swabs will be single use only. All tests are now conducted on an individual basis only rather than in a group.

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Q: What hygiene measures are in place in the car park?

A: We encourage motorists to pre-book parking online to reduce the number of touchpoints in our car parks. Alternatively, credit card payments are available and we have a credit card based 'tap-in' / 'tap-out' entry and exit system. Key touchpoints within our car parks are being cleaned daily.

Q: How will you get the message across to customers to practise social distancing and safe hygiene?

A: We will provide regular messages to customers via extensive signage, our public address system and flight information display screens on recommended hygiene and social distancing practices.

Q: What measures will you have in place in the baggage reclaim hall?

A: We will space out the use of baggage carousels wherever possible. We will also provide social distancing markers and reminders around the baggage carousels. We would recommend if passengers are travelling in groups or as a family, that only one or two people from each group be designated to collect baggage while the rest of the group remain an appropriate distance away from the carousel.

Q: Can I come back to the airport to drop off or pick up family/friends?

A: Yes, families and friends are welcome in the terminal to farewell or greet travellers. Please remember to practise hygiene and social distancing measures.

Q: Are there any retailers open in the terminal?

A: Yes, some retailers have re-opened but on reduced trading hours. As COVID-19 restrictions are gradually eased over the coming weeks, we anticipate more outlets will open to provide our travellers with a wider range of options. Please check our website for the latest information on what stores open <https://www.adelaideairport.com.au/explore/shop-eat-enjoy/>