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Australian airports get set for busy holiday period

As schools close and offices start to shut down for the year, airports are gearing up for the busy holiday season.

Additional operational resources, more customer service staff and a range of special initiatives in terminal have been introduced at Australia's major airports to help facilitate increased passenger numbers in December and January.

Australian Airports Association (AAA) Chief Executive Officer Caroline Wilkie said the school holiday period required significant planning by airports to ensure efficient operations and outstanding customer service as passenger numbers rose.

"As Australians welcome family members from afar or head off on their own Christmas holiday, our airports will be hard at work," Ms Wilkie said.

"In 2016 nearly 20% of Australia's international passenger traffic was recorded in December and January alone, in addition to strong domestic traffic as families from across the country came together for the holiday season.

"Planning for this peak period has been months in the making, with airports introducing new initiatives and additional staff to meet demand and ensure the safety, security and enjoyment of airport visitors."

The days leading up to Christmas Day are expected to be the busiest for departures, while arrivals will peak in the first half of January as many return home from holidays.

Christmas Day and New Year's Eve are expected to be among the period's quietest travel days.

"While planning for this high demand is a significant task for airports' operations teams, there is also a strong focus on ensuring passengers continue to have the best possible airport experience at the same time," Ms Wilkie said.

"Airports will be celebrating the holidays with in-terminal activations, special activities, kids play areas and additional airport ambassadors to help people get off to the right start for their end of year break."

Ms Wilkie said it was important passengers gave themselves plenty of time when planning their trip to the airport given the large number of people travelling over the holiday season.

Passengers should check with their airline for the latest advice ahead of their departure, and can find additional advice from airports on parking, transport options and planning their time at the airport in advance of their visit.

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