

MEDIA RELEASE

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Airports remind travellers to plan ahead and keep calm these school holidays

With the Easter holidays just around the corner, the Australian Airports Association is reminding passengers to arrive in good time for their flights and maintain respectful behaviour.

Airports are ramping up operations ahead of a busy holiday period, where many people will travel again after two years of border closures and restrictions.

“Airports are very excited about welcoming back passengers and want to ensure their experience is safe and enjoyable,” AAA Chief Executive James Goodwin said.

“Many people haven’t flown for some time, so we encourage travellers to arrive at the airport in good time and to be prepared for their journey.”

“There may be different processes in place since the pandemic began including different security screening and check-in procedures as well as state health requirements.”

“People are reminded that they should not travel if they are unwell and government mandates to wear facemasks in the terminal and on the aircraft are still in place.

“As we all get used to travelling again it’s also important any frustrations are not taken out on airport staff who are working harder than ever to assist passengers.”

During the pandemic there was a noticeable increase in reports of bad behaviour in airport terminals and on aircraft.

This prompted the aviation industry to join forces and launch a ‘No More Carry On’ campaign at the end of last year, which plays on the concept that while carry-on luggage is allowed, disruptive or abusive ‘carry-on- behaviour’ will not be tolerated.

Mr Goodwin said that the campaign’s message can still be seen on billboards across Australia’s airports.

“Airport staff will continue to ensure the safety of all passengers,” Mr Goodwin said.

“We know that the majority of travellers will do the right thing but please remember to respect fellow passengers and staff and we can all enjoy a great start to the Easter break.”

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