



Domestic Travel Guidelines

To make air travel safer and stress-free for you, airlines and airports have stepped up their sanitization standards and staff training. Do go through protocols followed by airlines and airports, and play your part too, in making travel safer for everyone. Please pay special attention to domestic air travel & state guidelines, especially those on quarantine, e-pass etc. to ensure hassle-free transit. Non-compliance of rules may lead to denial of boarding.

[TRAVELLER GUIDELINES](#)[AIRPORT PROTOCOLS](#)[AIRLINE PROTOCOLS](#)

Follow These Important Guidelines for Domestic Travel

We sincerely urge you to follow these compulsory travel guidelines listed out by the Ministry of Civil Aviation and other relevant authorities, for a safe and hassle-free flying experience!

- Passengers are required to wear face masks at all times, at the airport and in the flight.
- Passengers must arrive at the airport, using a personal or an authorized vehicle only.
- Travellers are advised to download and activate the Aarogya Setu app on their phones.
- Travellers are required to certify the status of their health through the Aarogya Setu app or a self-declaration form, and go through temperature screening.
- Only passengers who have completed web check-in will be allowed to enter the airport. Please do carry an e-boarding pass on your mobile. Alternatively, you can carry the printout of the boarding pass.
- Travellers should report to the airport at least 2 hours prior to the departure time. Boarding gates will close 20 minutes before departure.
- Only passengers who have flights departing in the next 4 hours will be allowed to enter the terminal building.
- Use of trolley is not allowed.
- Only 1 check-in baggage up to 20 kgs and 1 cabin baggage will be allowed per passenger.
- Travellers are required to print and paste a pre-filled baggage tag (included in booking) and affix it on the bags. Alternatively, they should mention the PNR number and name on paper and affix it on the bags.
- Elderly, pregnant and ailing individuals are advised to avoid air travel. Additionally, individuals who have been tested COVID-19 positive or are staying in a containment zone should not travel.
- No meal service, newspapers or magazines will be available on-board.
- Travellers will be required to sign self-declaration forms. In case of a PNR having more than one passenger, the declaration would be deemed to be covering all the passengers mentioned in the PNR.

[TRAVELLER GUIDELINES](#)[AIRPORT PROTOCOLS](#)[AIRLINE PROTOCOLS](#)

Stringent guidelines have been put in place by various airport authorities to ensure optimum safety for all travellers at all times. You are requested to cooperate with the authorities and play your part in enhancing safety for yourself and others.

Sanitised Environment

- Hand sanitizers made available at multiple locations within the airport.
- Usage-based sanitisation/disinfection of all passenger touch points conducted.
- Sanitisation of baggage before entry into the terminal and upon arrival.
- Mats/carpet soaked with bleach (Sodium Hypochlorite solution) placed at the entrance for disinfecting shoes.
- Clear, transparent glass shields installed as a barrier between the passengers and airport staff at high-traffic touch points such as entry gates, check-in counters, security checkpoints etc.

Note for Delhi Airport: All commercial flights are currently operating from Terminal 3.

Note for Mumbai Airport: All commercial flights are currently operating from Terminal 2.

Allocation of entry gates and check-in counters by airlines to distribute passenger load, as given below:

Airline	DEL Terminal	BOM Terminal	DEL Gate no.	BOM Gate no
Vistara	T3	International Terminal T2	1	2
Indigo	T3	International Terminal T2	5, 6	3
Spicejet	T3	International Terminal T2	2	7
AirIndia	T3	International Terminal T2	4	
AirAsia	T3	International Terminal T2	3	6
GoAir	T3	International Terminal T2	5, 6	

Trained Staff

- All airport staff provided with hand sanitizers and Personal Protective Equipment (PPE).
- For unaccompanied minors and passengers with special needs such as wheelchairs, the handling staff to be in full protection gear with pre-sanitised wheelchairs.

Safe Practices

- Adequate disembarkation points for vehicles provided to avoid crowding.
- Use of trolleys minimized/discouraged at the airport.
- Social distancing markings at a minimum distance of 1 meter and separated seating in the forecourt areas ensured. Select chairs marked 'Not for Use' to ensure adequate distancing.
- Separate areas earmarked for isolation and COVID-19 testing of suspected passengers.
- Separate entry gates designated for each airline to avoid overcrowding.
- Proper disposal of all biohazard materials ensured through special bins earmarked for used masks, tissues, gloves etc.
- No newspapers, magazines or non-essential loose items provided in the terminal building or lounges.

TRAVELLER GUIDELINES

AIRPORT PROTOCOLS

 AIRLINE PROTOCOLS

All domestic carriers are taking stringent precautions to ensure a safe flight for you. You are requested to cooperate with the authorities to enhance safety for yourself as well as your fellow-travellers.

Sanitised Environment

- Sanitisation of all aircrafts after every flight and at the end of the day, as per the Directorate General of Civil Aviation (DGCA) protocol.
- Use of HEPA filters to filter out particles and airborne contaminants such as viruses and bacteria.
- Adequate counters to facilitate easy baggage drop by the passengers.
- No printed receipts at baggage drop counters. Passengers to receive electronic receipts via SMS.
- Only digital payment accepted at ticketing and baggage counters.
- Passengers provided with protection kits (3-layered surgical masks, face shield and sanitizer) near the boarding gates, for use throughout the journey.
- Temperature screening of passengers at boarding. Symptomatic passengers are not permitted to board the aircraft.
- Airplane lavatories cleaned/sanitised after every hour during the flight.
- The buses used for boarding sanitised continuously.

Trained Staff

- All staff to follow proper hygiene standards, and wear protective gear (masks and gloves) at all times.
- All staff including the ground staff and crew to undergo regular health checks, and training on various protective/preventive measures.
- In case of COVID-19 related medical emergency on board, aircraft disinfection to be carried with special attention to the affected seats.

Safe Practices

- Boarding commences 60 minutes before departure to allow time for safety processes.
- Staggered sequential boarding in batches of 10 done to the extent possible.
- Use of lavatory and non-essential movement in the aisle to be minimised.
- No queuing allowed at the lavatory. Only one companion allowed for children and the elderly.
- No meal services or on-board sale of food items to minimize physical contact. Water bottle made available in the galley area or on the seats.
- Passengers not permitted to consume any eatables inside the aircraft during the flight (except on health grounds).
- No newspapers/magazines made available in the aircraft.
- Passengers required to complete web check-in prior to arriving at the airport. Airline to provide passengers with a facility to tele check-in.
- Self-declaration by passengers during web/ tele check-in required for issuance of boarding pass.

PLEASE NOTE: We strongly recommend that all symptomatic people should avoid travelling. Passengers who're tested positive will be sent to CCC/COVID Hospitals. Visit the Airline website for more details, exceptions and for those travelling for less than 14 days.