

AIR INDIA TO ELEVATE PASSENGER EXPERIENCE AT HYDERABAD AIRPORT WITH CITYSIDE CHECK-IN, BAGGAGE DROP FACILITY

Gurugram, 09 September 2024: Air India, India's leading global airline, will offer a cityside check-in and baggage drop facility at the Rajiv Gandhi International Airport at Hyderabad to ensure a smooth and seamless travel experience for its passengers flying with Air India, Vistara, and Air India Express.

This new service, located close to the parking zone at the ground level, offers easy access to passengers and removes the need to carry baggage to the departure level. This check-in option allows passengers to drop their bags at a location closer to parking and the bus station. Passengers now have the option to check in and drop off their baggage as early as 6 hours and up to 90 minutes before the scheduled departure of their flights.

The initiative reaffirms Air India's commitment to enhance passenger experience through strengthening and harnessing airport facilities. This service offers greater flexibility and smooth check-in process, allowing passengers to save on time and relax at the airport without having to carry their baggage with them.

This service is currently available for domestic flights only and caters to regular-sized baggage. Passengers travelling with oversized or excess baggage will need to use the check-in counters inside the airport terminal.

Key benefits of the facility include:

- **Convenience:** Passengers can check in at the ground level, close to parking and bus stations, without the need to carry their luggage to the departure level.
- **Time-saving:** Passengers can arrive at the airport, check in, drop off their bags, and spend more time with their loved ones or explore the dining and retail options at Aero Plaza before boarding.
- **Self-service features:** Passengers can choose their seats, update Flying Returns details, and print baggage tags from the check-in kiosks before dropping their luggage at the Self Bag Drop (SBD) machines.

This initiative is part of Air India's ongoing activities and collaboration with GMR to test new concepts at Hyderabad airport, reflecting the airline's commitment to improving passenger experience. Recently, Air India Group airlines have started the use of Self Bag Drop (SBD) machines inside the Hyderabad airport as well.

About Air India:

Founded by the legendary JRD Tata, Air India is a pioneer of Indian aviation. Since its first flight in 1932, Air India has built an extensive global network that spans 29 countries across five continents, connecting India with major destinations in USA, Canada, UK, Europe, Africa, Asia Pacific, Australia, and the Middle East.

After its homecoming in 2022, from the Government of India to the Tata group, Air India embarked on Vihaan.AI, a five-year transformation journey, with a vision to be a global airline with an Indian heart. The first two phases of this transformation, 'Taxi' and 'Take-off', were focused on fixing the basics and building foundations for growth. The airline has now entered the 'Climb' phase, which will focus on achieving excellence in operations and customer experience.

A member of Star Alliance, the largest global airline consortium of leading international airlines, Air India offers seamless connectivity to passengers as a full-service global airline, while its wholly owned subsidiary Air India Express operates as a low-cost airline flying within India and nearby countries.

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