The COVID19 Airport Passenger Journey Experience

playing our part in ensuring your safe travel
The Departure Passenger Journey at the Airport

A: Customer Journey to Airport
- Road Transport & Traffic

B: Primary Screening
- Entry Security Check

C: Airport Entrance
- Parking Management System

D: Parking/Drop Off
- Drop off zones

E: Security Screening 1
- Travel Document Check
- Luggage Screening
- Passenger Screening

F: Customs
- Border Control

G: Check - in
- Passport & Boarding pass Check
- Check in Bags
- Hand Luggage
- Queuing

H: Immigration
- Travel Document Check

I: Security Screening 2
- Hand Luggage Screening
- Body Screening

J: Waiting Lounge
- Eat, Read, Shop, Relax

K: Boarding Gate
- Queue Management
- Boarding Pass Check

L: Air side Bus
- To ferry passengers to assigned planes
Passengers advised to arrive 3hrs or earlier to allow added screening measures.

Passengers to maintain social distancing and wear masks at all times.

Sanitizing and Hand Washing areas provided.

Passengers will be subjected to security & temperature checks.
Temperature Checks will be done on terminal entry

Queue areas are marked with spacing floor stickers

Antimicrobial screens at check-in desks

Check-in counters are deep cleaned & disinfected regularly
Immigration counters are fitted with protective antimicrobial screens.

Queue areas are marked with spacing floor stickers.

Sanitizing facilities in designated points of the terminals.

Immigration counters are deep cleaned & disinfected regularly.
Passengers to maintain social distancing & keep masks on at all times.

Queue areas are marked with spacing floor stickers.

Penalties will go through non-invasive security screening.

Airport security trays & security screening facilities are deep cleaned & disinfected regularly.

Security screening staff wear personal protective equipment (PPE).
Boarding Gates

- Passengers to maintain social distancing & keep masks on at all times.
- Pre Boarding Seating arranged to encourage social distancing.
- Retail experience tailor-made to protect the health & safety of passengers.
- Sanitizing facilities in designated points of the lounges.
- Boarding areas are deep cleaned & disinfected after each flight.
Passenger Journey - Arrivals

The Arriving Passenger Journey at the Airport

A: Touch Down
B: Airside Bus to Terminal
C: Airport Terminal
D: Immigration/Port Health
   - Visa/Passport Check
   - Documentation
E: Baggage Hall
   - Baggage Delivery
   - Luggage Collection
F: Customs & KEPHIS
   - Scanning of prohibited goods
   - Border Control
G: Airport Exit
   - Pickup Points
   - Parking/Exit
   - Transport to City

The Transit Passenger Journey at the Airport

A: Touch Down
B: Airside Bus to Terminal
C: Airport Terminal
D: Security Screening 2
   - Hand Luggage Screening
   - Body Screening
E: Boarding Gate/Waiting Lounge
   - Visa/Passport Check
   - Documentation
F: Bus to Plane
Arrival Experience

- Passengers will undergo thermal temperature testing.
- Passengers complete Port Health - Health Declaration form & hand to the authorities on arrival.
- Passengers to maintain social distancing & keep masks on at all times.
- Passengers proceed through Immigration & collect baggage.
- Sanitized banks/forex bureaus & taxis.
Transit Experience

Passengers will undergo thermal temperature testing.

Passengers proceed to document check.

Passengers will go through non-invasive security screening.

1.5 m tr
Passengers to maintain social distancing & keep masks on at all times.

Pre Boarding Seating arranged to encourage social distancing.
Playing Our Part

In Response to Ministry of Health direction, we are:

1. Performing health checks on our staff daily.
2. Cleaning and sanitizing surfaces frequently.
3. Making hand washing/sanitizing and wearing of a face mask mandatory to all our staff.
4. Encouraging non-cash payment processes across our airports.
The Departure Passenger Journey at the Airport

A: Customer Journey to Airport
   - Road Transport & Traffic

B: Primary Screening
   - Entry Security Check

C: Airport Entrance
   - Parking Management System

D: Parking/Drop Off
   - Drop off zones

E: Security Screening 1
   - Travel Document Check
   - Luggage Screening
   - Passenger Screening

F: Check - in
   - Travel Document Check
   - Check in Bags
   - Hand Luggage
   - Queuing

G: Security Screening 2
   - Hand Luggage Screening
   - Body Screening

H: Waiting Lounge
   - Eat, Read, Shop, Relax

I: Boarding Gate
   - Queue Management
   - Boarding Pass Check
Passengers advised to arrive 2hrs or earlier to allow added screening measures.

Passengers to maintain social distancing and wear masks at all times.

Sanitizing and Hand Washing areas provided.

Passengers will be subjected to security & temperature checks.
Temperature Checks will be done on terminal entry

Queue areas are marked with spacing floor stickers

Antimicrobial screens at check-in desks

Check-in counters are deep cleaned & disinfected regularly
Passengers to maintain social distancing & keep masks on at all times

1.5 mtr

Queue areas are marked with spacing floor stickers

Airport security trays & security screening facilities are deep cleaned & disinfected regularly

Security screening staff wear personal protective equipment (PPE)

Passengers will go through non-invasive security screening
Boarding Gates

- Passengers to maintain social distancing & keep masks on at all times
- Sanitizing facilities in designated points of the lounges
- Retail experience tailor-made to protect the health & safety of passengers
- Pre Boarding Seating arranged to encourage social distancing
- Boarding areas are deep cleaned & disinfected after each flight
Domestic Passenger Journey - Arrivals

The Arriving Passenger Journey at the Airport

A: Touch Down
B: Airport Terminal
C: Port Health
  - Temperature Checks
E: Baggage Hall
  - Luggage Collection
G: Airport Exit
  - Pickup Points
  - Parking/Exit
  - Transport to City
Arrival Experience

1. Passengers complete Port Health - Health Declaration form & hand to the authorities on arrival.
2. Passengers to maintain social distancing & keep masks on at all times.
3. 1.5 mtr
4. Passengers proceed through Immigration & collect baggage.
5. Sanitized banks/forex bureaus & taxis.
In Response to Ministry of Health direction, we are:

1. Performing health checks on our staff daily.
2. Cleaning and sanitizing surfaces frequently.
3. Making hand washing/sanitizing and wearing of a face mask mandatory to all our staff.
4. Encouraging non-cash payment processes across our airports.
Wilson Airport

The COVID19 Airport Passenger Journey Experience

playing our part in ensuring your safe travel
Passenger Journey - Departures

The Departure Passenger Journey at the Airport

A: Customer Journey to Airport
- Road Transport & Traffic

B: Airport Entry
- Entry Security Check

C: Parking / Drop Off
- Drop off zones

D: Temperature Check

E: Check-in
- Passport & Boarding pass Check
- Check in Bags
- Hand Luggage
- Queuing

F: Security Screening
- Hand Luggage Screening
- Body Screening

G: Immigration
- Travel Document Check

H: Waiting Lounge
- Eat, Read, Shop, Relax

K: Boarding Gate
- Queue Management
- Boarding Pass Check
Passengers advised to arrive 2hrs early to allow added screening measures.

Passengers to maintain social distancing and wear masks at all times.

Sanitizing and Hand Washing areas provided.

Passengers will be subjected to security & temperature checks.
Passenger Check-In

Temperature Checks will be done on terminal entry

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Antimicrobial screens at check-in desks

Check-in counters are deep cleaned & disinfected regularly
Security Screening

- Passengers to maintain social distancing & keep masks on at all times
- Queue areas are marked with spacing floor stickers
- Airport security trays & security screening facilities are deep cleaned & disinfected regularly
- Security screening staff wear personal protective equipment (PPE)
- Passengers will go through non-invasive security screening
Immigration counters are fitted with protective antimicrobial screens.

Queue areas are marked with spacing floor stickers.

Sanitizing facilities in designated points of the terminals.

Immigration counters are deep cleaned & disinfected regularly.
Boarding Gates

- Passengers to maintain social distancing & keep masks on at all times
- Pre Boarding Seating arranged to encourage social distancing
- Sanitizing facilities in designated points of the lounges
- Boarding areas are deep cleaned & disinfected after each flight
Passenger Journey - Arrivals

The Arriving Passenger Journey at the Airport

A: Touch Down
B: Airport Terminal
C: Port Health
  - Temperature Checks
D: Immigration
  - Document Check
E: Baggage Hall
  - Luggage Collection
F: Airport Exit
  - Pickup Points
  - Parking/Exit
  - Transport to City

Domestic Passenger Arrival Experience

Start Here
Arrival Experience

Passengers will undergo temperature checks

Passengers proceed through Immigration & collect baggage

Passengers complete Port Health - Health Declaration form & hand to the authorities on arrival

Sanitized banks/forex bureaus & taxis

Passengers to maintain social distancing & keep masks on at all times
Playing Our Part

In Response to Ministry of Health direction, we are:

1. Performing health checks on our staff daily.
2. Cleaning and sanitizing surfaces frequently.
3. Making hand washing/sanitizing and wearing of a face mask mandatory to all our staff.
4. Encouraging non-cash payment processes across our airports.
5. Introduced de-centralised screening and boarding procedures to ease congestion at our departure terminal.
The COVID19 Airport Passenger Journey Experience

playing our part in ensuring your safe travel
Passenger Journey - Departures

The Departure Passenger Journey at the Airport

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C: Airport Entrance
- Parking Management System

D: Parking/Drop Off
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E: Security Screening 1
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- Queue Management
- Boarding Pass Check

L: Air side Bus
- To ferry passengers to assigned planes
Passengers advised to arrive 2Hrs early to allow added screening measures.

Passengers will be subjected to security & temperature checks.

Passengers to maintain social distancing and wear masks at all times.

Sanitizing and Hand Washing areas provided.

Airport Entry
Temperature Checks will be done on terminal entry

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Antimicrobial screens at check-in desks

Check-in counters are deep cleaned & disinfected regularly
1.5 mtr

Passengers to maintain social distancing & keep masks on at all times

Queue areas are marked with spacing floor stickers

Airport security trays & security screening facilities are deep cleaned & disinfected regularly

Security screening staff wear personal protective equipment (PPE)

Passengers will go through non-invasive security screening
Boarding Gates

Passengers to maintain social distancing & keep masks on at all times.

Sanitizing facilities in designated points of the lounges.

Boarding areas are deep cleaned & disinfected after each flight.

Retail experience tailor-made to protect the health & safety of passengers.

Pre Boarding Seating arranged to encourage social distancing.
The Arriving Passenger Journey at the Airport

A: Touch Down
B: Airport Terminal
C: Temperature Check
D: Baggage Hall
  - Baggage Delivery
  - Luggage Collection
G: Airport Exit
  - Pickup Points
  - Parking/Exit
Arrival Experience

Passengers will undergo thermal temperature testing

Passengers complete Port Health - Health Declaration form & hand to the authorities on arrival

1.5 mtr

Passengers to maintain social distancing & keep masks on at all times

Passengers proceed through Immigration & collect baggage

Sanitized banks/forex bureaus & taxis
In Response to Ministry of Health direction, we are:

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3. Making hand washing/sanitizing and wearing of a face mask mandatory to all our staff.
4. Encouraging non-cash payment processes across our airports.
ELDOROD INTL AIRPORT

The COVID19 Airport Passenger Journey Experience

playing our part in ensuring your safe travel
The Departure Passenger Journey at the Airport

A: Customer Journey to Airport
- Road Transport & Traffic

B: Primary Screening
- Entry Security Check

C: Airport Entrance
- Parking Management System

D: Parking/Drop Off
- Drop off zones

E: Security Screening 1
- Travel Document Check
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J: Waiting Lounge
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- Queue Management
- Boarding Pass Check

L: Air side Bus
- To ferry passengers to assigned planes
Passengers advised to arrive 2Hrs early to allow additional screening measures.

Passengers will be subjected to security & temperature checks.

1.5 mtr

Passengers to maintain social distancing and wear masks at all times.

Sanitizing and Hand Washing areas provided.
Temperature Checks will be done on terminal entry.
Queue areas are marked with spacing floor stickers.
Antimicrobial screens at check-in desks.
Check-in counters are deep cleaned & disinfected regularly.
Security Screening

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Security screening staff wear personal protective equipment (PPE)

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Passenger Journey - Arrivals

The Arriving Passenger Journey at the Airport

A: Touch Down
B: Airport Terminal
C: Temperature Check
D: Baggage Hall
   - Baggage Delivery
   - Luggage Collection
G: Airport Exit
   - Pickup Points
   - Parking/Exit

Passenger Arrival Experience At Eldoret Intl. Airport

Start Here
Arrival Experience

1. Passengers will undergo thermal temperature testing.

2. Passengers complete Port Health - Health Declaration form & hand to the authorities on arrival.

3. Passengers to maintain social distancing & keep masks on at all times.

4. Passengers proceed through Immigration & collect baggage.

5. Sanitized banks/forex bureaus & taxis.

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In Response to Ministry of Health direction, we are:

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#inthistogther

Kenya Airports

Kenya Airports Authority
The COVID-19 Airport Passenger Journey Experience

MOI INTL AIRPORT

playing our part in ensuring your safe travel
The Departure Passenger Journey at the Airport

A: Customer Journey to Airport
- Road Transport & Traffic

B: Primary Screening
- Entry Security Check

C: Airport Entrance
- Parking Management System

D: Parking/Drop Off
- Drop off zones

E: Security Screening 1
- Travel Document Check
- Luggage Screening
- Passenger Screening

F: Customs
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G: Check - in
- Passport & Boarding pass Check
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I: Security Screening 2
- Hand Luggage Screening
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J: Waiting Lounge
- Eat, Read, Shop, Relax

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- Queue Management
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L: Air side Bus
- To ferry passengers to assigned planes

Passenger Departure Experience At Moi Intl. Airport
Passengers advised to arrive 3hrs or earlier to allow added screening measures.

Sanitizing and Hand Washing areas provided

Passengers to maintain social distancing and wear masks at all times

Passengers will be subjected to security & temperature checks
Passenger Check-In

- Temperature Checks will be done on terminal entry
- Queue areas are marked with spacing floor stickers
- Antimicrobial screens at check-in desks
- Check-in counters are deep cleaned & disinfected regularly
Queue areas are marked with spacing floor stickers.

 Immigrant counters are fitted with protective antimicrobial screens.

Sanitizing facilities in designated points of the terminals.

Immigrant counters are deep cleaned & disinfected regularly.

For International travel.
Security Screening

- Passengers to maintain social distancing & keep masks on at all times
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- Airport security trays & security screening facilities are deep cleaned & disinfected regularly
- Security screening staff wear personal protective equipment (PPE)
- Passengers will go through non-invasive security screening
Passengers to maintain social distancing & keep masks on at all times

Retail experience tailor-made to protect the health & safety of passengers

Pre Boarding Seating arranged to encourage social distancing

Sanitizing facilities in designated points of the lounges

Boarding areas are deep cleaned & disinfected after each flight
The Arriving Passenger Journey at the Airport

A: Touch Down
B: Airport Terminal
C: Temperature Check
D: Immigration
E: Baggage Hall
  - Baggage Delivery
  - Luggage Collection
F: Customs & KEFPHS
  - Scanning of prohibited goods
  - Border Control
G: Airport Exit
  - Pickup Points
  - Parking/Exit
  - Transport to City
Arrival Experience

- Passengers will undergo thermal temperature testing
- Passengers complete Port Health - Health Declaration form & hand to the authorities on arrival
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