

Subject Area Title	FAQ's
<p>COVID Related (All COVID related FAQ's to be revisited prior to COD)</p>	<ul style="list-style-type: none"> • Is there a COVID-19 testing facility available at the Trivandrum Airport for All Domestic Arriving and Departing Passengers? <ul style="list-style-type: none"> • Yes, there is a Covid-19 (RT-PCR) testing facility available for All Domestic Arriving and Departing Passengers . • Valid ID proof such as Aadhar Card and Passport is a must <p>Amount charged for the test is Rs. XXX (as per the rate fixed by the government).</p> <ul style="list-style-type: none"> • Payment via cash and digital mode available. • Is there a COVID-19 testing facility available at the Trivandrum Airport for All International Passengers? <ul style="list-style-type: none"> • Yes, there is a Covid-19 (RT-PCR) testing facility available for All Domestic Arriving and Departing Passengers . • Valid ID proof such as Aadhar Card and Passport is a must <p>Amount charged for the test is Rs. XXX (as per the rate fixed by the government).</p> <ul style="list-style-type: none"> • Payment via cash and digital mode available • Are passengers allowed to board domestic flights after arriving from international destination on Vande Bharat mission /repatriation flights? <ul style="list-style-type: none"> • As per the current guidelines, passengers are forbidden to board the domestic flight after arriving on International (Vande Bharat Mission/Repatriation) flight. We encourage all such passengers to take prior approval from the relevant authorities including their home state and Municipal Cooperation of Greater Mumbai (Maharashtra Government) before they board the flight from their origin. • Is it mandatory to have Aarogya Setu app? <ul style="list-style-type: none"> • Aarogya Setu app is a tracking app. It is designed to track users that may have the coronavirus infection thereby enabling its registered users to be notified, traced and suitably supported. It also functions as an indicator of whether or not a user has been infected or likely to be infected. It is not mandatory but highly recommended/advisable for everyone including personnel working at the airport and passengers, to have the Aarogya Setu app installed on their mobile before entering the airport premises. • Is it safe to travel if the status on Aarogya Setu app shows red? <ul style="list-style-type: none"> • Passengers with Red display on Aarogya Setu app are advised not to travel and to maintain complete isolation to mitigate any possibility of spread of COVID-19. • What are the guidelines for International Transit passengers arriving from the UK, Brazil and South Africa taking connecting flights? <ul style="list-style-type: none"> • All international travelers coming from flights originating from United Kingdom, Europe and South Africa with connecting flights have to

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	<p>take a mandatory RT-PCR test on arrival at Trivandrum International Airport and can only travel after the confirmation of negative test. They are then requested to follow the state issued guidelines as per the final destination.</p> <ul style="list-style-type: none"> • What are the guidelines for International Transit passengers arriving from Europe and the Middle East (other than those in flights originating from Brazil, South Africa and the United Kingdom) and taking connecting flights? • All other international travelers coming from flights originating from Europe and the Middle East (other than those in flights originating from Brazil, South Africa and the United Kingdom) have to take mandatory RT-PCR test on arrival at Trivandrum International Airport and can take the connecting flight on the basis of the receipt of the test undertaken. • What are the hygiene protocol maintained at airport? • TRV has taken various precautionary measures for the safety of its personnel and passengers to prevent COVID-19 spread including: <ul style="list-style-type: none"> ○ Thermal screening of all passengers and staff; ○ Availability of hand sanitizers at all touch points; ○ Pre-planned seating arrangements in all areas to ensure social distancing ○ Regular sanitization of assets at all touch points; ○ Ensuring strict compliance of social distancing norms by the passengers and staff to minimize direct contact; ○ Pre-planned seating arrangements in all areas to ensure social distancing ○ Arrangement for proper disposing of used masks, face shields, gloves and PPEs etc. • Is RTPCR Mandatory for all Domestic Arrivals? • There is no need of RTPCR test in healthy individuals undertaking inter state domestic travel.
<p>At the Airport (Service related FAQ's to be revisited prior to COD)</p>	<ul style="list-style-type: none"> • How many Terminals does the airport have? There are in 02 Terminals • How early should I arrive at the airport before my flight? Please arrive at least 2 hours prior to departure of your domestic flights and 4 hours prior to departure for your international flights. • Is there Internet access or Wi-Fi at the Airport? In the Airport terminal there is an Airport Wi-Fi network that gives you access to the Internet free for *** minutes. It requires a valid Indian mobile number to access it. You can also buy Wi-Fi network for high speed after your free access is over at a minimal cost of *** • Can I smoke at the Airport?

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	<p>Smoking is only permitted in the designated areas at the smoking zone for both domestic and International passengers.</p> <ul style="list-style-type: none"> • What are the Terminal operating hours? All terminals are open 24x7 <p>What should I do if I lose or find something at the Airport?</p> <p>If you lose something on board the aircraft, in the terminal or in the airport coaches, then please fill the service form on lost and found page on the website or contact lost & found centre located in the terminal.</p> <p>If you find something, you can handover it to the employees at the Lost and Found counter.</p> <ul style="list-style-type: none"> • Can I exchange money at the Airport? <p>Yes, there is money transfer or currency exchange outlet at the Airport. There are ATMs provided by different banks as well.</p> <ul style="list-style-type: none"> • Is a parent allowed to accompany a child through check-in? <p>Parents of unaccompanied minors need to contact respective airlines for the handover procedure before check in. There is a procedure to be followed for Unaccompanied Minor (UNMR) OR young passenger (YP)</p> <ul style="list-style-type: none"> • What is the definition of an Unaccompanied Minor Passenger? <p>An unaccompanied minor is a child without the presence of a legal guardian. This term is used in immigration law and in airline policies. The specific definition varies from country to country and from airline to airline. Please check with the airline for further information</p> <ul style="list-style-type: none"> • Is there any Child Care lounge facility at the Airport? <p>Yes, there are XX Baby care rooms available at the Airport equipped with changing facilities and other basic hygiene amenities.</p> <ul style="list-style-type: none"> • Are there any facilities available for passengers with special needs? <p>Yes, the airport offers barrier free access for passengers. There are reserved parking slots, ramps & special rest rooms for passengers with special needs. In addition, wheelchairs are available at the departure ramp.. Customer service executives at the airport assist and guide you during the journey. For further assistance, you are requested to contact your respective airline or the Airport Terminal Managers.</p> <ul style="list-style-type: none"> • Can a pregnant woman travel on domestic/international flights? <p>In most cases it is safe for women, with a normal pregnancy, to travel by air. However, a fitness certificate (certifying that the pregnant lady is fit to travel by Air) is required by the concerned doctor. Women above 32 weeks pregnancy are not allowed to travel by air. For further information please contact your respective airline.</p> <ul style="list-style-type: none"> • Is there any waiting room facility available at the Airport?

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	<p>Passengers holding a valid ticket to travel within the next 24 hours can access the visitors lounge at Terminal <u>XX</u>. Please note that visitor entry to terminals and lounges may be restricted without prior notice due to security or operational reasons.</p> <ul style="list-style-type: none"> • Can I buy items from duty-free shop when I visit the Airport? <p>Yes, only international passengers can buy items from the duty-free shops. Passport is mandatory for Duty free purchase.</p> <ul style="list-style-type: none"> • Can I carry medicines on board? <p>Medicines in limited quantities which are necessary or appropriate for the guest during the journey, may be carried. For larger quantities a doctor's prescription is mandatory. Please get in touch with the respective airline for more information. Please Note Liquids, Aerosols and Gels of 100 ml quantity only are permissible to be carried on person due to Security reasons.</p> <ul style="list-style-type: none"> • Is there any Pharmacy? <p>Yes</p> <ul style="list-style-type: none"> • Where Can I give feedback / make a query about the Airport? <p>Please Email your Feedback to <u>****</u></p>
Baggage	<ul style="list-style-type: none"> • Can I store my baggage at the Airport? <p>At present we do NOT have any Cloak Room/Left Luggage Room Facility at TRV Airport.</p> <ul style="list-style-type: none"> • What Can and Can't I put in my hand luggage? <p>You can only take small quantities of liquids in your hand luggage. There is a total ban on hazardous substances. Each airline has a definite guideline with regards to baggage. Kindly contact your airline for all questions related to carry on and or check in baggage.</p> <ul style="list-style-type: none"> • Can I buy suitcase and luggage bags at the Airport? <p>Yes, there are multiple shops available at the Airport where you can buy bags and suitcases.</p> <ul style="list-style-type: none"> • How much luggage can I check in free of charge? <p>You can take up to 15kg of checking bag without any extra charge. Each airline has a defined guideline with regards to baggage. Kindly contact your airline for all questions related to carry on and or check in baggage.</p> <ul style="list-style-type: none"> • Can I travel with my wheelchair? <p>Most airlines allow passengers with disabilities to take their wheelchairs with them. However, you should inform the airline about this when you book your ticket. If you have a battery-powered wheelchair, the battery must be disconnected, and the battery terminals prevented from short-circuiting when you check the wheelchair in. You should report first of all to the check-in desk at the airport.</p>

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Getting to and from the Airport	<ul style="list-style-type: none"> • How do I get to the airport on public transport? There is public transport available for the Airport from the city • I want to pick someone up from and drop someone to the Airport. Which is the best place to wait or park? The drop and pickup zone are available in front of the terminal on the departure as well as arrivals. These can be used to pick up or drop off passengers free of charge. However, there is a charge for parking the vehicle in the parking zone.
Car Rentals / Taxi's / Parking	<ul style="list-style-type: none"> • How do I plan my onward route from the Airport? You could use any of the following options: Hire a car from the car rental counters Hire a taxi from Public bus service Prepaid Taxis. • Can I pre-book a car? The Cars can be pre-booked through the App Based Car booking and other facilities available at the airport. • Can I reserve a parking space? You can't reserve a parking space, but the Airport offers a car park guarantee for the lowest-priced car parks. • How do I get to the Terminal from car park? Car park is located at **** • What mode of payment can I used for parking payment? You can use any kind of digital payments as well as cash payments. • Can I get a receipt of the parking? Yes, you will get a parking receipt when you park your vehicle.
Travelling with Children	<ul style="list-style-type: none"> • My child is flying alone. Can I go with him to the gates? No, one has to follow the procedure of UNM or YP prescribed by the policy depending on the airline that person is travelling. • Where are the baby changing facilities available at the airport? There are baby changing facilities on *** level of the terminal • How old must a child be to travel alone? The minimum age for children travelling alone varies between 5 and 16, depending on the airline. Please get in touch with the airline for more information.

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	<p data-bbox="555 271 1305 300">Can I take food and drinks for my child on board the aircraft?</p> <p data-bbox="555 322 1453 423">You can take medicines and special food, such as baby food, which you will need during the flight, in your hand luggage. You may have to provide accompanying documentation.</p>
<p data-bbox="204 450 512 517">Checking In & Security Check point</p>	<p data-bbox="555 450 1321 479">If I am pregnant, do I need to go through the security scanner?</p> <p data-bbox="555 501 1477 602">Anyone who would like to enter the secure area must go through a security check. This means that pregnant women also must pass through the scanner at the security check.</p> <p data-bbox="555 624 1477 759">The following is information on the pass-through metal detectors: The metal detectors generate a low-frequency magnetic field to detect metal. The electromagnetic field that is generated is comparable to common household devices or other electronic devices.</p> <p data-bbox="555 781 863 810">The radiation is harmless.</p>