



## First Operational Trial at St Helena Airport

The first Airport Operational Readiness Trial was held on Saturday 30 April 2016. Our thanks and appreciation go to all those who volunteered as 'passengers' and to the friends & family who accompanied them to see them off on the 'flight' and to then welcome them back.

It was useful to see all of the systems and areas at the Airport being used as if it was an actual flight day. On the landside, available to both passengers and to their meeters & greeters, there was the Currency Exchange & Banking facility, the Tourist Information Office, the Landside Gift Shop and the Landside Restaurant. The Airside Café also proved very popular with departing passengers.

Testing all of the passenger handling procedures has helped Airport staff to ascertain if there are any bottlenecks or problems in the system, and the two further trial days will refine this practical information. The feedback received has been taken on board and improvements are currently underway.

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# St Helena Airport



Volunteer 'Passengers' at Check-in



Volunteer 'Passengers' in the Departures Lounge

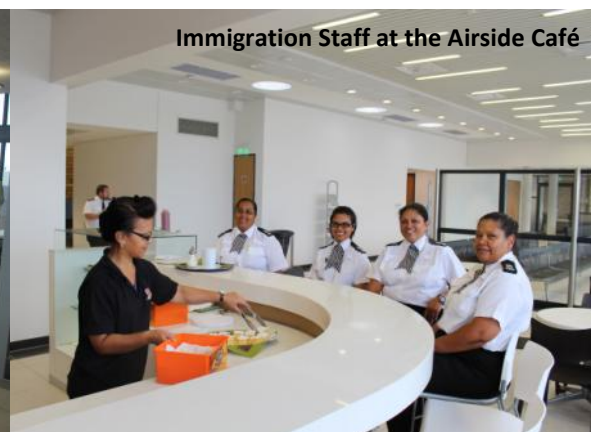
## Thanks to the Rose & Crown

Our thanks also go to the Rose & Crown, who operated the Airside Café, the Landside Gift Shop and the Landside Restaurant on the day of the trials. All three proved very popular with 'passengers', especially the snacks and light meals served at the Café and Restaurant.

The Rose & Crown is the preferred bidder to operate the Airside Café, Duty-free Shop and Landside Gift Shop at St Helena Airport. Tara Wortley commented that the trial was 'a great opportunity to test our service set-up and showcase what we can offer' and that 'overall the day was a success'.



Landside Restaurant - Volunteer 'Passengers' and 'Meeters & Greeters' enjoying lunch



Immigration Staff at the Airside Café

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## Second Trial Day Planned for Saturday 7 May

The second Operational Readiness Trial is planned for Saturday 7 May 2016. Volunteers who have 'booked' their flight on 7 May with the Access Office are asked to bring friends & family along on the day of the trial to play the role of Meeters & Greeters. We ask volunteers to please make this as realistic as possible. For example, if your entire family would normally come to the Wharf to see you off on the RMS, then please ask them to come along to St Helena Airport to see you check-in for the 'flight'. There is no limit on the number of accompanying friends & family that volunteers can bring along on the day.

For the trial on 7 May, St Helena Airport will only be open to volunteers playing the roles of Passengers and to their accompanying friends & family playing the roles of Meeters & Greeters. The Airport will not be open to the general public on Saturday 7 May 2016. This is to allow staff to test particular scenarios on the day.



Volunteer 'Passengers' and 'Meeters & Greeters' arriving at the Terminal



Security Area



Volunteer 'Passengers' going through the Arrivals process



Volunteer 'Passengers' in the Landside Concourse

## Boarding Instructions for 'Passengers' on Saturday 7 May

The Tourist Information Office, the Currency Exchange & Banking facility, the Landside Gift Shop and the Airport Restaurant will all open at 9am on Saturday 7 May. These facilities are available to all 'Passengers' and 'Meeters & Greeters'.

The 'flight' is scheduled to depart St Helena Airport at 12.30hrs. 'Check-in' will commence at 9.30hrs and will finish at 11.30hrs. Any passenger arriving later than 11.30hrs will not be checked in and will miss their 'flight'.

In order to 'check-in' for your 'flight', you will need to bring along your Passport. If a passenger does not have a Passport, please bring along another form of Identification - for example a birth certificate or drivers licence. *Please note that the alternative form of identification is allowed for the purposes of the trials only - a Passport will be required for international travel.*

Passengers are asked to bring one piece of hand luggage - for example, a bag or case that could be carried on to the aircraft - plus their hold luggage. Economy Class passengers are able to check-in one item of hold luggage of up to 23kg and Business Class passengers are able to check-in one item of hold luggage up to 32kg in weight. To make this as realistic as possible, it would be appreciated if passengers could fill their luggage (we need some large suitcases too).

Passengers can drive to the Airport and park in the car park area. Baggage carts will be available at the Terminal entrance to assist with taking baggage through to 'check-in'.

Once the Departures process is complete, volunteers will act as arriving passengers and will be taken through the Arrivals process. Basil Read anticipates that the trial will be completed at around 12.30hrs.

In order to assist with identifying issues that need attention, we will be issuing passengers with a short questionnaire which will be used as their Boarding Card. It would be appreciated if all questionnaires could be completed and handed into the Customs Officer 'on arrival', as this will act as the passenger's Immigration & Customs card. There will be staff at the Airport to assist with questionnaires.

A number of personnel from the Police, Customs, Immigration and Bio-Security will be in attendance for the trial. Some staff will be undergoing training on the day, so we ask for your patience. The number of personnel required will be reduced for actual Airport operations. Please remember that the officials are there to assist you and that they will be happy to answer any queries.

Our thanks once again to all our 'Passengers' and 'Meeters & Greeters'. We very much appreciate the interest and support from the community and look forward to receiving your feedback on the trials.