

FLY SAFE. **STAY SAFE.**

PASSENGER GUIDELINES



Thank you for choosing SpiceJet as your preferred airline. We want to reassure you that we have been working round-the-clock to make your travel experience safer.

Mentioned herein are a few measures we have taken in the process, and also some very specific guidelines that need to be followed by you – from now until the end of your journey. Kindly go through and strictly adhere to these guidelines.

WEB CHECK-IN PROCESS



You can web check-in on our website www.spicejet.com or using the SpiceJet App.

Web check-in is mandatory for all domestic flights and closes 60 minutes prior to departure. For assistance with check-in or re-issuance of boarding pass through Reservations, a facilitation fee of INR 200 per passenger will be charged. Bookings made under the fares of armed forces, senior citizens, unaccompanied minors and for passengers with medical conditions/stretchers are exempted from this fee.



One check-in bag of up to 15 kg and one hand bag of up to 7 kg are allowed. Pay for any additional baggage during the booking flow or while you web check-in.



Boarding card will be emailed to you post web check-in.



You can also travel with your Mobile Boarding Pass.

BEFORE YOU STEP OUT



Ensure that you have multiple digital payment apps on your phone, so that you can avoid cash transactions at the airport.



Please view the state-wise guidelines carefully.

[CLICK HERE](#)





ENTRY TO THE AIRPORT



Always wear a mask and maintain social distancing during the entire journey.



Arrive at the airport at least 2 hours prior to departure. Check-in and baggage drop will close 1 hour prior to departure time. Boarding gates will close 20 minutes prior to departure time.



While you enter the airport, a green status on your Aarogya Setu app is mandatory. Only children below 14 years of age are exempted from this rule.



You have to show your identity card, printout of boarding pass or mobile boarding pass to the CISF staff at the entry gate.



A temperature check will be done before you access the terminal building.



Use of trolleys in the airport terminal should be avoided.

INSIDE THE AIRPORT



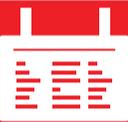
Within the airport, please avoid touching surfaces as much as possible.



You are encouraged to use the restrooms at the airport to avoid visiting one at the aircraft considering that the aircraft lavatories are compact.



Maintain social distancing within the airport premises and keep using hand sanitisers. Do not use chairs marked 'Not for Use'.



Please pay attention to the various communication material displayed at the airport about various advisories and follow them strictly.



Baggage drop-off



BAGGAGE DROP



Baggage drop closes 60 mins prior to departure.



To check-in your bag, place it on the conveyor belt at the Baggage Drop counter.



Instead of paper receipt, you will now receive an SMS for your checked-in baggage.

BOARDING

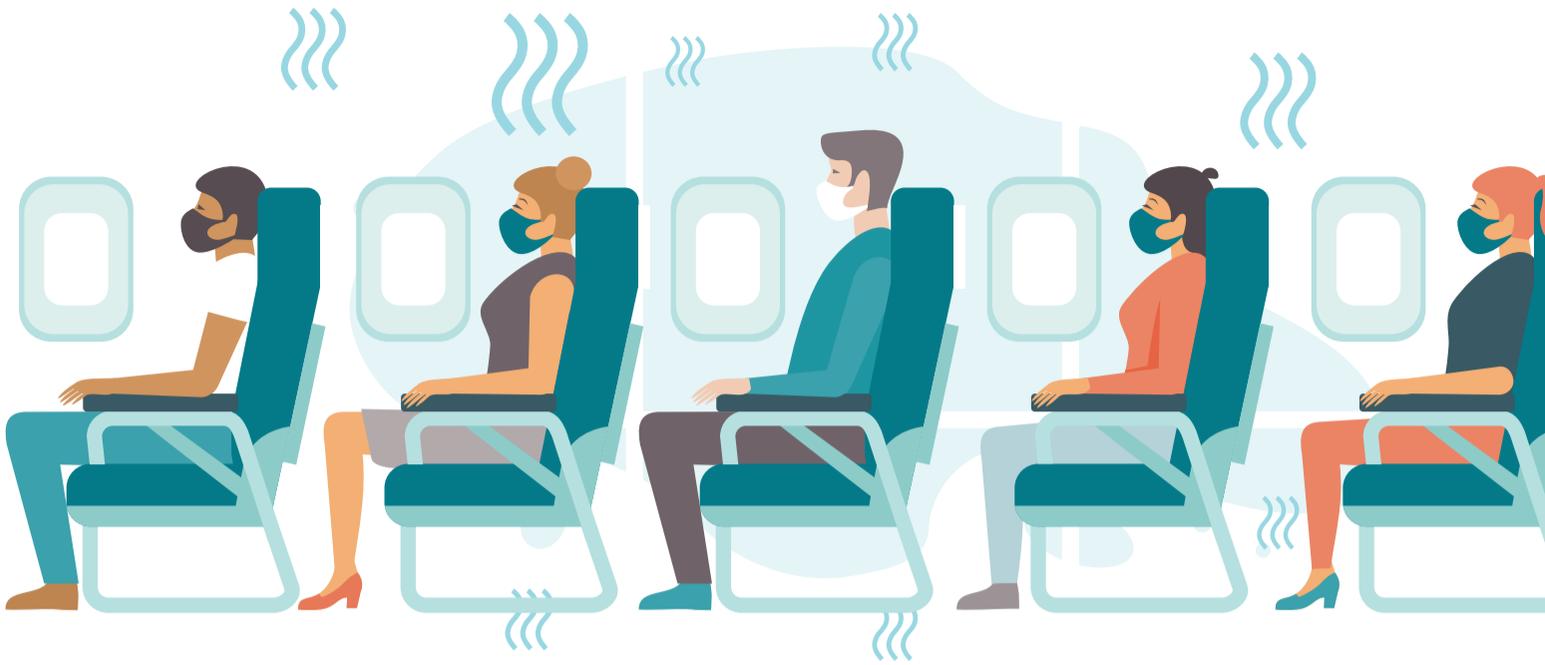


You are encouraged to self-scan boarding passes. Display your identity card to the airlines official.



We will maintain social distancing by boarding fewer customers at a time. Please follow our boarding instructions carefully.





INSIDE THE CABIN, **AIR FLOW FROM THE CEILING TO FLOOR**, NOT FRONT TO BACK

IN-FLIGHT



During the flight, passengers should strictly follow the hygiene and sanitisation protocols.



Meals and sandwiches along with beverages are available for pre-booking on SpiceJet flights, at discounted rates.

Our on-board menu offers a variety of ready-to-eat products, munchies and beverages to choose from.



We also encourage you to limit your movement in the aircraft cabin. Once seated, avoid getting up until arrival and avoid visiting lavatories, unless absolutely necessary.



DISEMBARKATION

We are implementing front-to-back deplaning process as customers exit the aircraft. While disembarking, passengers should strictly follow social distancing norms.



BAGGAGE COLLECTION

There should preferably be one person from the family to collect the bags.

Please keep your face masks on, follow social distancing and maintain all precautions while collecting your luggage and exiting the terminal building.

Dispose used masks and gloves in the biohazard waste bins only. These can be found at the terminal exit.

Upon arrival, passengers should comply with the health protocols of the respective state/UT.



DON'T FLY IF YOU ARE NOT WELL

The health and safety of our customers and crew members is our top priority. In case you do not feel well or are concerned that you may have Coronavirus, please do not fly until cleared to travel by a doctor.



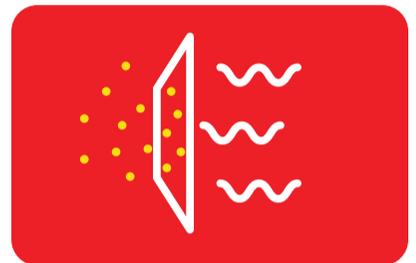


STATE-OF-THE-ART AIR CIRCULATION SYSTEM

The cabin airflow in our aircraft rules out spread of airborne diseases. The cabin air does not circulate from front to back. It only flows from the ceiling to the floor and gets absorbed for filtration.

HEPA FILTERS

All our aircraft use High-Efficiency Particulate Air (HEPA) filters (like those found in hospitals) that remove up to 99.9+% of airborne particles such as viruses and bacteria.

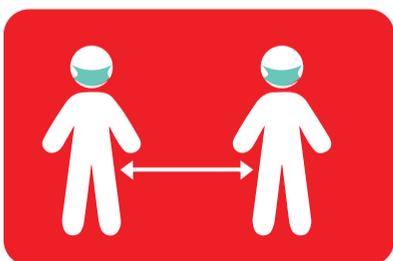
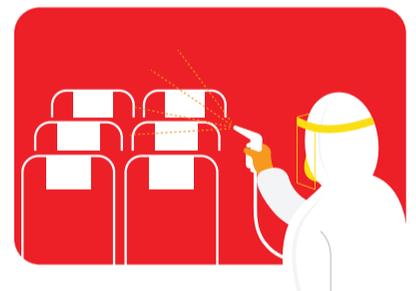


SYNTHETIC LEATHER SEATS

We are equipping our aircraft with synthetic leather seats. These non-porous seats make it difficult for viruses and particles to penetrate inside them and can be easily wiped off compared to standard fabric seats.

CABIN SANITISATION

We have implemented the best-in-class cleaning procedures on all our aircraft in addition to disinfecting customer touch points and surfaces before every flight. The cleaning procedure for flights includes a thorough wipe down using an effective, high-grade Boeing-approved disinfectant across aircraft interiors, including the places customers touch most - the tray tables, seat covers, armrests, seatbelts, window shades, lavatories and their knobs.



PROTECTIVE MEASURES:

All passengers must wear a mask covering their nose and mouth and maintain social distancing during the entire journey. All our crew members and ground services personnel are fully vaccinated and will be wearing a mask covering their nose and mouth, to deliver a safe travel experience.