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Early check-in made easy for passengers at Singapore Changi Airport

SINGAPORE, 9 March 2016 – More passengers departing from Singapore can now enjoy early check-in with a range of airlines at Changi Airport. Since the start of the year, common early check-in counters have been set up at Terminals 2 (Row 7) and 3 (Row 10), and an early check-in lounge at Terminal 1 (near Row 5), to facilitate early check-in.

The counters and the lounge – open from 6.00am to midnight daily – serve as a common one-stop service point for passengers travelling with 23 participating airlines. Check-in is available from 12 or 24 hours before the

flight's scheduled time of departure (STD), depending on the airline. The 23 airlines serve more than 3.7 million passengers a year, or 13 per cent of passengers departing from Changi Airport.

Besides the airlines served at the common counters, another 25 airlines separately offer an early check-in service at their own counters^[1]. Including these, early check-in of at least four hours before STD is presently available to more than 80% of departing passengers. Changi Airport Group (CAG) is working with airlines and ground handlers to increase this figure.

The provision of early check-in options will benefit passengers, especially visitors to Singapore who may have to check-out of their hotel rooms hours before their flight. Earlier entry into the transit areas also means more time for passengers to enjoy Changi's award-winning facilities. It allows for a more relaxing departure experience as there will be no need for passengers to rush.

Based on a CAG survey, more than 40 per cent of travellers are not aware of the availability of early check-in when flying. Hence, some don't see the need to plan to arrive at the airport early. Unfortunately, perhaps due to traffic congestion on the way, passengers do end up arriving late. It is estimated that each year, for various reasons, more than 10,000 passengers fail to check in for their flights at Changi.

More efficient operations

In addition to the benefits to passengers, early check-in also helps to boost operational efficiency and productivity. Mr Albert Lim, Vice President for Passenger Experience at CAG said, "Early check-in smoothens the flow of passengers beyond the peak period, which starts at about two hours before STD. Reducing the peak load shortens queues and lessens the stress on the check-in team. Overall, there is a better travel experience for passengers. At the same time, it allows for more optimal utilisation of check-in resources, resulting in capacity and productivity gains."

"Changi Airport is one of the first airports in the world to offer a common early check-in service across airlines. We want to give passengers the flexibility to design their own travel experiences by making early check-in easier and more readily available," he added.

CAG will be collaborating with hotels and other partners to raise awareness of the airport's early check-in options. The common early check-in initiative is supported by the Civil Aviation Authority of Singapore.

[\[1\]](#) See Annex A for list of airlines with common and dedicated early check-in. Group check-in is available at the airlines' check-in counters.

About Changi Airport Group

Changi Airport Group (Singapore) Pte Ltd (CAG) (www.changiairportgroup.com) was formed on 16 June 2009 and the corporatisation of Singapore Changi Airport (IATA: SIN, ICAO: WSSS) followed on 1 July 2009. As the company managing Changi Airport, CAG undertakes key functions focusing on airport operations and management, air hub development, commercial activities and airport emergency services. CAG also manages Seletar Airport (IATA: XSP, ICAO: WSSL) and through its subsidiary Changi Airports International, invests in and manages foreign airports.

Changi Airport is the world's seventh busiest airport for international traffic. It served a record 55.4 million passengers from around the globe in 2015. More than 350 retail stores and 160 F&B outlets are situated across three terminals to cater to passengers and visitors. With over 100 airlines providing connectivity to 320 cities worldwide, Changi Airport handles about 6,800 flights every week, or about one every 90 seconds.