



A new travel experience awaits with T4's boutique design and innovation in technology

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Changi Airport unveils upcoming Terminal 4

SINGAPORE, 25 July 2017 – Changi Airport today unveiled its soon-to-be-opened Terminal 4 (T4). The terminal presents a new travel experience with its boutique design and innovative use of technology. T4 will be the first terminal at Changi Airport to offer end-to-end Fast and Seamless Travel (FAST) for departing passengers.

With the extensive use of technology, including facial recognition software, FAST redefines the passenger's travel experience, enhances operational

efficiency and raises productivity. Passengers will enjoy the flexibility of checking in at their own convenience, without having to wait for counters to open. FAST will also yield productivity gains with manpower savings of about 20% expected in the longer term, when operations have stabilised.

T4 has a total floor area of 225,000 square metres including the two-storey terminal, car parks and taxi deck. The project was completed after three years of construction. Although just half the size of Terminal 3 (T3), the planners and designers of T4 have managed to deliver a terminal that will have a capacity of 16 million passenger movements a year, two-thirds that of T3.

A unique and boutique design

T4's design theme is fun, vibrant and positively surprising. There is a sense of space – a hallmark of Changi Airport – brought about by a high ceiling and height limits for equipment and machines. The terminal's showpiece is a Central Galleria (300m long x 18m wide x 23m high) which separates the public zone from the transit area. This visual-transparent concept provides a clear view from the check-in hall through the transit area and, at some locations, even right up to the boarding gates. A long goodbye to a loved one is certainly possible!

Due to its compact size, T4 will have centralised areas for departure and arrival immigration as well as pre-board security screening. This provides for more optimised deployment of manpower and equipment. In the Departure Hall, the check-in islands are angled towards the common immigration control area, to create natural and intuitive wayfinding for passengers.

T4's interior design is based on a symmetrical petal design, inspired by the orchid petal. This contemporary motif appears ubiquitously in various locations within T4, such as on the skylights, marble flooring and carpets to create a coherent design language that adds to its boutique feel.

With skylights and glass walls allowing natural light in, T4 not only provides a naturally ambient daytime experience for passengers, it also simulates a natural environment of plants and trees. At T4, landscaping covers 2,000 square metres and it is home to 186 large trees. Along the boarding corridor, 160 ficus trees form a boulevard of trees, separating the boarding area from the common area at the departure gates.

A theatre of experience

With a rich tapestry of culture and technology, T4 is set to invoke an emotional connection with passengers, engaging them through a theatre of different experiences, heritage-themed facades, immersive LED digital displays and more.

The art collection at T4 features an eclectic mix of contemporary works by local and foreign artists, with a diverse blend of mediums, sizes and imagery. Each piece was conceptualised and designed with careful consideration as to how it would embellish the terminal's design and architecture, weaving in a narrative that converges art and travel.

Ms Poh Li San, Changi Airport Group's (CAG) Vice President, T4 Programme Management Office, said, "T4 was conceived with the vision to rethink travel, push boundaries and break new ground. Through innovative concepts of operation and terminal design, we sought to address our capacity needs as well as improve efficiency and manpower productivity."

"For the passenger, we wanted to delight them with "wow" features and showcase our local culture and architectural history at the Heritage Zone. We look forward to welcoming the public to our Open House in August, and passengers when we open T4 for operations later this year."

Airline operations

Nine airlines will operate at T4 – the Air Asia Group (of four airlines), Cathay Pacific, Cebu Pacific, Korean Air, Spring Airlines and Vietnam Airlines. Together, they serve an estimated eight million passengers at Changi Airport each year.

Two lounges - Cathay Pacific's First and Business Class Lounge as well as Blossom – SATS & Plaza Premium Lounge (Blossom Lounge), a pay-per-use lounge managed by SATS and Plaza Premium, are located at level 2M within the transit area.

With T4, the total handling capacity of Changi Airport will be raised to 82 million passengers per annum. There will thus be more capacity at Changi's terminals to support the growth plans of all airlines.

Retail offerings

T4 will also be a shopping and dining haven, with more than 80 retail and F&B outlets featuring popular brands and unique experiential zones. This includes an integrated duty-free zone covering both liquor & tobacco and cosmetics & perfumes products. Shoppers will be able to pay for their purchases at common cashier counters.

New at Changi Airport, the Heritage Zone designed with the evolving architecture of shophouse facades, provides passengers a glimpse of Singapore's unique cultural heritage, while housing a range of traditional retail and dining offerings. Renovation and fitting-out works of stores and restaurants are well in progress to prepare for operations when T4 opens.

Strong response to Open House

There has been a strong response to the T4 Open House which is scheduled to run from 7 to 20 August 2017, with all 200,000 tickets taken up.

CAG will decide on the commencement date for T4 operations when operational readiness trials – currently in the final stage – have been completed. These trials will involve commercial flights operated by airlines moving to the terminal.

More information is available at T4.changiairport.com.

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Please also refer to the release “Changi Airport’s Terminal 4 to feature grand-scale kinetic sculpture, contemporary art and immersive digital experience” and the following facts sheets:

1. An Overview of T4
2. FAST at T4
3. Retail offerings at T4

4. Art and Entertainment Features at T4

5. The Numbers of T4

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 sixth busiest airport for international traffic. It served a record 58.7 million passengers from around the globe in 2016. Including the soon-to-be-opened Terminal 4, Changi Airport will have 400 retail and service stores, as well as 140 F&B outlets. With over 100 airlines providing connectivity to 380 cities worldwide, Changi Airport handles about 7,000 flights every week, or about one every 90 seconds.