



A host of new attractions and facilities, as well as new retail and dining concepts, elevate the Changi Experience to new heights

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## Refreshed Changi Airport Terminal 2 fully reopens

**SINGAPORE, 1 November 2023** – After three and a half years of engineering and expansion works, Terminal 2 (T2) has fully reopened ahead of schedule, restoring four-terminal operations at Changi Airport. T2's completion is timely and needed to meet capacity requirements, in anticipation of full travel recovery to pre-Covid levels in 2024. The T2 expansion project has added five million passengers per annum (mppa) to Changi's capacity, bringing the airport's total handling capacity to 90 mppa.

Speaking at the T2 Expansion Opening Ceremony today, Guest of Honour Mr Teo Chee Hean, Senior Minister and Coordinating Minister for National Security, said, “The T2 expansion project started in January 2020, two months before Singapore closed its borders because of the Covid-19 pandemic. At the time, no one knew how severe the pandemic would be, or how long it would last. But Changi Airport Group (CAG) pushed ahead with the T2 expansion, driven by the conviction that our Changi air hub would not only recover from the pandemic, but emerge stronger.”

### **Nature and immersive experiences in the terminal**

T2’s design philosophy is guided by a nature-inspired theme, with key touchpoints being transformed within the terminal. From ceiling designs to wall finishes mimicking natural landforms to the choice of carpet patterns and horticulture displays, elements of nature are seamlessly incorporated throughout the terminal. Lush green columns adorned with a diverse array of plants contribute to creating a serene and soothing atmosphere, fostering tranquility and relaxation for passengers and visitors alike.

At the heart of T2’s departure hall is a 14-metre-tall digital display, dubbed **The Wonderfall**. Set amid a vertical garden, The Wonderfall captures the essence of nature’s raw beauty in breathtaking detail. Onlookers are transported to an immersive world of wonder with a majestic waterfall cascading over megalithic boulders.

*Dive into the enchanting Dreamscape and immerse in an unforgettable experience.*

Inside the departure transit area, a brand-new garden - **Dreamscape**, mesmerises with its enchanting array of plants amid a meticulously landscaped backdrop, brought alive by a ‘digital sky’ which changes its hues depending on the time of day.

The T2 expansion project has added more than 21,000 square metres to the terminal building to support additional infrastructure, new systems, and more

retail offerings. With a central common-use Fast and Seamless Travel (FAST) zone, the number of automated check-in kiosks and bag drop machines have almost doubled. The immigration halls have been expanded to support additional automated immigration lanes allowing more passengers to be served at any time.

T2 is also the first terminal in Changi to have automated Special Assistance Lanes for persons with disabilities and young children at both arrival and departure immigration. A new early baggage storage system has also been installed that is fully automated with the capacity to handle up to 2,400 bags.

With 16 airlines<sup>[1]</sup> operating at T2, the terminal has flights connecting to 40 cities. Close to 10 million passengers have been served at T2 since May 2022 when the terminal's arrival south wing was first reopened. For the month of September 2023, passenger traffic at Changi Airport was about 90% of pre-Covid levels.

Mr Tan Lye Teck, CAG's Programme Director for the Terminal 2 Expansion Project, said, "Changi Airport has always been pushing the boundaries of airport service and innovation, while staying ahead of the latest trends in digital as well as retail and dining offerings. With T2, we sought to enhance the passenger experience, bringing together a modern terminal inspired by nature, with immersive digital experiences, innovative technology, as well as transformative retail and dining concepts that create a sense of place. This expansion project augments Changi's handling capacity, allowing us to serve more passengers in the years ahead. We hope T2 will set a new benchmark for customer service and delight among airports. And we hope every user will find great pleasure and discover wonder whenever they travel through T2."

### **Refreshed tenant mix adds new buzz to retail-tainment and dining scene**

Beyond a bustling air hub, Changi Airport continues to build its reputation as a world-class lifestyle destination. In the past month, more retail and food & beverage stores have opened in both T2's public and transit areas, bringing a touch of magic to the visitor journey.

Visitors to the public areas of T2 will be treated to a range of novel concepts, including Southeast Asia's first **Funko** pop-up. Not only will collectors be able to get their hands on Singapore's exclusive Merlion among other popular



figurines, but also be able to pose with larger-than-life Funko statues of their favourite characters, straight out of fiction.

The departure hall also welcomes three homegrown brands which are new to Changi. Take home **Lynk Fragrances'** scents and products which are proudly handmade in Singapore, indulge in authentic Peranakan confectionaries at **Baker's Well**, or fill up on local *kopitiam*(coffeeshop) fare at **Café O** which features unique *prata* flatbread delights.

Changi Airport's first landside duplex cafe, **Jones the Grocer**, is another exciting addition to the departure hall. This well-known artisanal café features a grab-and-go deli-style food counter at the ground level, which is now open, as well as an upper-level bar and restaurant complete with a show kitchen, set to open later this year. Korean fast-food chain JINJJA Chicken is back at T2 with a refreshing new concept known as **JINJJA Kitchen** serving hotplate *bulgogi* (grilled meat) and trendy Croffles (croissant waffles).

*Enjoy a visual feast of Li Bai's moonlit reverie while waiting for Toni's mechanical artistry to serve up some cocktails.*

Over in transit, travellers will be greeted by the newly opened **Lotte Duty Free Wines & Spirits**. This grand double-storey store not only retails a plethora of fine liquor, but also showcases a first-in-airport robot bartender Toni. Above the bar, a massive 30-metre circumference LED ring plays scenes of the moon reflected in a lake, a homage to Tang dynasty poet Li Bai's famous work, *Drinking Alone Under the Moon*.

Visitors to Lotte's luxurious lounge at the upper level, known as the **Forest of Li Bai**, can sample a range of 18 whiskey choices from an impressive wall of dispensers, take photos with famous K-pop artistes in the smart selfie mirror, and admire the vivid colours of the LED video ceiling.

Travellers looking to grab a bite are sure to find something that suits their palate at the Gourmet Garden, a unique dining area with stunning panoramic views of the apron and luscious foliage draping down from above. **Hard Rock Cafe** returns to Changi Airport with its signature offerings such as Legendary Steak Burgers, Baby Back Ribs, popular cocktails, and unique collector-item merchandise.

The Gourmet Garden showcases many of Singapore's distinctive flavours. **The Satay Club by Harry's**, known for its signature skewers, also offers local fusion cocktail creations such as *Chendol Colada*, *TSK "Kopi" Ice* and the renowned *Harry's Singapore Sling*.

**Wee Nam Kee Chicken Rice** is where diners will be able to savour Singapore's iconic chicken rice, while at **The Hainan Story** bakery and coffee & toast kiosk, freshly made pastries and *Kopi Gu You* (butter coffee) will satisfy those looking for a taste of Singapore's culinary heritage. More local favourites are also available at **CRAVE Nasi Lemak**, which sells the popular coconut rice dish paired with various sides, and **Old Chang Kee** known for its famous curry puffs and other finger food.

### Accolades and Awards

Changi Airport Terminal 2 has been awarded the BCA Universal Design Excellence Award for its design and user-friendliness, as well as the BCA Green Mark Platinum for incorporating sustainability features to ensure the highest level of environmental performance.

Experience the magic of T2 here: [https://changi.me/Magic\\_of\\_T2](https://changi.me/Magic_of_T2)

More information is available at <https://changi.me/T2>.

High resolution images can be accessed at [https://changi.me/T2\\_pics](https://changi.me/T2_pics). Please credit all assets to Changi Airport Group.

The following factsheets are also appended to this release:

1. Factsheet on The Wonderfall
2. Factsheet on Dreamscape
3. 10 things to do at the refreshed T2

[\[1\]](#) Air India, Air India Express, Air Japan, Air Macau, All Nippon Airways, Etihad, Ethiopian Airlines, Firefly, Indigo, Lufthansa, Malaysia Airlines, Royal Brunei Airlines, Sichuan Airlines, Singapore Airlines, Swiss International Air Lines, United Airlines.

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## ***About Changi Airport Group***

Changi Airport Group (Singapore) Pte Ltd (CAG) ([www.changiairportgroup.com](http://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.

As one of Asia's most connected international aviation hubs, Changi Airport links Singapore to some 150 cities globally, with close to 100 airlines operating more than 6,400 weekly flights. Jewel Changi Airport, a multi-dimensional lifestyle destination, opened in April 2019, adding to Changi Airport's shopping and dining offerings of more than 600 F&B and retail outlets across the airport. The world's most awarded airport, Changi has won over 660 accolades for its consistent and excellent airport staff service, passenger experience and safety standards.

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