July 2020

1. What is the protocol for arrivals from 17 July 2020?	NT Airports is working closely with relevant authorities to be ready for take-off when the Northern Territory borders re-open on 17 July 2020. This includes implementing the new measures which include increased processing for all travellers arriving to any of our airports from interstate. On arrival, passengers from interstate will need to: • Complete and print an online *NT border entry form*, which will be made available at coronavirus.nt.gov.au • Bring the completed *NT border entry form*, photo ID and a pen on the flight • On arrival, remain seated and await instructions for disembarking the plane • Passengers will disembark at the international arrivals area • Passengers will be asked if they have been through a COVID-19 hotspot • Passengers will then be directed to checkpoints for processing by Northern Territory Department of Health • Passengers will be asked to sign and submit the *NT border entry form* in front of an authorised Department of Health officer. Those who have *not* been in a COVID-19 hotspot will be free to collect their baggage and leave. Passengers who *have* been in a declared COVID-19 hotspot must undergo 14 days mandatory, supervised quarantine in a government facility at their own cost. These passengers will be escorted to collect their baggage and transported by bus to the government quarantine facility. NT Airports is working closely with and supporting the Northern Territory Department of Health to implement this process. Travellers may experience some delays when passing through our airports as part of increased processing and precautionary measures. Passengers are encouraged to wear masks.
2. What happens if you are unwell on arrival?	Please do not fly if you are unwell. On arrival, you will be asked to complete an *NT border entry form*. You will need to declare what areas you have travelled from and through and that you do not have coronavirus symptoms. If you have coronavirus symptoms, please notify an authorised Department of Health officer.

| 3. | What about people arriving from Victoria and Sydney? | A number of areas in the Victoria and Sydney have been declared COVID-19 hotspots by the Chief Health Officer.

From 17 July 2020, anyone arriving into the Northern Territory from a declared hotspot must undertake 14 days mandatory, supervised quarantine in a government facility at their own cost.

NT Airports is staying abreast of the rapidly changing environment in Victoria and New South Wales, and we are working closely with the Northern Territory Department of Health and other authorities on protocols that will apply once the borders are opened. |
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| 4. | I am catching a flight, what do I need to know? | *FLYING INTO THE NT*
Please see question 1.

FLYING OUT OF THE NT
If you are unwell, airlines must refuse to let you fly. There will be extra screening of passengers at Australian airports to identify anyone who is unwell.

Australian Border Force will work with airlines to identify travellers who should not board.

Travellers may experience some delays when passing through our airports as part of increased processing and precautionary measures.

If you are a Territorian intending to travel to a declared hotspot you are advised to cancel your plans.

We encourage all travellers to check in regularly with their airline for any flight changes. |
| 5. | What can I do before using the airport or catching a flight? | Good personal hygiene is everyone's responsibility. Here's what you can do to help prevent the spread of viruses:

- wash your hands frequently with soap and water, before and after eating, and after going to the toilet
- cover your cough and sneeze, dispose of tissues, and use alcohol-based hand sanitiser
- if unwell, avoid contact with others (stay more than 1.5 metres from people)
- wipe down and disinfect regularly used shared surfaces
- practise social distancing
- understand how to self-isolate if you need to
- wear a mask while travelling.

We encourage all travellers to check in regularly with their airline for any flight changes. |

6.	What is NT Airports doing to prevent the spread of Coronavirus?	NT Airports' priority is the wellbeing and safety of our staff, contractors and travellers and we are taking all the necessary precautions to ensure people are protected. We have implemented a number of precautionary measures to protect people including: • thorough and regular cleaning in all areas of our terminals up to six times per day and in between flights • increased personal protective equipment (PPE) for security personnel at Security Screening Points including gloves and hand sanitiser, and from 17 July masks • wall mounted hand sanitisers have been installed for the public at key areas around our terminals • we now use a higher-grade disinfectant as recommended by the World Health Organisation • an antibacterial spraying system is used in main screening points and terminals seven days a week • floor signage has been installed to provide passengers with a visual reminder about social distancing measures, including at passenger queuing locations such as check-in and boarding gates • digital signage and PA announcements to remind passengers of hygiene requirements • upgrading toilet facilities to include contactless taps • extra security guards to help facilitate screening process • mandatory face masks for all staff and contractors from 17 July when inside the airport terminal.
7.	How can I keep informed on any changes to the operation of NT Airports?	**Call: 1800 313 177** An 1800 community hotline has been set up for members of the public who are looking for information. This hotline will be updated regularly with pre-recorded messages containing the latest information about our airports. **Visit:** **Facebook**: www.facebook.com/Darwinairport www.facebook.com/alicespringsairport **Websites:** www.darwinairport.com.au www.alicespringsairport.com.au
8.	What happens when someone with COVID-19 comes through the airport?	NT Airports understands that as travel restrictions are eased there is a risk that some people travelling through our terminals may test positive for COVID-19. We do not take this lightly and are working to make sure our airports are as safe as possible. We have tripled our cleaning frequency in all of our airports and switched to higher graded disinfectants. Please see question 6. The health and wellbeing of our staff, passengers and visitors is our top priority and we continue to do all we can to ensure people are protected.

9. Who do I contact about an upcoming flight I have booked?	We are aware that many airlines are experiencing significant disruptions and there have been changes to domestic and international flight schedules. We are in close communication with these airlines to understand ongoing impacts and what their plans are.

Flight schedules are and will continue to change regularly during July.

We encourage those who have flights booked to contact their airline or booking provider for more information. |
| 10. Is the airport safe? | People should feel safe to keep using our airports and can help by continuing to do things like practise good hygiene and social distancing.

Any staff, contractors or passengers that are feeling unwell are being advised to remain at home to help prevent the spread.

NT Airports will continue to closely monitor the advice from the Territory and Australian governments. |
| 11. Are the food outlets and shops open? | Green Room Café located near Gate 9 is open between 8am and 2pm on Mondays, between 5am and 5pm from Tuesday to Thursday, and between 5am and 12noon on Fridays.

Australia Way and News Travels are open from Monday to Friday between 7:30am and 11am.

Muzz Buzz is back at Darwin Airport Central, open daily between 4:30am and 5:30pm Monday to Friday and between 6:00am and 5:00pm Saturday and Sunday. |
| 12. Are the airport lounges open? | Virgin and Qantas Lounges are closed until further notice. We, along with our airline partners, apologise for any inconvenience. |
| 13. What are the access arrangements for visitors, who are not boarding a flight, to the airport? | Visitors with and without a boarding pass are now permitted access to the upstairs departures floor at Darwin International Airport.

Only visitors with a boarding pass are permitted to access the arrivals and departures area at Alice Springs Airport. There will be exceptions for unaccompanied children, and visitors with additional needs.

Passengers will be asked to show their boarding passes to security, and those that are seeking an exemption may need to provide proof.

This is part of a number of precautions our airports are taking to ensure the wellbeing and safety of our staff, contractors and visitors.

Travellers may experience some delays when passing through our airports as part of increased processing and precautionary measures. |

14. How can I keep informed on any changes to the operation of NT Airports?	**Visit:** **Websites:** www.darwinairport.com.au www.alicespringsairport.com.au **Facebook**: www.facebook.com/Darwinairport www.facebook.com/alicespringsairport **Call: 1800 313 177** An 1800 community hotline has been set up for members of the public who are looking for information. This hotline will be updated regularly with pre-recorded messages containing the latest information about our airports.

About NT Airports

Northern Territory Airports Pty Ltd owns Darwin International Airport, Alice Springs Airport and Tennant Creek Airport. Airport Development Group (ADG) is the parent company of the group.

ADG is almost entirely owned by superannuation funds through two Australian companies: IFM Investors (77.4%) and Palisade Investment Partners Limited (22.6%). Membership of these superannuation funds include almost 70,000 Territorians.

As one of the NT's largest employers, we employ over 80 full-time employees and contract many other personnel to provide key airport services. Together with our airline customers, we handled over 2.4 million arriving, departing and transit passengers, and the combination of all of the on airport and off- airport businesses that support them contribute over 1.5% of the Gross State Product of the Northern Territory. We employ over 1600 people when including our airline customers.

Our website is https://www.darwinairport.com.au