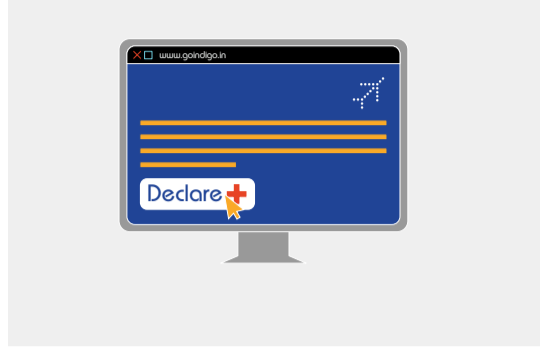


Dear travel partner,

We gear up to fly after this break with enthusiasm. Even as things restart, we will continue to take every precaution necessary for the safety of our passengers and employees.

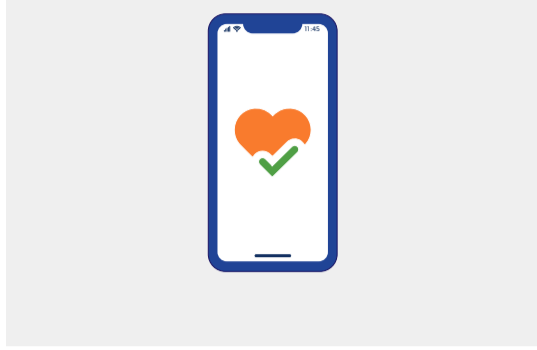
As we resume operations from 25th of May, we have consolidated a list of do's and don'ts mandatory for the passengers. Here are the new rules of flying.

For the passengers



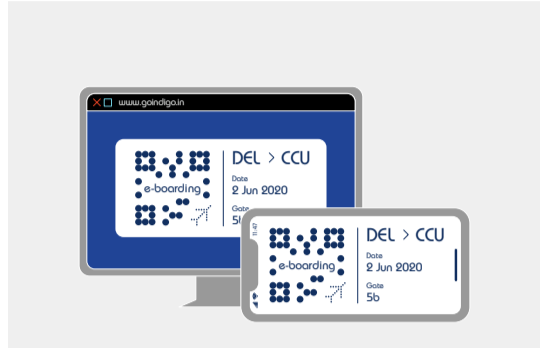
Health declaration

Before the flight, the passenger will receive an email notification to declare their health status online. Do ensure to fill in the same for a hassle-free travel experience. Boarding passes will be issued only post clearance of the health declaration.



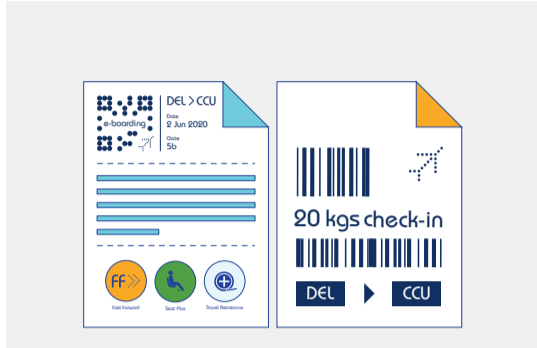
Install the Aarogya Setu app

The app has to be installed before reaching the airport. The passenger's health declaration will be further validated by the airport authorities through this app at the time of entering the airport. Passengers with 'red' status will not be allowed to travel. The app is not mandatory for children below 14 years of age.



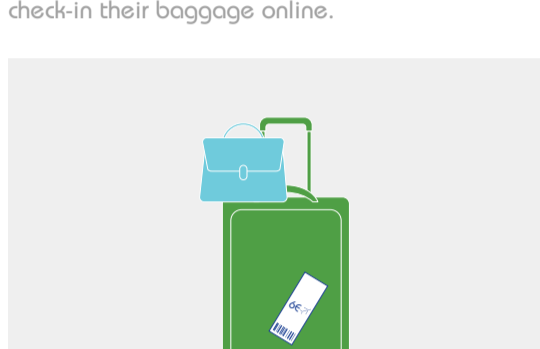
Web check-in

Web check-in is a must. Do ensure a web check-in in advance to be allowed entry at the airport. No physical check-in will be done at the airport counters. Only the baggage drop facility is available. Passengers will also be required to check-in their baggage online.



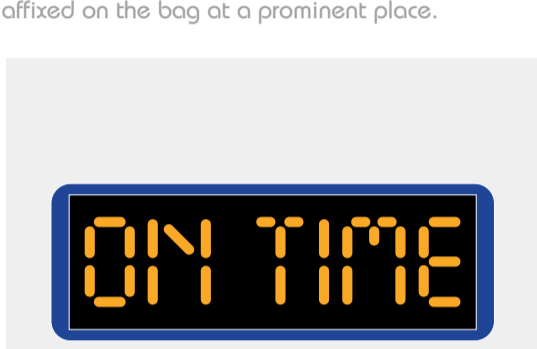
Printing boarding passes and baggage tags

To enable a contactless travel journey, passengers are requested to print their boarding pass and baggage tag (for check-in baggage only). Doing so would minimise contact at the airport. Do ensure that the baggage tag is affixed on the bag at a prominent place.



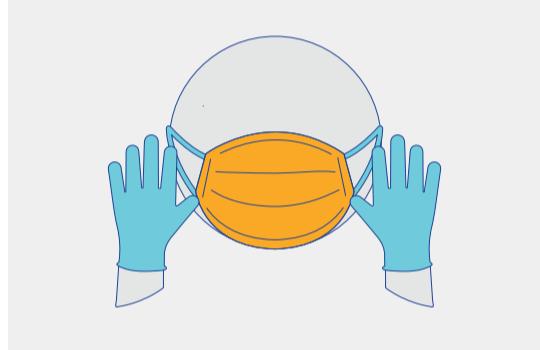
Travel light

Only one check-in bag weighing up to 20kgs is allowed at the baggage drop counters. The passenger must carry just one handbag, if they must. Please ensure that the handbag can fit under the seat (in front) on board. This could be a ladies hand bag or a laptop bag only.



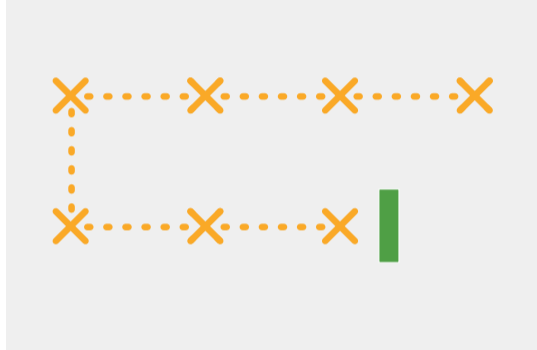
Reach early

Passengers must reach at least 2 hours prior to their scheduled departure. Our counters will now be closed 1 hour before the flight time. Due to the various steps being taken at the airport for everyone's well-being, the pre-flight journey may take longer than usual. So, to ensure a timely flow, reach early.



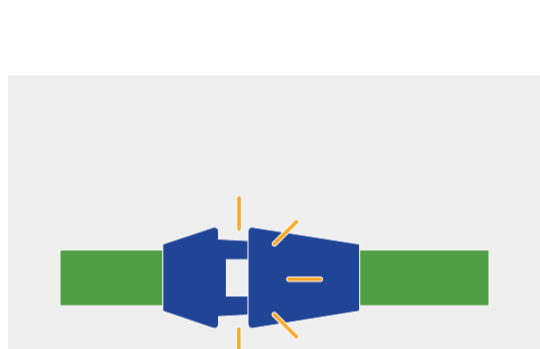
Face mask and gloves

It is mandatory for all passengers to wear a face mask to enter the airport and to continue wearing it at all times. Also, they are advised to wear gloves and carry a bottle of hand sanitiser (up to 350ml). It is the best way to protect oneself. And most importantly, they mustn't touch their faces.



At the airport

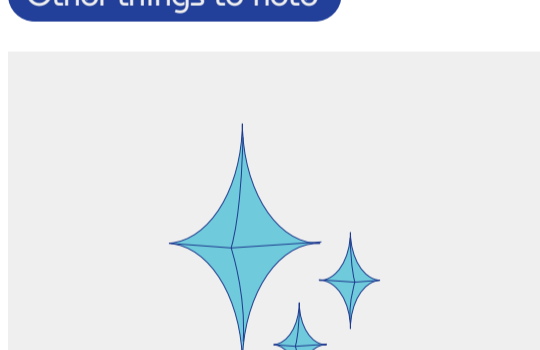
Passengers must practice social distancing at all times for their own safety and also the well-being of others. Follow the markings created for them. Use airport rest rooms and make sure to wash their hands thoroughly - for at least 20 seconds. Consume food/water at the airports as much as possible to minimise movement inside the aircraft. They will have to scan their boarding pass themselves at the boarding gate. And ensure that they keep their identity card handy at all times.



Inside the aircraft

We urge all passengers to stay seated and not move around the aircraft. Face-to-face interaction has to be minimal. They must minimise the usage of lavatories and avoid any non-essential movement in the aircraft. Especially when the flight lands, passengers shouldn't crowd the aisles. Instead, they must wait at their seat till it's their turn to disembark.

Other things to note



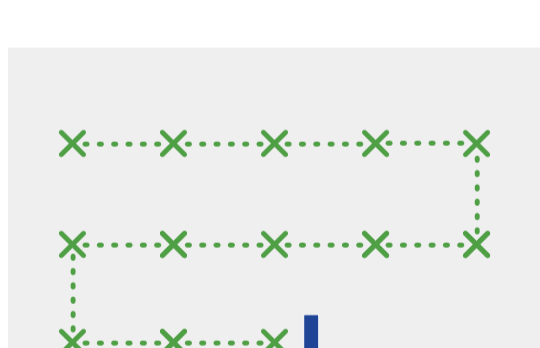
A-Z disinfection

We are sanitising and disinfecting all IndiGo surface touchpoints - baggage drop counters, boarding gates, wheelchairs, coaches, aircraft, crew vehicles, ramps - using approved cleaning agents.



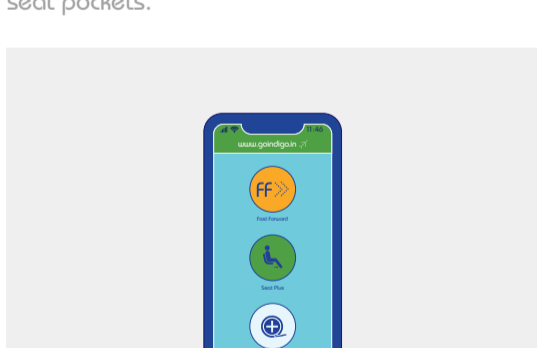
Our aircraft

The cabin air is HEPA-filtered. The aircraft is disinfected before every flight and fumigated at regular intervals. The tray tables, armrests, overhead nozzles, lavatories, and galleys will receive special attention - given the frequency of contact. Magazines will not be placed in the seat pockets.



Social distancing

From the boarding entry, to the baggage drop counter, boarding gates, coaches, and baggage claim, everywhere you'll find markers that remind you to practice social distancing. Boarding and disembarkation will be done sequentially.



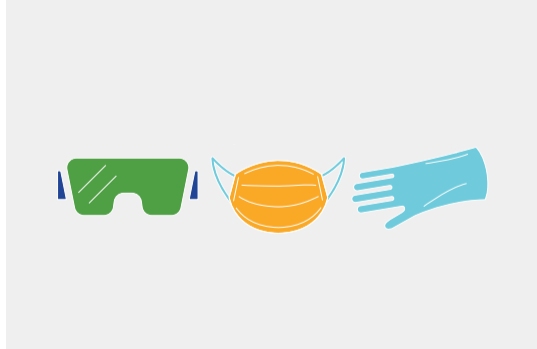
Contactless travel

We are doing everything possible to minimise physical contact. We encourage you to pre-book, and pay for, all additional services online. Our airport staff will issue an electronic receipt (SMS) of the checked-in baggage.



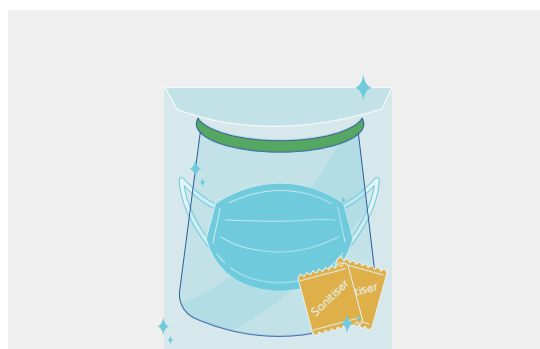
Temperature screening

The passenger's temperature will be checked twice - at the airport's entrance and boarding gate - using non-contact thermal screening devices. All our staff will undergo the same screening procedure.



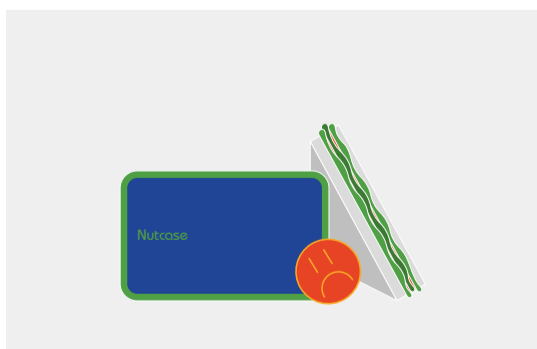
Protective equipment for staff

All our airport staff and crew members are geared with Personal Protective Equipment, appropriate for their role. They are all encouraged to periodically sanitise their hands for your safety and well-being.



Passenger protective kit

We've got the passengers covered with a personal protective kit for their safety. This will be given to them at the boarding gate. Please ensure they wear these throughout the journey for their well-being.



No food service on board

For the safety of the passengers, food or beverages won't be served on board. Water will be served on demand.

Every single detail has been thought of so you can feel comfortable and secure about the safety of our passengers. Welcome aboard your lean, clean flying machine.

Regards,
Team IndiGo

Trust us to take you places, ✨
just as we have for over 13 years.

Welcome aboard your lean, clean flying machine.