

December 2020

<p>1. What is the protocol for arrivals?</p>	<p>NT Airports is working closely with Northern Territory Department of Health and relevant authorities to implement new measures which include increased processing for all travellers arriving to any of our airports from interstate.</p> <p>Prior to arrival, passengers from interstate will need to complete an online <i>NT border entry form</i> which is available at coronavirus.nt.gov.au.</p> <p>There is no need to have a paper copy of your completed entry form but make sure it's available on your mobile phone or personal electronic device as you may be asked to show it on arrival. to an authorised Department of Health officer. Please note paper forms are no longer in use.</p> <p>If you have a disability or impairment and require assistance, please request support from the Department of health. Further information can be found on their website coronavirus.nt.gov.au</p> <p>Passengers arriving from an active, declared COVID-19 hotspot are required to complete 14 days mandatory supervised quarantine at their own cost. For more information visit www.coronavirus.nt.gov.au</p> <p>Passengers may experience some delays when passing through our airports as part of increased processing and precautionary measures.</p> <p>Passengers are encouraged to wear masks.</p>
<p>2. What happens if you are unwell on arrival?</p>	<p>Please do not fly if you are unwell.</p> <p>On arrival, you will be asked to present an <i>NT border entry form</i>. You will need to declare what areas you have travelled from and through and that you do not have coronavirus symptoms.</p> <p>If you have coronavirus symptoms, please notify an authorised Department of Health officer.</p>
<p>3. I am catching a flight, what do I need to know?</p>	<p><u><i>FLYING INTO THE NT</i></u> Please see question 1.</p> <p><u><i>FLYING OUT OF THE NT</i></u> If you are unwell, airlines may refuse to let you fly. There will be extra screening of passengers at Australian airports to identify anyone who is unwell.</p> <p>Travellers may experience some delays when passing through our airports as part of increased processing and precautionary measures.</p> <p>We encourage all travellers to check in regularly with their airline for any flight changes.</p>

<p>4. What can I do before using the airport or catching a flight?</p>	<p>Good personal hygiene is everyone’s responsibility. Here’s what you can do to help prevent the spread of viruses:</p> <ul style="list-style-type: none"> • 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. <p>We encourage all travellers to check in regularly with their airline for any flight changes.</p>
<p>5. What is NT Airports doing to prevent the spread of Coronavirus?</p>	<p>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.</p> <p>We have implemented a number of precautionary measures to protect people including:</p> <ul style="list-style-type: none"> • 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, face masks and hand sanitiser • wall mounted hand sanitisers 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 • toilet facilities have been upgraded to include contactless taps • extra security guards to help facilitate screening process.

<p>6. How can I keep informed on any changes to the operation of NT Airports?</p>	<p>Call: 1800 313 177</p> <p>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.</p> <p>Visit: Facebook: www.facebook.com/Darwinairport www.facebook.com/alicespringsairport</p> <p>Websites: www.darwinairport.com.au www.alicespringsairport.com.au</p>
<p>7. What happens when someone with COVID-19 comes through the airport?</p>	<p>NT Airports understands that 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.</p> <p>We have tripled our cleaning frequency in all of our airports and switched to higher graded disinfectants. Please see question 5.</p> <p>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.</p>
<p>8. Who do I contact about an upcoming flight I have booked?</p>	<p>We encourage all travellers to check in regularly with their airline or booking provider for any flight changes.</p>
<p>9. Is the airport safe?</p>	<p>People should feel safe to keep using our airports and can help by continuing to do things like practise good hygiene and social distancing.</p> <p>Any staff, contractors or passengers that are feeling unwell are being advised to remain at home to help prevent the spread.</p> <p>NT Airports will continue to closely monitor the advice from the Territory and Australian governments.</p>
<p>10. Are the food outlets and shops open?</p>	<p>Many food, beverage and retail outlets are now open in our terminals.</p> <p>Visitors dining in at any food and beverage outlets within the terminal are required to check in via the Territory Check In app.</p> <p>Specific opening hours can be found on the Darwin International Airport and Alice Springs Airport websites.</p>
<p>11. Are the airport lounges open?</p>	<p>The Qantas Lounge is closed until further notice. The Virgin Australia Lounge is permanently closed. We, along with our airline partners, apologise for any inconvenience.</p>

<p>12. What are the access arrangements for visitors, who are not boarding a flight, to the airport?</p>	<p>All visitors are permitted access to the arrivals and departures area at Darwin International Airport and Alice Springs Airport.</p> <p>Travellers may experience some delays when passing through our airports as part of increased processing and precautionary measures.</p>
<p>13. How can I keep informed on any changes to the operation of NT Airports?</p>	<p>Visit: Websites: www.darwinairport.com.au www.alicespringsairport.com.au</p> <p>Facebook: www.facebook.com/Darwinairport www.facebook.com/alicespringsairport</p> <p>Call: 1800 313 177</p> <p>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.</p>

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>