
	Udskrevet er dokumentet ikke dokumentstyret. Udskrevet af: psm Instructions for information and announcements in Billund Airport departure hall			Niveau: Instruks 
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1) Airport Policy

Billund Airport wants passengers travelling through the airport to have the most comfortable experience possible and to get information about their flight in a timely manner.

Passengers at Billund Airport must have the most optimal dwell time to avail themselves of the airport's various offers in the departure hall. At the same time the airport wants to have a relaxing atmosphere and doesn't want to disturb passengers with many and unnecessary announcements.

Therefore the airport will use the FIDS screen to show the flight and gate information and minimize the amount of manual and automatic announcements.

For that reason following instruction is created by Billund Airport:

2) Gate Information

- The airport FIDS system will show a specific time, at which the gate will appear on screens.
- For flights with destinations within Schengen gate number will appear on screens 45 minutes before STD.
- For flights with destinations outside Schengen gate number will appear on screens 60 minutes before STD.

Billund Airport will decide and manage form and content of the flight information shown on the FIDS screens. This to ensure a uniform expression of flight information.

If a Handler has a special request for individual flights, this must be approved by Billund Airport.

3) Gate Open

Information about "Gate open" will appear on FIDS-screens and should be activated manually by the Handler from the gate. Information about gate number is automatically shown on FIDS screens. There will not be any announcement in the gate or departure hall, when the gate opens.

Instructions for "Gate Open"

- Gate Open should be activated at the earliest 40 minutes before STD for all flights within Schengen.
- Gate Open should be activated at the earliest 55 minutes before STD for all flights outside Schengen.

4) Boarding process

Boarding must be activated, when boarding directly to the aircraft begins.

For larger aircraft with short turnaround, boarding can be activated earlier, but never before the flight is on block.

Information about "Boarding" will appear on FIDS-screens and should be activated manually by the Handler from the gate.

In the departure hall there will be announcements, when a flight has started boarding. This will also appear on FIDS screens. The speech and content of the announcement will be handled by Billund Airport. Announcement is in Danish and English.

If a Handler has a special request for individual flights, this must be approved by Billund Airport.

5) Final Call

Information about "Final Call" will appear on FIDS-screens and should be activated manually by the Handler from the gate.

Final call should be activated no earlier than 5 minutes before the limit in the guidelines from the operating airline.

Manual Final Calls made by the Handler may only be announced for named passengers, and only if passengers have passed security (can be seen in the airport system "Holger").

6) References

Is also published on the airport's website bll.dk as a limited-access PDF-file and must be updated, when changes are made to this instruction.

Versions Historik

Version	Godkendt	Revisions information
1	30.10.2019	