



CLT HOLIDAY TRAVEL EXPERIENCE WILL BE DIFFERENT

Passengers can expect changes designed to provide a safe and healthy Airport

If you haven't traveled in a while but plan to fly during the upcoming holidays, there's so much to know about the changes at Charlotte Douglas International Airport.

CLT is committed to providing a safe and healthy Airport. Numerous safety measures are in place to give passengers the confidence to fly again. From curbside to the boarding gates, flyers will see changes designed to curb the spread of COVID-19. Here's what you can expect:

Before you arrive

Online booking is now available for Curbside Valet parking services. Customers can save up to 60 percent by booking Airport parking online. Passengers should continue to check cltairport.com for up-to-date availability. Coming soon to the Airport website and mobile app will be security checkpoint wait time information. The service is in the testing phase and may be available for wider use during the holidays. As always, arrive early. Despite the pandemic, Charlotte Douglas is busy. Recommended arrival times: two hours before a domestic flight and three hours if traveling internationally.

Masks are required at the Airport.

Per a state directive, face coverings (types recommended by the CDC) are required for everyone at CLT. This includes passengers, visitors and employees, and wearing a mask while in parking facilities and aboard shuttle buses. All airlines operating at CLT require passengers to wear a mask while in flight. If you need a face covering, we've got you covered. A free face covering is available at the security checkpoint podiums and at the Visitor Info Center on the terminal's lower level in baggage claim.

Signs, signs, everywhere signs

Throughout the Airport passengers will hear public address messages and see both digital and free-standing signage with information on what the Airport is doing to keep everyone safe. Passengers will see reminders to wear a mask, social distance and wash hands frequently with soap and water. We have 60 hand sanitizing units throughout the terminal for those times that hand washing is not possible. The TSA is temporarily allowing

passengers to bring one bottle of hand sanitizer up to 12 oz. in their carry-on luggage. It will be screened separately. More information, including frequently asked questions, can be found at cltairport.mediaroom.com/keep-it-rockin.

Enhanced housekeeping

Airport housekeeping takes place 24/7, but has ramped up to monitor cleanliness and give special attention to the places that people touch often. In addition to more regular wipe downs, tables, chairs, check-in kiosks, shuttle buses and hand rails on escalators and people movers are sanitized more frequently. All the public areas of the terminal receive a nightly deep cleaning with an electrostatic spray and cleaning agents intended to combat the spread of COVID-19.

Cleaner air

You cannot see it, but CLT uses state-of-the-art technology like UV light, HEPA filtration and bipolar ionization to capture and eliminate viruses and bacteria that can be harmful or lead to illness. Terminal air filters are rated MERV 13, which traps 98 percent to 99 percent of airborne particles as small as .3 microns and are commonly used in hospital settings. The Airport is currently seeking certification from an independent, global agency for its healthy building initiatives.

Check in safety

Clear protective shields have been installed next to shuttle bus drivers, at customer service counters, at parking toll booths and in the security checkpoints. Floor markings remind passengers to social distance while standing in line. In the security checkpoints, CLT and the TSA have installed clear acrylic shields as well. The shields are at the document check podiums and areas where travelers prepare their carry-on for screening. At four of CLT's five checkpoints, 112 protective panels create separation between passengers. Panels will be installed at Checkpoint E after its renovation is complete.

Touchless technology

Many shops and restaurants inside CLT have protective shields throughout. For added protection, some restaurants have reorganized their order lines. Other concessions have adopted touchless technology so passengers can order and pay online. Menus are a QR code away, allowing passengers to order and pay online. Contactless ordering and payment is available at Farmers Market on Concourses B and E, Tequileria and Tequileria To-Go-Pronto in the Atrium, at Bad Daddy's and Bad Daddy's To-Go on Concourse C, Whisky River and Whisky River To-Go on Concourse E and Red Star Grab and Go on Concourse B.



Air Service Returning Amid the Pandemic

Flights on some of the more popular and sought-after routes are returning as CLT's airline partners are adapting and recovering from the COVID-19 pandemic.

As each month passes, the number of people confident to fly again grows. Passenger numbers are expected to continue rising going into the 2020 holiday travel season.

While the pandemic forced American Airlines to eliminate seasonal service to Rome, Paris and Barcelona, the airline hopes to bring back service to London by the end of the year and plans to restart Munich in 2021. Frankfurt service also will resume in summer 2021.

The airline announced several new seasonal routes from CLT. Appleton, Wisc., and Sioux Falls, S.D., begin in November and runs through April 5. Beginning December 17, the carrier will offer seasonal routes to Bozeman, Mont., and Saturday only flights to Jackson Hole, Wyo., Montrose, Colo., and Puerto Vallarta, Mexico. Those services also end for the season on April 5.

Flyers looking to hop aboard Lufthansa for a journey to Germany will have to wait until possibly December before service returns.

This summer, Southwest Airlines relaunched service to Chicago Midway, Nashville and Dallas Love Field and will begin nonstop service to Denver beginning Dec. 17.

Frontier restarted its service to Orlando in September and Trenton-Mercer in October, and is tentatively scheduled to resume its Toronto service in November.

Charlotte Douglas in 2019 welcomed more than 50 million passengers. Even during the pandemic CLT ranked among the busiest U.S. airports. CLT is home to eight major carriers, 15 regional carriers and three foreign flag carriers that fly nonstop to 177 destinations, including 35 international locations and three U.S. territories.

