

Guidelines for a Healthy Passenger Experience

ACI EUROPE has published the "Guidelines for a Healthy Passenger Experience at Airports" which include many recommendations on initiatives to be taken by airports to restore passenger confidence during the Covid-19 pandemic.

Together with a team of European Airports and other Organizations we have contributed significant parts to the guidelines and helped to create a comprehensive reference document.

These guidelines helped to facilitate a unified approach among airports to regain passenger confidence and to put the passenger back into the heart of the business.

Services:

- Development of a methodology to regain Passenger Confidence in a comprehensive and systematic way
- Contribution of valuable parts to the guidelines
- Structuring, editing and review of the entire document

Period of Services:
2020



GUIDELINES

FOR A HEALTHY PASSENGER
EXPERIENCE AT AIRPORTS

