



**COVID-19 - IMPORTANT INFORMATION** for  
ensuring the health of passengers and airport  
staff in the context of commercial flights  
resumption (Phase 1)

Applicability: from May 16, 2020

# Introductory aspects

- **The information** is based on the specific measures of the Romanian state authorities in order to prevent and combat the SARS-CoV-2 pandemic (COVID-19)
- **The requirements for physical distance and sanitary protection** of airport utilizers (passengers, airport staff, airline staff, economic operators) are established in accordance with existing measures at the national and international level
- **All the requirements** regarding the sanitary protection and regarding the processing rules on passengers flows at the airport **are mandatory** and will apply for the commercial flights resumption from *Cluj Avram Iancu International Airport*, starting May 16, 2020

# 01 Specific measures regarding terminal access

## Departures Terminal

- The access will be possible through a **single door**, the one on the west side
- It is **mandatory to wear a protective mask** for access
- The **access of other persons than passengers, in the public area of the Terminal, is forbidden**
- **Access is only allowed to travellers** and is based on the boarding pass or other document proving the journey
- After accessing the Departures Terminal, **each person's temperature is checked, by the medical staff**. If a passenger has a high temperature, the necessary measures will be taken.

**Exceptions:** 1. Persons accompanying passengers with reduced mobility (PRM)  
2. Persons accompanying minor children

**Attention: You cannot buy tickets at the airport!**

# 01 Specific measures regarding terminal access

## Arrivals Terminal

- Access is allowed only **to passengers that are about to be processed after landing**, on a domestic or international flight
- **Wearing a protective mask is mandatory**
- **The passenger's meeters & greeters are not allowed in the public area** of the terminal
- After accessing the Arrivals Terminal, **the temperature of each person will be checked** by medical staff. If a passenger has a high temperature, the necessary measures will be taken.

**Attention: In case of non-compliance with the measures, the law enforcement bodies will be notified!**

## 02 Specific measures inside the terminals

- After accessing the terminals, **passengers are required to follow the marked and delimited movement corridors**
- It is mandatory **to keep the physical distance on the movement corridors, according to the markings**
- The **members of a family travelling on the same flight will be able to stay together** without maintaining physical distance (e.g. parent-child, couple, PRM and companion, minor and companion)
- Wearing a **protective mask is mandatory**
- **Frequent hand disinfection is recommended using terminal dispensers**
- **Airlines may take additional COVID-19 prevention measures**

**Attention: Following the movement corridors, markings, audio-video messages and indications of the airport staff is mandatory!**

## 03 Specific measures for airport staff

- All **airport staff is required to wear protective equipment** (mask), including in the private parking lot in front of the terminals
- Airport staff is required **to respect the physical distance from passengers**, including through transparent panels mounted at check-in counters, at access control, in the area of security filters, and at the boarding gates
- **Passenger handling agents have the obligation to provide the necessary personnel** to maintain the physical distance in the area related to the check-in counters, at the boarding gates, and in the baggage lanes area
- **All entities** within the airport perimeter **have the obligation to ensure compliance of the protection measures** by their own employees
- **The cleaning and disinfection of the surfaces** will be done with a high frequency, **in the area of responsibility**, and this being **mandatory** for each entity/institution from the airport perimeter

## 04 Specific measures for economic operators

- Economic operators staff **is required to wear protective equipment** (mask), including in the private parking lot in front of the terminals
- **All economic agents** within the airport perimeter have the obligation to **ensure compliance of the protection measures** by their own employees
- **Surface cleaning and disinfection** will be done with a high frequency, in the rented locations
- **Public food&drinks** commercial spaces in terminals (bars and restaurants) **remain closed** through Phase 1.

# 05 Rules for processing passengers on airport flows

## Departures processing flow

Check-in / Boarding formalities



Security control



Border control



Boarding area



Displacement to the aircraft



Passenger boarding



# 05 Rules for processing passengers on airport flows

## Departures processing flow

### Check-in / Boarding formalities

- The **check-in activity can be done only at 1-12** check-in counters
- **Online check-in is recommended**
- It is recommended that **passengers arrive at the Airport 3 hours before the flight takes off**
- **Check-in counters will close approximately 1 hour before the scheduled departure time**
- **After entering the Terminal, passengers with reduced mobility (PRM)**, are directed primarily to the check-in counter, without travelling the entire movement corridor

### Security control

- The persons performing the security check control shall supervise the movement and stationing for control, complying with the physical distancing
- Passengers are required to comply with all security check markings and signs

### Border control

- The persons carrying out the border control will ensure the conditions for the visual control and the other requirements imposed by the physical distance of the passengers

# 05 Rules for processing passengers on airport flows

## Departures processing flow

### Boarding area

- Passengers have the obligation to respect the movement corridors and markings in the area, including the ones on the terminal seats, as well as the physical distance while waiting for boarding
- Boarding for **domestic flights** will be made at **A3 boarding gate**, at the ground floor
- Boarding for **international flights** will be made at **B1 and B3** ground floor boarding gates, and **B5 și B6** upstairs boarding gates
- The **tent located in the restricted area** outside the terminal (airside) will be used for **processing passengers during peak hours**

### Displacement to the aircraft

- Will be provided by **buses in which only 50% of their capacity will be used for boarding the passengers**
- **Physical distance** of passengers **is mandatory even on buses**

### Passenger boarding

- The actual **boarding is supervised by the passenger handling agent**

**If a blockage occurs during the passenger processing flow, the flow will be stopped until the blockage is removed!**

# 06 Rules for processing passengers on airport flows

## Arrivals processing flow



Displacement from the aircraft



Terminal access / Border Control



Baggage claim area



Exiting the restricted area and leaving the terminal



# 06 Rules for processing passengers on airport flows

## Arrivals processing flow

### Displacement from the aircraft

- Will be provided by **buses in which only 50% of their capacity will be used for boarding the passengers**
- **Physical distance** of passengers **is mandatory even on buses**

### Terminal access / Border Control

- The tent located in the restricted area outside the terminal (airside) will be used for **processing passengers during peak hours**
- Passengers have the obligation to respect the movement corridors and markings in the area, as well as physical distancing, pending border control and baggage pick-up
- **Upon arrival**, passengers on **external flights** are required to **complete the form upon entry into the country**
- **Passengers without hold baggage will travel with respect to the physical distance on the flow dedicated to the first 2 border control checkpoints, to avoid crowding in the baggage claim area**

# 06 Rules for processing passengers on airport flows

## Arrivals processing flow

### Baggage claim area

- Passengers arriving on **domestic flights** will go directly to the **baggage lane no. 1**
- After the Border Control, passengers arriving from **international flights** will move to the **baggage lanes no. 2 & 3**

### Exiting the restricted area and leaving the terminal

- With regard to **passengers arriving on international flights**, returning **from red zones**, the Public Health Directorate (DSP Cluj) will recommend the quarantine measure

# 07 Information and signalistic

Warning messages and audio announcements in terminals

Ground markings



Airport website information

[www.airportcluj.ro](http://www.airportcluj.ro)

&

Facebook page

<https://www.facebook.com/airportcluj.ro/?ref=hl%3F>



# 07 Information and signalistic

## Signage through posters and banners

COVID-19  
Măsuri de protecție  
Protective measures

**ESTE OBLIGATORIE  
PURTAREA MĂȘTII  
DE PROTECȚIE!**

*FACE MASK MUST BE WORN!*

COVID-19  
Măsuri de protecție  
Protective measures

**VĂ RUGĂM PĂSTRAȚI  
DISTANȚA FIZICĂ!**

*PLEASE MAINTAIN PHYSICAL  
DISTANCE!*

COVID-19  
Măsuri de protecție  
Protective measures

**DEZINFECTAȚI-VĂ MÂINILE!**

*PLEASE SANITIZE YOUR HANDS!*



COVID-19  
Măsuri de protecție  
Protective measures

**VĂ RUGĂM PĂSTRAȚI  
DISTANȚA FIZICĂ!**

*PLEASE MAINTAIN PHYSICAL  
DISTANCING!*

COVID-19  
Măsuri de protecție  
Protective measures

**VĂ RUGĂM NU VĂ  
ATINGEȚI OCHII, NASUL  
ȘI GURA CU MÂINILE!**

*Măinile pot transfera virusul de pe  
suprafețe contaminate către dvs.*

*DO NOT TOUCH EYES, NOSE  
AND MOUTH !*

*Hands can pick up viruses and transfer  
the virus to your face.*



**Păstrați  
distanța!**  
Keep your  
distance!

