20 February 2018 | Customer [1]

Virgin Australia unveils new self-service check-in experience at Adelaide Airport [2]

Virgin Australia today unveiled an enhanced ground experience at Adelaide Airport, bringing the airline's popular self-service technology to the terminal for the first time.

The ground experience will be rolled out in two phases. Phase One, which is available for use from today, features 15 new self-service kiosks enabling passengers to check-in, print boarding passes and baggage tags. Guests travelling with checked baggage can then proceed to the Bag Drop line where Virgin Australia team members will ensure an expedited bag drop experience. Service pods have also been installed, which will allow ground crew to move easily around the check-in area and provide further assistance to travellers who require it.

Phase Two will see Automated Self Bag Drops installed at Adelaide Airport in the coming months. This will eliminate the need for queuing with guests empowered to scan their boarding passes and drop their bags, before proceeding through security and to the departure gate or the Virgin Australia Lounge[1].

Virgin Australia Airlines Group Executive Rob Sharp said: "Increasingly, we're seeing guests prefer to self-manage through the airport experience and we're pleased to deliver a seamless self-service check-in experience to Adelaide, which will create choice and flexibility for our

guests.

“Importantly, our team members will be on hand to deliver their fantastic customer service and assist any passengers who require it. This is about freeing up our team members at the airport and allowing them to deliver a more concierge-style service, and adapt to demand more easily.

“We have been using this technology at Brisbane International, Coolangatta and Perth Airports, and we are confident it creates the best flow of passengers through check-in and into the departure hall. There will still be traditional check-in counters available for guests requiring additional assistance as well as for Business Class, Platinum and Gold Velocity members,” Mr Sharp said.

[1]Eligible guests only.

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