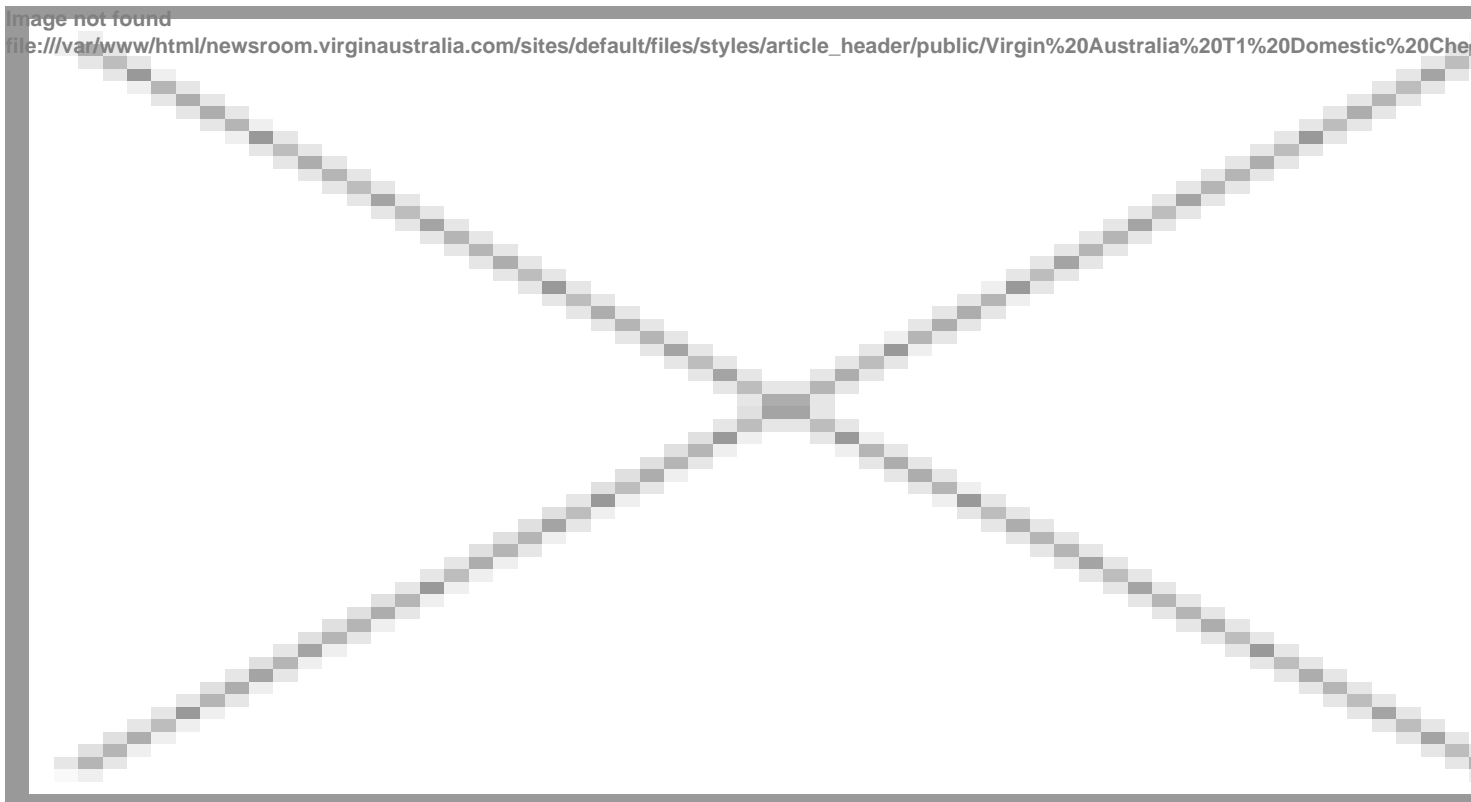




13 November 2015 | [Customer](#) [1]

## Virgin Australia unveils future check-in experience in Perth [2]



Virgin Australia today unveiled the future of its airport operations at the new T1 Domestic Terminal in Perth, representing a major enhancement to the travel experience throughout Western Australia and beyond.

Virgin Australia is the first airline in the world to use the new hybrid technology developed by global air transport IT provider SITA. The technology allows the Virgin Australia check-in experience to be tailored to each guest and enables the airline to easily change operations to meet customer demand. It features:

- 14 hybrid desks which can be switched from self-service bag drop to full-service, traditional counters within five minutes;
- unique swivel technology engineered on each of the 14 monitor screens to accelerate the changeover process; and
- the flexibility to determine how many self-service bag drop desks can be changed into full-service counters depending on demand in peak periods.

Along with the hybrid bag drop desks, the check-in hall also features:

- 28 self-service kiosks where guests can check-in, print boarding passes, add bags and print baggage tags;
- 7 service pods where a Virgin Australia ground crew member can support any guests in need of assistance with check-in, boarding passes and baggage tags; and
- Service desk to assist with traditional check-in, boarding passes and general enquiries.

Virgin Australia Group Chief Executive Officer, John Borghetti said: “This new technology is all about giving our customers the freedom to choose their airport experience. Customer service at Virgin Australia is what sets us apart and bringing our people out from behind a desk will further empower them to deliver a new standard in service excellence.

“The new technology improves efficiency and speed, and importantly frees up our people to perform a concierge-style role and support our guests as they move through the new terminal.

“The hybrid technology has been developed to an industry standard which will allow Virgin Australia to roll it out across the rest of our network,” Mr Borghetti said.

SITA President, Asia Pacific, Ilya Gutlin, said: “The opening of the new Virgin Australia T1 Domestic Terminal at Perth Airport is a ground-breaking project for the airline. We are proud to be Virgin Australia's technology partner in revolutionising their on-ground guest experience, beginning with the new Perth terminal.

“Working with Virgin Australia has allowed us to combine our innovative ideas and extensive know-how to develop a world-first hybrid check-in and bag drop service that offers customers flexibility and choice. It puts customers in control of their own airport experience based on their needs, and therefore offers them a more personalised journey, from the moment they step into the terminal. The solution, developed on a global standard common-use platform, provides Virgin Australia with the opportunity for future implementations at airports across their airline’s network,” Mr Gutlin said.

The Virgin Australia T1 Domestic Terminal connects the airline’s regional, domestic and international operations offering one of the fastest transfer times of any airline in Australia. Features include:

- Access to 12 departure gates including three dedicated to wide-body aircraft;
- A direct and air-conditioned airside link between Terminals 1 and 2 making it easier and smoother than ever before for Virgin Australia guests to navigate the connection between terminals;
- A 1,711m<sup>2</sup> Virgin Australia lounge, designed by Tim Greer of Tonkin Zulaikha Greer Architects which will accommodate 400 guests and feature the airline’s signature Espresso and Wine Bar.

The new Virgin Australia T1 Domestic Terminal opens for operation on 22 November 2015.

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