SpiceJet
Red. Hot. Spicy.

TOGETHER, LET'S WISH EVERYONE A SAFE JOURNEY.

Flights resuming: 25th May, 2020

BOOKINGS NOW OPEN.

India is all set to fly once again. We need to make sure that every Indian has a safe and secure travel experience. The Government of India has come up with mandatory guidelines for passengers to ensure a safe and contactless travel experience.

GUIDELINES FOR TRAVEL PARTNERS

New bookings:
Complete passenger information including valid emails, mobile numbers and other details will be required with each booking. Incomplete details will lead to the passengers being barred from travelling.

Existing bookings:
Please update passenger details in three simple steps:
1) Visit our website www.spicejet.com
2) Click on Web Check-in
3) Fill in the booking details

GUIDELINES FOR PASSENGERS

CHECK-IN

20kg

To avoid formation of queues at the airport, web check-in will now be mandatory. Passengers with check-in luggage should add them during the web check-in process. It is to be ensured that the luggage label sent during the web check-in process is properly stuck to the luggage and prominently visible. Only one check-in bag (20 kg max.) and one cabin bag (7 kg max.) is allowed. Payment has to be made for any additional luggage during the booking flow or during web check-in.

Passengers can also travel with their Mobile Boarding Pass and use a hand-written or printed luggage label as per the format provided.

TERMINAL ENTRY

A green status on the 'Aarogya Setu' app is mandatory to enter the airport.

The passenger has to reach the airport 2 hours prior to flying time. Baggage drop closes 1 hour prior to departure.

To ensure that no passenger with fever is travelling, a temperature check will be conducted right at the terminal entrance.

Wearing of masks is mandatory and travellers are advised to keep using hand sanitiser during the entire course of the journey.

BAGGAGE DROP

Web check-in is now mandatory. Baggage has to be dropped, with a proper label stuck, at the designated area. Passengers will receive an SMS with the baggage ID as soon as they do so.

Passengers are recommended to use the restrooms at the airport, to avoid visiting one in the aircraft considering that the aircraft lavatories are compact.

BOARDING

Identity cards have to displayed and self-scanning of boarding passes is to be conducted.

To avoid physical contact we will reduce the number of people in our airport coaches by 50%.

To comply by social distancing norms, we will board back-to-front rows, but will space out passengers to minimise crowding near the gate area and on aerobridge gates.

IN-FLIGHT DETAILS

We are temporarily suspending F&B service on all our flights. F&B consumption during the flight is to be avoided. We recommend that passengers enjoy their meals and beverages at home or at the airport premises.

Passengers are urged to limit movement in the aircraft cabin. Once seated, they should avoid getting up until arrival and avoid visiting lavatories, unless absolutely necessary.

Spice SHIELD — FOR A SAFER TRAVEL EXPERIENCE

STATE-OF-THE-ART AIR CIRCULATION SYSTEM
The cabin airflow in our aircraft rules out spread of airborne diseases. The cabin air does not circulate from front to back. It only flows from the ceiling to the floor and gets absorbed for filtration.

HEPA FILTERS
All our aircraft use High-Efficiency Particulate Air (HEPA) filters (like those found in hospitals) that remove up to 99.9+% of airborne particles such as viruses and bacteria.

SANITISED CABINS
Best-in-class cleaning procedures are followed on all our aircraft, in addition to disinfecting passenger touch points and surfaces before every flight.

SYNTHETIC LEATHER SEATS
All our aircraft now have synthetic leather seats which are easier to clean compared to standard fabric seats and are least prone to airborne diseases.

PROTECTIVE MEASURES
Our crew and officials go through a detailed health check-up and will be wearing protective gear to deliver a safe travel experience. Wearing a mask and using hand sanitisers is mandatory for all passengers too.