

**Question 1. How many terminals does the Delhi airport have?**

Indira Gandhi International Airport has the following terminals:

**Terminal 1D**

**Terminal 1C**

**Terminal 3**

Answer 1. Name of Airline operating from each terminal

Name of Terminal	Status	Departure/Arrival	Airline Operating
Terminal 1D	Domestic	Departure	IndiGo, SpiceJet and Go Air
Terminal 1C	Domestic	Arrival	IndiGo, SpiceJet and Go Air
Terminal 3	Integrated (Domestic + International)	Departures and Arrivals	Air India, Alliance Air, Jet Airways, Vistara, Air Asia and all International airlines

**Question 2. How early should I arrive at the airport before my flight?**

Please arrive 90 minutes prior to departure of your domestic flights and 3 hours prior to departure for your international flights

**Question 3. What is the definition of Unaccompanied Minor Passenger? Is parent allowed to accompany a child through check-in?**

An **unaccompanied minor** is a child without the presence of a [legal guardian](#). This term is used in immigration law and in airline policies. The specific definition varies from country to country and from airline to airline. Please check with the airline for further information.

**Question 4. Is there any Child Care lounge facility at the airport?**

For the privacy of mothers who wish to nurse their infants, a well-equipped Child Care Lounge with toys, baby cot is available at all terminals.

**Question 5. Is Wi-Fi facility available at the airport?**

The airport is Wi-Fi enabled. A valid Indian mobile number is required to access the internet.

**Question 6. Is there any accommodation facility in and around the airport?**

The Eaton Smart New Delhi Airport Transit Hotel is conveniently located within the airport's sleek new Terminal 3. Click here for booking <http://www.newdelhiairport.in/eaton-smart.aspx> . Other airport has a self-contained aero city located two kms away from the terminals. A selection of accommodation is provided. Please book directly with the hotels.

**Question 7 What are the facilities available for special needs?**

All terminals at Indira Gandhi International Airport have been designed to ensure safe movement of passengers with reduced mobility. Designated car parking bays, elevators, reclined passenger movers have been installed, to enhance the airport experience. A special counter, located near gate number 1 at Terminal 3 and gate number 8 at T1D has been placed to facilitate passengers who need wheel chairs. A passenger can also call "Special Assistance" from the telephone installed at the curb side of Terminal 3.

**Question 8 Can pregnant women travel by air?**

In most cases it is safe for women, with a normal pregnancy, to travel by air. However, *it is best to check with your doctor before you plan your travel.*

**Question 9 Is there any waiting room facility at the airport?**

Passengers holding a valid ticket to travel within the next 24 hours can access the visitors lounge at T3 through Gate 1 and Gate 8. *Please note that visitor entry to terminals and lounges may be restricted without prior notice due to security or operational reasons.*

**Question 10 Does the airport have a money exchange facility?**

Foreign Exchange counters and ATMs are available at all terminals of Indira Gandhi International Airport.

**Question 11 Can I carry medicines on board?**

You are required to carry a doctor's prescription for medicines that are to be carried on board. Passengers are advised to get in touch with their respective airlines regarding the same.

**Question 12 Who do I contact if I have lost something at the airport?**

All the unclaimed property found in the terminals & its vicinity are deposited in the Office of Airport Manager of respective terminal. Within 24 hours, lost property is deposited in Materials Management Department of the airport. The claimant should carry a photo-copy of their boarding card/ticket & an original government issued identification card to collect the property from the airport.

You may address your concern on lost items to [feedback.igiairport@gmrgroup.in](mailto:feedback.igiairport@gmrgroup.in)

**Question 13 How do I travel between terminals?**

Inter terminal transfer coaches are provided which connect passengers between Terminal 3 and Terminal 1D. A Inter Terminal Transfer Helpdesk is located outside the arrival terminals for assistance.

**Question 14 Where can I give a feedback/ make a query about the airport?**

Please log on to <http://www.newdelhiairport.in/contactus.aspx> and share your feedback/ suggestions

**Question 15 Is it still possible to drop off and pick up someone in front of a terminal?**

Yes, vehicles are permitted only for active loading and unloading of passengers. Vehicles left unattended at the curb will be towed and fined.

**Question 16 Does the Airport have smoking areas?**

In an effort to keep the environment clean, all terminals at Indira Gandhi International Airport provide dedicated smoking lounges. These lounges are located inside the terminals, after security screening. Smoking in any other area is prohibited.

**Question 17 Does the airport have any medical facility?**

In the event of a medical emergency, well trained doctors and paramedics are available from the emergency treatment centre run by Medanta Hospital, the Medicity. These doctors and paramedics are available round the clock.

The Medanta Medical Centres are equipped with emergency treatment centre for passengers & visitors alike. Ambulances are provided to cater to any severe medical emergency. Medanta and Fortis Healthcare facility is available at T3

**Question 18 Is left luggage facility available at the airport?**

The Left Luggage Facility is available in T3 and is located in the Multi Car Parking Facility, across from the terminal.

**Question 19 What if my baggage does not arrive at the final destination?**

Kindly contact the airline you have flown and register a complaint with them. It is the airlines responsibility to assist in such a matter.

**Question 20 What is the baggage size & weight allowed to be carried in a flight?**

Each airline has a definitive guideline with regards to baggage. Kindly contact your airline for all questions related to carry on and or check in baggage.

**Question 21 How can I check the flight arrival or departure timings?**

Flight Information Display System (FIDS) is displayed on the homepage of our website, which provides the latest updates regarding the arrival and departure of all scheduled flights. Flight information can also be obtained by contacting the airline directly. However, if you wish, you may contact our call center on +91 124 3376000. Call center service is available 24 hours 7 days in a week.

**Question 22 What are the details of car parking in the airport? Is self car parking available at Indira Gandhi International Airport.**

Self driven cars can be parked at the Multi Level Car Park located across from Terminal 3 and the Surface Car Park located across from Terminal 1.

Please click <http://www.newdelhiaairport.in/delhi-airport-parking-services.aspx> to check all details pertaining to parking at the airport.

**Question 23 How do I travel to the airport from the City?**

Indira Gandhi International Airport is very well connected with the City and National Capital Region (NCR). Passenger can reach airport through Taxi, City Bus and Metro Rail. Please check the link below: <http://www.newdelhiairport.in/to-from-airport-tool.aspx>

**Question 24 What happens if the goods I purchase at the airport are faulty?**

You may register a complaint regarding the defective/damaged good purchase against the shop from where you made your purchase. You may also lodge a complaint by sending a detailed mail to [feedback.igairport@gmrgroup.in](mailto:feedback.igairport@gmrgroup.in).

**Question 25 Can I use a Credit card at the Airport?**

All shops at the airport accept MasterCard, Visa and American Express.

**Question How can I get a job at the airport?**

Please click the link <http://www.newdelhiairport.in/why-dial.aspx?tab=career> Careers@DIAL to find out the jobs available with Delhi International Airport Pvt. Ltd.

ADDITIONAL FAQS

Question 1. Do I need to buy Duty Free goods against US Dollars only? Can I pay through Indian Rupees?

Yes and can use below currency also to buy the goods from Duty Free shops

- USD
- Euros
- INR
- Sterling pound

Question 2. Can a transit passenger buy Liquor and carry them on board?

Yes, but according to the guidelines of the countries

Question 3. How many litres of liquor are allowed to carry on board?

Its depends on the specific requirements of the countries you are travelling.