

RAJIV GANDHI INTERNATIONAL AIRPORT - HYDERABAD

AIRLINE PASSENGER GUIDES

TRANSFER PROCESS

Comprehensive Guide for Transit Passengers at Hyderabad Airport

Hyderabad's Rajiv Gandhi International Airport (RGIA) is one of India's busiest and most passenger-friendly transit hubs. Whether you are stopping over for a short layover or have an extended connection, navigating the airport smoothly ensures a hassle-free journey. This guide provides step-by-step information to help transit passengers understand the procedures, available facilities, and tips for making the most of your time at Hyderabad Airport.

1. Understanding Transit at Hyderabad Airport

Transit passengers are travellers who arrive at Hyderabad Airport but do not exit the airport and continue their journey on a connecting flight. Depending on your itinerary, you may be required to clear immigration (for international connections) or proceed directly to the domestic transfer area.

There are four types of transit passengers:

- **Domestic-to-Domestic (D-D) Transfer:** Passengers connecting between two domestic flights.
- **International-to-International (I-I) Transfer:** Passengers transferring from one international flight to another.
- **International-to-Domestic (I-D) Transfer:** Passengers arriving on an international flight and connecting to a domestic destination.
- **Domestic-to-International (D-I) Transfer:** Passengers arriving from within India and departing on an international flight.

Each category follows a different set of procedures for security screening, baggage handling, and immigration.

2. Step-by-Step Guide for Transit Passengers

A. International-to-International Transit (I-I)

If you are flying into Hyderabad from an international destination and have a connecting international flight:

- **Arrival & Disembarkation:** Upon arrival, follow the signs for 'International Transfers'.
- **Transfer Security Check:** Passengers must undergo a security screening before proceeding to their departure gate.
- **Boarding Pass & Flight Information:** If you already have a boarding pass for your next flight, proceed directly to your gate. Otherwise, visit the airline transfer desk for assistance.
- **Transit Lounge & Waiting Areas:** If your layover is long, you can relax in one of the airport lounges, sleeping pods, explore duty-free shopping, or grab a meal.
- **Proceed to Boarding Gate:** Keep an eye on the Flight Information Display System (FIDS) and board your flight on time.

B. International-to-Domestic Transit (I-D)

If you are arriving from an international flight and connecting to a domestic destination:

- **Arrival & Immigration Clearance:** Passengers must clear immigration upon arrival in India.

- **Baggage Collection & Customs:** Collect checked baggage (if applicable) and proceed through customs clearance.
- **Domestic Check-in & Security:** Head to the domestic terminal and check in for your next flight.
- **Security Screening:** Passengers must undergo security screening before proceeding to their domestic departure gate.
- **Boarding Process:** Find your assigned gate, check for any announcements, and board your domestic flight.

C. Domestic-to-International Transit (D-I)

If you are arriving from a domestic flight and connecting to an international flight:

- **Arrival at Domestic Terminal:** After de-boarding, follow signs for 'International Departures'.
- **Immigration & Security Clearance:** Passengers must go through passport control and security screening.
- **Airline Check-in & Boarding Pass Collection:** If you have not received your international boarding pass, collect it at the airline counter.
- **Duty-Free Shopping & Lounges:** Utilize your layover time by shopping at duty-free stores or relaxing in a lounge.
- **Proceed to Departure Gate:** Reach the gate well in advance for your international flight.

D. Domestic-to-Domestic Transit (D-D)

For passengers transferring between two domestic flights:

- **Arrival & Transfer to Departures:** Follow signs for 'Domestic Transfers'.
- **Security Screening:** Undergo mandatory security checks before proceeding to the departure area.
- **Gate Assignment & Waiting Areas:** Check the flight display screens to locate your boarding gate.
- **Boarding Process:** Ensure you are at the gate on time and board as per airline announcements.

3. Baggage Handling for Transit Passengers

Baggage transfer policies depend on whether your tickets are booked as a single itinerary or separate bookings:

- If both flights are booked under the same ticket, baggage is usually transferred automatically.
- If booked separately, passengers may need to collect baggage and re-check it for the next flight.
- Always confirm baggage policies with the airline before travel.

4. Facilities for Transit Passengers

A. Lounges

Hyderabad Airport offers world-class lounges, including:

- **Encalm Lounges:** Select airlines offer exclusive lounges for business and first-class passengers. Located at domestic departures, and also at international (it is called Encalm Prev)

B. Sleeping Pods

Passengers with long layovers can book sleeping pods:

- **Sleeping Pods:** Available for hourly bookings, perfect for short naps located at Car Park Level

C. Dining & Shopping

- **Duty-Free Shopping:** A wide range of luxury goods, cosmetics, perfumes, and electronics.

- **Restaurants & Cafés:** International and Indian cuisine options are available across the terminal.

D. Free Wi-Fi & Charging Stations

Complimentary Wi-Fi is available throughout the airport, and charging stations are accessible in all waiting areas.

E. Medical Assistance

24/7 medical centres and pharmacies are available to assist passengers in need located at level B basement and satellite medical centres at Arrivals and Departures.

5. Things to Do During a Long Layover

If you have an extended layover, consider:

- Exploring duty-free shopping
- Enjoying a meal at a premium restaurant
- Relaxing at an airport lounge
- Booking a short stay at the Novotel
- Using business centres for work needs
- Taking a short city tour (if eligible for visa-free entry)
- Visit Aeroplaza
- Enjoy Virtual games

6. Tips for Smooth Transit at Hyderabad Airport

1. **Check Visa & Immigration Rules:** Some transit passengers may require a visa; check in advance.
2. **Confirm Baggage Transfer Policies:** Know if you need to collect and re-check your baggage.
3. **Use Fast-Track Services:** If short on time, consider priority services for immigration and security clearance.
4. **Download the Hoi App:** Stay updated on flight changes and airport facilities.
5. **Follow Signage & Announcements:** Hyderabad Airport has clear English signage, making navigation easy.
6. **Reach out to our passenger service associates for help.>**

By following this comprehensive guide, transit passengers at Hyderabad Airport can experience a smooth, stress-free connection to their next flight. Safe travels!

ARRIVAL PROCESS

Disembarkation:

- Remain seated until the aircraft arrives at the gate and the cabin crew signals it's safe to disembark.
- Collect your belongings before leaving the aircraft.

Immigration (International Flights Only):

- Follow the signs for immigration control.
- Join the queue for your nationality or follow instructions for travellers with specific documentation (e.g., visas).
- Present your passport and completed arrival card (if required) to the immigration officer.

Baggage Claim:

- Proceed to the baggage claim area as directed by signs or announcements.
- Locate the carousel displaying your flight number to collect your checked luggage.

Customs (International Flights Only):

- Follow signs for customs. You may need to declare any goods you are bringing into the country.
- Declare items if required and proceed through the appropriate channel (usually green or red).

DEPARTURE PROCESS

This is a general guide, and some specifics may vary depending on the airport and airline.

Check-in:

- Allow ample time - generally 2 hours for domestic flights and 3 hours for international flights.
- Locate the check-in counter for your airline.
- Present your ID and travel documents (passport for international flights).
- You may check in online beforehand and print your boarding pass at home or use the airline's app to obtain a mobile boarding pass.
- Check your baggage allowance and any fees for excess baggage. You may be able to check your bags or carry them depending on the airline and your ticket.

Security Check:

- Proceed to the security screening area.
- Have your boarding pass and ID ready.
- Place your carry-on luggage, electronics, and liquids in separate bins for X-ray screening.
- Walk through the metal detector or be subjected to a pat-down if the alarm sounds.

Boarding:

- Locate your departure gate as directed on your boarding pass or as displayed at the airport Flight Information Display screens.
- Pay attention to gate announcements for any changes.
- Boarding usually begins 30-45 minutes before departure. The gate agent will call boarding groups by zone or row number on the boarding pass.

Boarding the Aircraft:

- Present your boarding pass at the gate agent for scanning.
- Stow your carry-on luggage in the overhead compartment or under the seat in front of you.
- Find your assigned seat and buckle your seatbelt.

PRE-FLIGHT CHECKS

Before embarking on your journey, it is essential to conduct thorough pre-flight checks to avoid last-minute hassles.

- **Verify Travel Documents:** Ensure that your passport, visa (if required), and tickets are valid and up-to-date. Keep multiple copies of these documents for backup.
- **Check Airline Requirements:** Different airlines have specific baggage allowances, check-in policies, and in-flight regulations. Visit the airline's official website to review their guidelines.
- **Health & Safety Compliance:** If you are traveling to a country with vaccinations, ensure you have the necessary health certificates.
- **Packing Smartly:** Follow airline and security regulations for both carry-on and checked baggage. Adhere to weight limits and avoid prohibited items.
- **Advance Bookings:** If you require lounge access, fast-track security, or special assistance services, book them in advance for a smooth airport experience.
- **Monitor Flight Status:** Stay updated on your flight schedule through airline apps or Hyderabad Airport's official website to avoid delays or sudden changes.

TRAVEL ADVISORIES

Staying informed about travel advisories is crucial to ensuring a smooth and stress-free journey.

- **Government & Airline Regulations:** Check for any visa policy changes, security protocols, or airline-specific travel requirements.
- **Weather Updates:** Weather conditions can impact flight schedules. Stay informed about local weather forecasts for both Hyderabad and your destination.
- **Health & Safety Alerts:** Be aware of any travel restrictions, quarantine requirements, or testing mandates for your journey.
- **Transit Guidelines:** If you have a layover at another airport, understand the procedures for re-boarding and visa requirements.
- **Currency Exchange & Payments:** If traveling internationally, ensure you have access to sufficient local currency or international payment options.

GETTING TO THE AIRPORT

A timely and well-planned arrival at the airport ensures a stress-free check-in process.

- **Plan Your Route:** Use GPS navigation or Hyderabad Airport's transport guide to identify the best route based on real-time traffic updates.
- **Transportation Options:** Choose from taxis, app-based cabs, airport shuttle services, or public buses for your commute.
- **Arrival Timing:** Arrive at least 3 hours before international departures and 2 hours before domestic flights to complete formalities comfortably.
- **Parking Facilities:** The airport offers secure short-term and long-term parking for passengers who drive themselves.
- **Drop-Off Points:** Use designated drop-off zones near the departure gates for quick access to the terminal.

CHECK-IN PROCESS

The check-in process is the first step in your airport journey and varies depending on your airline and ticket type.

- **Online Check-In:** Save time by checking in online and downloading your boarding pass before arriving at the airport.
- **Self-Service Kiosks:** For passengers who haven't checked in online, kiosks are available for printing boarding passes and baggage tags.
- **Counter Check-In:** If you prefer face-to-face assistance, approach the airline check-in counters where agents will process your boarding pass and baggage.
- **Baggage Drop-Off:** Once checked in, drop your checked luggage at the designated counters before proceeding to security clearance.
- **Proceed to Boarding Gate:** Locate your boarding gate using information displays and proceed in advance to avoid delays.

BAGGAGE RESTRICTIONS

Understanding baggage policies helps prevent inconvenience at security checkpoints.

- **Carry-On Baggage:** Airlines impose size and weight restrictions on cabin luggage. Check your airline's regulations to avoid extra charges.
- **Checked Baggage:** Ensure your luggage adheres to weight limits, as exceeding them may result in additional fees.
- **Liquid & Gel Restrictions:** Liquids carried in hand baggage must be in containers of 100ml or less and packed in a transparent, re-sealable bag.
- **Prohibited Items:** Sharp objects, flammable materials, and weapons are strictly forbidden. Check security regulations before packing.
- **Special Items:** If you are traveling with medical equipment, large electronics, or sporting gear, notify the airline in advance for necessary approvals.

SECURITY & IMMIGRATION CLEARANCE

Ensuring smooth passage through security and immigration involves preparation and compliance with regulations.

- **Security Screening:** Place electronic devices, belts, and jackets in trays for X-ray screening.
- **Body Scanner:** Walk through the security scanner and follow officer instructions for additional screening if required.
- **Immigration Check:** Present your passport, visa, and boarding pass at immigration counters.
- **Customs Declaration:** Declare high-value items, foreign currency, or restricted goods at customs checkpoints.
- **Proceed to Boarding Area:** Once cleared, head to your departure gate well before the boarding announcement.

BAGGAGE SERVICES

Step-by-Step Guide for Baggage Services at Hyderabad Airport

- **Baggage Claim Process**
 - **Locate the Baggage Claim Area:** After exiting the aircraft, follow signs for "Baggage Claim."

- Collect Your Baggage: Wait for your baggage to arrive and ensure you pick up the correct one by checking the baggage tag.
- Handling Delayed or Missing Baggage
 - Report Immediately: If your baggage doesn't arrive within a reasonable time, report it at the Lost and Found counter in the baggage claim area.
 - Provide Details: Share your baggage claim tag, flight details, and a description of your luggage.
 - Tracking & Updates: Airlines will track your baggage and provide updates through SMS, email, or their app.
- Lost Baggage Process
 - File a Lost Baggage Report: If your baggage is not found, file a formal report with the airline.
 - Compensation Policy: Depending on airline policies, you may receive compensation for lost baggage.
 - Baggage Delivery: If found, your baggage can be delivered to your address or made available for pickup.
- Reporting Damaged Baggage
 - Check for Damage: Before leaving the airport, inspect your baggage for any damage.
 - Report to the Airline: If damaged, report it immediately to the airline's baggage services counter.
 - Compensation or Repairs: Airlines may offer repair services, replacement, or compensation based on the extent of damage.
- Left Luggage & Storage Services
 - Locate the Left Luggage Counter: Hyderabad Airport offers luggage storage services for short-term and long-term needs.
 - Check Storage Policies: Ensure your baggage complies with storage rules, including size and prohibited items.
 - Pick Up Later: Retrieve your baggage by presenting your receipt and valid ID when required.
- Oversized & Special Baggage Handling
 - Declare Oversized Baggage: If traveling with large items (sports gear, musical instruments), check with your airline for special handling procedures.
 - Special Check-In Counters: Drop off oversized baggage at designated counters for safe handling.
 - Delivery at Oversized Baggage Area: These items are usually delivered separately at the baggage claim area.
- Baggage Services for Connecting Flights
 - Verify Through-Check Baggage: If you have a connecting flight, confirm whether your baggage is automatically transferred to the next flight.
 - Reclaim for Re-Check-In: If required, collect your baggage and re-check it for your next flight.
 - Check Transit Labels: Ensure your baggage has the correct destination tag to avoid misrouting.
- Restricted & Prohibited Items in Checked Luggage
 - Avoid Carrying Restricted Items: Items such as explosives, lithium batteries, and hazardous chemicals are not allowed in checked baggage.

- Pack Properly: Fragile and valuable items should be carried in hand luggage, not checked bags.
- Customs Clearance: If carrying high-value goods, declare them at the customs counter.
- Baggage Assistance & Porter Services
 - Request a Porter: If you need help with heavy luggage, porter services are available at Hyderabad Airport.
 - Pre-Book if Required: Some services allow advance booking for convenience.
 - Charges & Payment: Fees apply based on the number of bags and service duration.
- Smart Baggage Tracking & Security
 - Use Baggage Trackers: Consider placing a tracking device (like Apple AirTag or Tile) in your checked baggage.
 - Security Checks: Your checked baggage undergoes thorough screening, so avoid packing restricted items.
 - Verify Bag Tags: Before leaving, double-check that your baggage tags match your flight details.

TRANSPORT FROM THE AIRPORT

Hyderabad's Rajiv Gandhi International Airport (RGIA) offers a variety of transportation options to ensure passengers can travel to and from the airport with ease.

- **Radio Taxis:** Authorized radio taxi services like Meru and Skycabs operate 24/7 from the airport, providing reliable transportation to various city destinations.
- **App-Based Cabs:** Passengers can book rides through popular app-based services such as Ola and Uber, offering convenience and flexibility.
- **Prepaid Taxis:** For those preferring fixed rates, prepaid taxi services are available, allowing passengers to pay in advance at designated counters.
- **She Cabs:** Dedicated to ensuring safe travel for women, 'She Cabs' are operated by female drivers and can be booked at the airport.
- **Car Rentals:** Multiple car rental agencies operate within the airport premises, offering a range of vehicles for self-drive or chauffeur-driven services.
- **Pushpak Airport Liner:** The Telangana State Road Transport Corporation (TSRTC) operates the 'Pushpak' luxury airport liner, connecting RGIA to various parts of Hyderabad with air-conditioned buses.
- **Electric Vehicles (EVs):** In line with sustainable initiatives, the airport supports electric vehicle services, providing eco-friendly transportation options.
- **Real-Time Cab Availability:** Screens displaying real-time cab availability are installed in the baggage claim area, assisting passengers in making informed transportation choices.
- **Information Display Boards:** Strategically placed throughout the terminal, these boards provide detailed information on all available transport options.
- **Passenger Service Associates:** Stationed at cab zones, these associates assist passengers with transportation queries and ensure a smooth boarding process.
- **Regular Announcements:** The airport makes regular announcements informing passengers about the various authorized transport services available, emphasizing safety and convenience.

- **Dedicated Help Desk:** Located near the Aeroplaza, this help desk offers support and information regarding commuting options and other passenger inquiries.
- **Accessible Bus Boarding Point:** For the convenience of bus users, the TSRTC Pushpak boarding point has been relocated to Pickup Point D, reducing walking distance and enhancing accessibility.
- **Parking Facilities:** RGIA provides ample parking spaces with options for short-term and long-term stays, accommodating passengers who prefer to drive their own vehicles.
- **Valet Parking:** For added convenience, valet parking services are available, allowing passengers to hand over their vehicles to professional attendants upon arrival.
- **Bicycle Racks:** Supporting eco-friendly transportation, the airport offers bicycle racks for passengers who choose to cycle to the terminal.
- **Shuttle Services:** Inter-terminal shuttle services are provided for easy movement between different sections of the airport.
- **Hotel Courtesy Shuttles:** Many nearby hotels offer complimentary shuttle services to and from the airport for their guests.
- **Intercity Bus Services:** TSRTC operates intercity buses connecting RGIA to important towns such as Vijayawada, Nizamabad, Rajahmundry, and Raichur, facilitating regional travel.

CUSTOMS & IMMIGRATION CLEARANCE

1. **Immigration Check:** Present passport, visa, and declaration forms.
2. **Customs Declaration:** Declare high-value items, cash over permissible limits, and restricted goods.
3. **Security Screening:** Bags may be scanned for customs clearance.
4. **Duty-Free Purchases:** Follow allowances for duty-free goods upon arrival.
5. **Proceed to Exit:** Once cleared, exit towards transportation options.

EXIT THE AIRPORT

Follow signs for your chosen mode of transportation (Cabs, public transport, etc.)

- **Transit Process (at an Airport):** If you have a connecting flight at an airport, the transit process is generally simpler.
- **Immigration (if required):** Go through immigration control if you need to enter the country to reach your connecting flight.
- **Baggage Claim (if not checked through):** Only collect your checked luggage if your final destination is not on the same baggage tag.
- **Security Check (if required):** In some cases, you may need to go through another security check to connect to your next flight.
- **Proceed to your Connecting Gate:** Locate your connecting gate using the airport signs or flight information boards.

Allow ample time to reach your gate, considering walking distances and potential security checks.

Additional Tips:

- Double-check your flight information and itinerary before departure.
- Familiarize yourself with the airport layout beforehand, especially if you have a tight connection.
- Allow extra time for unexpected delays.
- Download your airline's mobile app for check-in, boarding pass access, and real-time flight updates.
- Keep your travel documents and identification readily accessible.

RESERVATIONS

If your reservation is confirmed and you carry a ticket, you are eligible to travel in the flight on the specified day at a specified time. If one doesn't show up or fails to cancel a reservation then the airline has the right to mark your reservation as no show, and the airline can cancel any continuing or return reservations.

REFUNDS

The refund rules vary from airline to airline but there are a few general rules common to all, namely:

If you need to cancel a ticket purchased as a nonrefundable fare, you may be able to apply the fare you paid toward a future flight. Change or cancellation fees will apply.

If you need to cancel a refundable ticket purchased by credit card, your refund will be issued as a credit on the same card you used to make the purchase.

If you purchased your ticket with a personal cheque, you will usually receive your refund through the mail.

Tickets paid for with cash can generally be refunded immediately by the airlines or travel agency

CHECK-IN TIMES

Being on time is very important

If you have not checked in for your flight on time, then the airline has the authority to cancel your reservation. Also, your seat can be given to another passenger, regardless of whether you have an advance boarding pass or an advance seat assignment.

The same rule holds true for your baggage.

It is always advisable to arrive 2 hours before your departure time. If you are flying internationally or during the holidays, you may need to arrive even earlier. Also be aware that there could be traffic on the roads to and from the airport, and so, it is prudent to plan ahead.

DELAYS/ CANCELLATIONS

There is no compensation for delayed or cancelled flights. However, you need to contact your airline for specific details.

Cancelled flights: The airlines, in most cases, will book you on the next available flight.

Delay: If your plane is delayed, the airline may pay compensation.

Some airlines do not provide amenities if the delay is caused by bad weather or other conditions beyond their control.

BAGGAGE

Bags delayed: If your bags are delayed then the airline may agree to pay "reasonable" expenses until the luggage is found.

Bags lost: If your lost bags are not found, then you can file a claim for compensation. You should contact the respective airline for more specific information.

AIRLINE RIGHTS

If there are adverse conditions on the ground (such as bad weather) the airline may refund your ticket even if it's a nonrefundable ticket, but won't be responsible for any inconvenience it may have caused you.

The airlines have the right to refuse you to board the aircraft in the following cases:

- Refusal to be searched for explosives or concealed weapons.
- Refusal to provide positive identification.
- Disorderly conduct.
- Being barefoot or being unable to be seated with the seat belt fastened.

SPECIAL NEEDS

Airlines must also provide the following services free of charge (in addition to some others). However, relevant medical records will be essential.

- Help getting on and off planes and make connections.
- "Timely access" to information on gate assignments, security and other publicly announced information.
- Access to the plane's cabin for any necessary service.

Source: <https://www.hyderabad.aero/passenger-guide.aspx>