Cloud 9 Airlines

First time flyer guide.

There are a few things you should know and familiarise yourself with, to make your first flight as stress-free and comfortable as possible.

Here is a guide with all that you need to know, from booking a flight to navigating the airport to getting onto the plane. This will certainly ease your travel fear and get you ready for the journey ahead.

**The Travelers Checklist:**

(Most basic things required for air travel)

* ID card - The most important document for Air travel and Passport for International Travellers
* Tickets - Hard copy / soft copy based on the Airline’s policy
* Boarding Pass - If available or you can print it at the Check-in counters at the Self Kiosk counters at the Airport.
* Mobile phones - with all the necessary travel apps.

**Air Travel Best Practices**

* Ensure to carry all the necessary documents as (mentioned above in the Traveller’s checklist).
* Ensure that you abide by the baggage guidelines of the airline of your travel.
* Ensure you reach the Airport at least 2 /3 hours before the scheduled time of departure

**Know Your Luggage:**

Travel documents should be placed in your hand baggage because you may be asked for it anytime for verification of identity.

Travel light for an enjoyable journey. The following are the free allowed weights with your ticket :

**Hand baggage:**

one hand bag up to 7 kgs and 115 cms (L+W+H), shall be allowed per customer. For contactless travel we recommend to place it under the seat in front, on board.

**Check In baggage:**

15kg allowance per person (1 piece only) effective Oct 1st, 2020.

Additional charges of **INR 550 per Kg** is applicable at the airport check-in.

Ensure that you do not carry any prohibited items in your baggage or it’ll be confiscated by the officials at the Airport.

To know more about the list of items allowed/prohibited at the airport [Click here](https://www.newdelhiairport.in/passenger-guide/security-and-baggage-advice/)

**Getting to the Airport:**

We allow check in for the passengers at least two hours before the scheduled departure

Accordingly ensure you reach the Airport at least 2 or 3 hours before the scheduled departure of the Aeroplane. This will give you time to check in and collect your boarding pass, check in your baggage, go through the security screening and be at the departure gate in time for your flight. Keep in mind that that the gate closes 45 min before departure of the Aeroplane.

**A Word of Advice:** Make use of Public transport to minimise the unwanted delays in parking your own vehicles.

**Check In at the Airport:**

Upon reaching the Airport, you will be required to show your ID. Officials at the counter will check the required documents to verify your identity. After verification, you will be issued a boarding pass which will have all the details of your travel like Flight number, seat number, scheduled departure time of the flight.

**Newbie’s word of advice:** Make sure to secure the boarding pass along with your travel documents. There’s a chance that you can miss it in the breathtaking experience of making your maiden flight.

**Security Checks:**

After Checking-in at the Airport, you’ve to undergo a series of security checks. The following will prepare you better for the screening and personal check.

* Place all your hand baggage for screening.
* Place cell phones, laptops, electronics etc in the tray provided.
* The metal objects like belts, bracelets etc are to be placed in the trays provided, as they might set off the alarms.
* Follow the 3-3-3 rule at the Airport for carrying any liquids. (You’re not allowed to carry more than 3 numbers and not more than 3 fluid ounces) Check Airline rules to clear any doubts.
* While your luggage is being checked, you'll be required to undergo a personal check at the checking booths.

Once your screening is over, collect your baggage and everything else from the other side of the X ray machines, or screens. Your documents will be verified and the officials at the counters will allow you to move on to the next step in the Airline process.

In case the screening machine detects anything unusual, or the checking authorities require clarification, you and your luggage may be subjected to extra checks and screening measures.

move on to the corresponding terminal .

**Waiting Area Lounge /Shopping**

Irrespective of the type of flight, you have to wait in the waiting area before it is time to board the flight. There are lounges where you can relax before your flight

While waiting you can explore all the facilities of the Airport. At IGI Airport we have innumerable number of shops, eateries and more to keep you engaged. Experience a diverse range of shopping, dining or relaxing at the Airport. Visit For more information visit Airport website.

**Departure**

After reaching the final gate, wait in the boarding area to board the flight. You aboard the plane once the final check of your boarding pass is done.

**During Flight**

* Pay attention to the flight attendant safety briefing at the beginning of your flight and read the safety briefing card
* You are required to switch off your mobile phones during take off and landing
* You Must wear your seat belt at all times when the seat belt indicator is on.
* In flight meals would be available on payment basis .
* Your are required to maintain Dignity and decency , failing to do so might lead to criminal changes with harsh penalties and may include ban from flying with the airline.