

ICASA 2021

HOSTED IN DBN: 06 – 11 DEC '21

Welcome Desk & Airport Transfer





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Facilitation Process: Arrivals & Departures



- Guests will arrive on domestic flight
- Guests will get to baggage area via air bridges
- Guests will pick up their own baggage from the carousel
- They will be met by Host at arrivals door
- They will be escorted to the hospitality desk
- Once they have been registered they will escorted to their coach

- Guests will arrive on Emirates/Qatar airlines
- Guests will go through health check up (COVID19 screening)
- Guests will get to immigration via air bridges
- Guests will pick up their own baggage from the carousel
- Guests will then go through Customs
- They will be met by Host at arrivals door
- They will be escorted to the hospitality desk
- Once they have been registered they will escorted to their coach

- Host to be at the arrivals door
- Host to wear identifiable branded clothing
- Host to greet guests in a friendly manner
- Host to escort and not direct guests to registration desk
- Host not to leave guests and their baggage unattended
- Host to ensure guest and belongings are safely on the correct coach
- Host to wear their mask at all times, and adhere to COVID19 safety precautions at all times

- Coach arrives on upper level
- Coach parks in inner lane
- Guests disembark coach
- Guests are escorted by host to the respective airline
- Guests check in
- Guests are escorted up to the security check point
- Guests depart

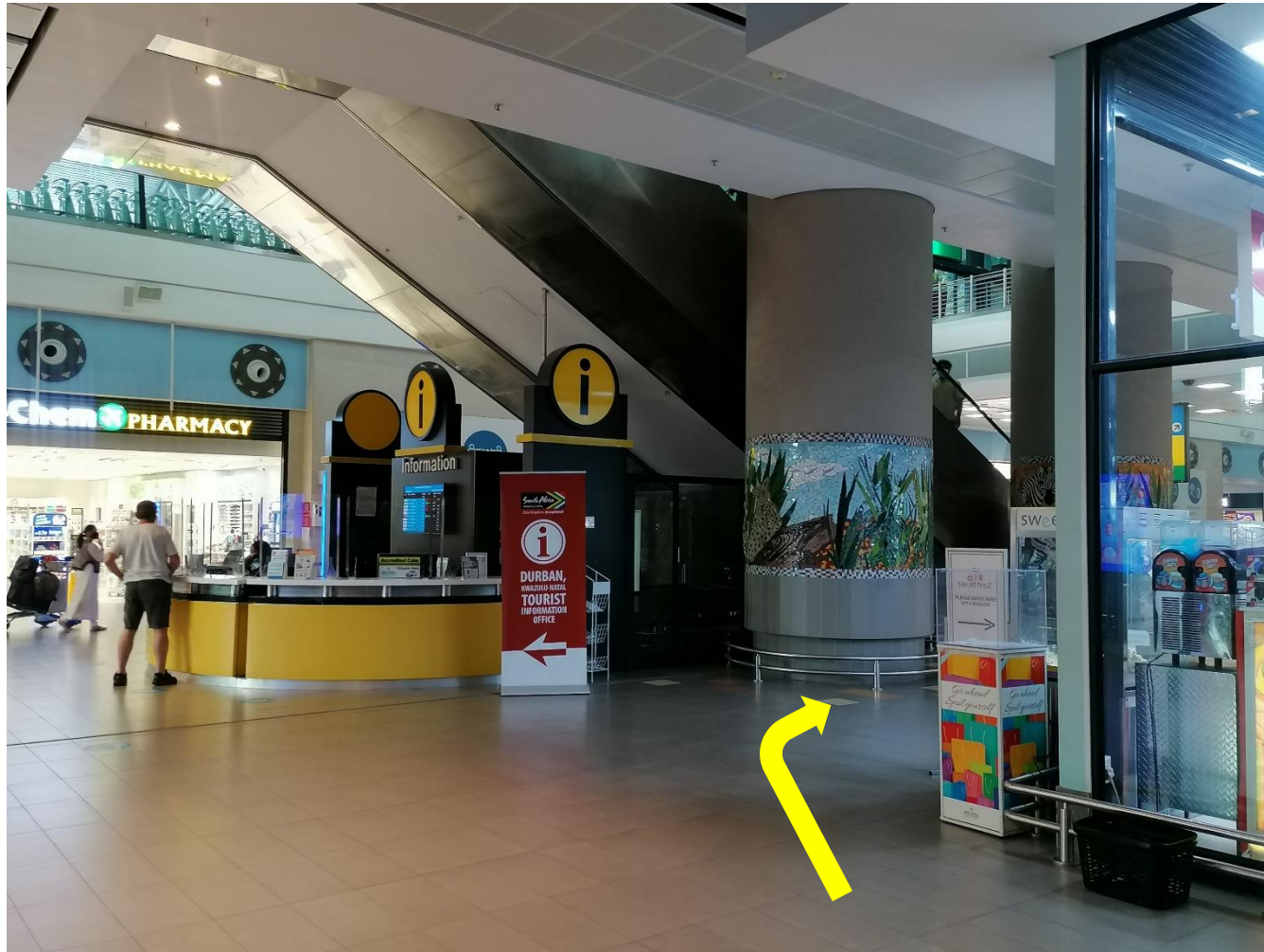
- The desks will be placed close to the international arrivals terminal
- Desks to be supplied by client (ICASA). If desk is not secure, it must be packed each end of shift and set up.
- There should be banners placed next to the desk (and removed at end of each shift)
- Hosts and staff should have branded clothing
- The desk is to be manned at all times (when transport is provided)



Ushers will stand at Meeters & Greeters with branded lolly pop boards – on the star marked area. They can be seated when no delegates are expected.



FIDS positioned where Ushers can track flight movements (arrivals)



Ushers escort the delegates past the KSIA Info desk and turn RIGHT (along Sweet Treat) and walk down the passage towards the banking hall, and exit on LEFT (under Yellow bulkhead) towards the sliding doors



Ushers escort delegates towards exit sliding doors (along walkway after Yellow bulkhead)



Welcome desk & Banners to be placed against the glass façade – facing sliding doors (Int. Arrivals). Note: Durban Tourism have confirmed activation to be staged under sheltered area for 04 & 05 Dec only.



Shuttles will access Coach Zone to pick up delegates.
Access fee to be paid prior if appointed transport company does not have accreditation

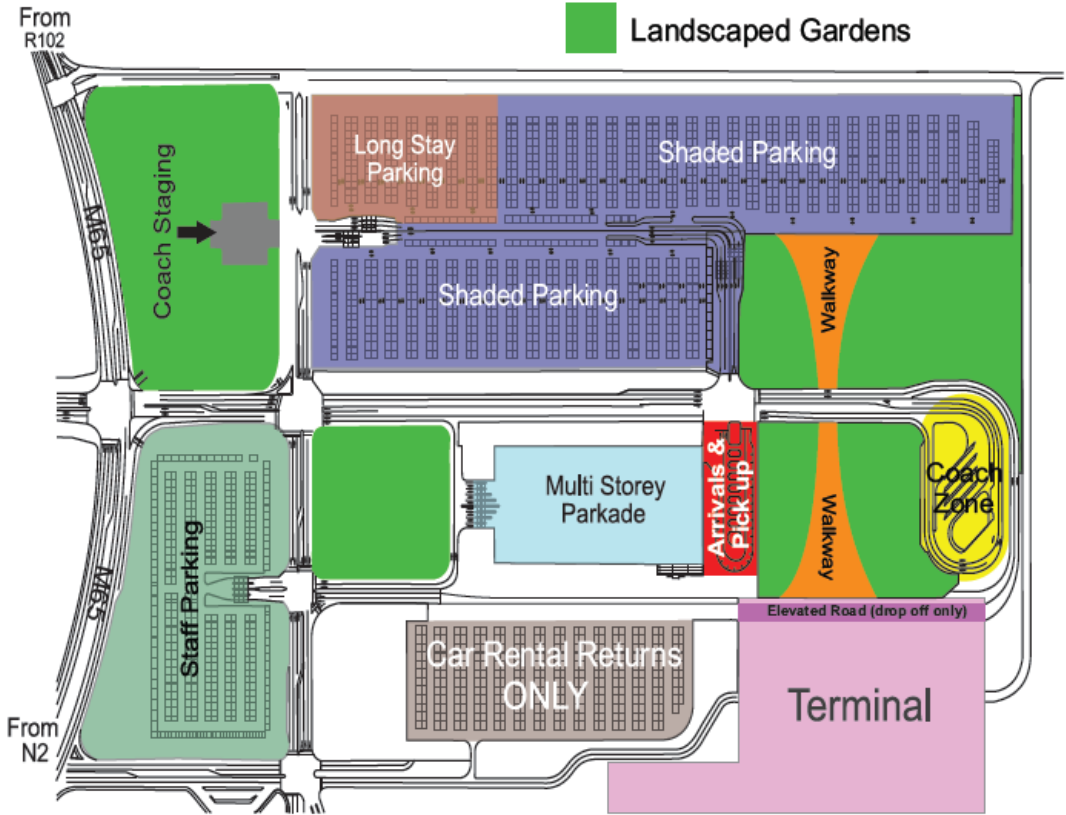
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PARKING PROCESS & SITES



PARKING ZONES

- Multi Storey Parking - 1500 bays
- Shaded Parking - 2500 bays
- Long Stay Parking - 500 bays
- Staff Parking
- Coach Zone
- Arrivals & Pick up
- Terminal Building
- Elevated Road (drop off only)
- Landscaped Gardens



- The Coach Zone will be utilized for ICASA 2021
- Only accredited transport will be allowed in that area. If appointed company does not have accreditation, they will pay a flat fee of R55 per vehicle per day (paid upfront prior arrival @ KSIA Parking office).
- Transport service provider must provide their own signage on the vehicles
- Transport provider will be allowed to use the staging area at the airport
- All transport vehicles must have the correct branding on the front window of the coach during the event
- On departure once guests have disembarked the coach must leave the outer lane
- Driver must remain in the coach at all times in the inner lane
- Fleet detail to be provided to KSIA Parking prior event

Departures 14:37

Flight	Destination	Time	Gate	Status	New Time
HM060	Seychelles	13:50	A11	Closed	
SA028	Harare	14:55	A01	Final Call	
SA060	Las Vegas	15:00	A01	Boarding Gate	
SA062	Naserey	15:00	A01	Boarding	
BP206	Gaborone	15:00	A01	Boarding	
SA1775	Gaborone	15:45	A05	Boarding	
FH0336	Harare	16:50	A21	Boarding	
SA0086	Manzini - King Msw	16:05	A29	Boarding	
SA0156	Ndola	16:05	A27	Boarding	
SA0164	Lusaka	16:20	A19	Boarding	
SA0102	Harare	16:20	A21	Boarding	
DT579	Luanda	16:35	A07-08	Boarding	
SA286	Hong Kong	17:00	A01	Boarding	
SA0450	Gaborone	17:00	A01	Boarding	
KQ763	Nairobi	17:30	A15	Boarding	
TK043	Istanbul	18:10	A05	Boarding	

THANK YOU

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