

PREPARATION AND PLANNING AT THE AIRPORT

PREPARE:

List of responsible airport services departments, their business hours, telephone numbers, how long in advance they need to be notified.

List of necessary services that will be needed.

Names and phone numbers of airlines operating contacts and service providers.

Information on hotels and rooms availability.

Phone numbers of regional hospitals and medical offices.

Transportation companies phone numbers and business hours.

Restaurants phone number, cuisine, and other food service providers.

PLANNING AHEAD:

Contact numbers for Airline client

Airline Client Chief Dispatcher phone/fax

SITA address

System Control OPS Center



Make sure information is available for coordination with airport and local services and organization such as:

- Customs
- Passport and border control
- At the airport:
 - Plan for the best place to provide shelter for around 300 passengers and 14 crew
 - Plan for the transportation for luggage from the airport to hotel and back
 - Keep Contact numbers for ambulance and other emergency and medical transportation services
 - Keep information on regional hospitals and medical establishments
 - Find out where are locations of the available telephone for the international collect calling
 - Find out locations to purchase prepaid calling cards
 - Find out locations of ATM machines at the terminal
 - Find out locations at the terminal and hotel for purchase of food, water, and snacks
 - Find out if catering is available to deliver food to the aircraft if passengers will remain on board
 - Keep a diary if possible of the event