

PUBLIC NOTICE



New Initiatives to Enhance Customer Experience at the Piarco International Airport

The Airports Authority of Trinidad and Tobago (“the Authority”) wishes to advise that we are in the process of introducing several initiatives at the Piarco International Airport, aimed at enhancing the experience of all airport users and delivering better quality service to our valued customers. Such initiatives include the recent refurbishment of washrooms that serve the Check In and Arrivals Concourse areas and the introduction of additional self service check-in kiosks at the North Terminal.

In addition, the Authority is upgrading its washroom facilities in the International Departure Lounges. This is being executed on a phased basis. The upgrade of the washrooms ‘airside east’ in the Departure Lounge, that serve **Gates 8-14**, began on March 31st 2016. These works were completed and the washrooms were reopened to the public on May 14th 2016. Currently, the washroom facilities ‘airside west’, that serve **Gates 1-7**, are being renovated. The works, which began on May 19th 2016, are scheduled to be completed by the end of June 2016.

Relevant signage and Customer Service Representatives of the Authority, are positioned at various locations at the Airport to assist with directing passengers to alternative washroom facilities.

We do sincerely apologise for any inconvenience caused, and ask all airport users to work with us as the Authority continues to improve its amenities and services for the benefit of all valued customers.

