



# INTERNATIONAL TERMINAL DISRUPTIONS

UPDATED 6 APRIL 2025



# FREQUENTLY ASKED QUESTIONS

If approached by passengers looking for information on check-in, bag drop, security screening and amenities in the International Terminal, please refer to the following information. This information is current as of 4 April 2025.

- **Overall changes:** The International Terminal is undergoing a significant upgrade that will greatly improve the passenger experience. This includes a streamlined passenger journey with new self-service check-in and bag drop areas and new, government mandated screening equipment—all on Level 4—as well as a greatly expanded and reimagined food and retail experience on Level 3. These changes will be complete by late 2025.
- **Check-in & bag drop:** Check-in & bag-drop remains in the same location on Level 4. We are currently upgrading this area, installing new, self-service check-in areas that include easy-to-use kiosks and new bag-drop machines.
- **Security Screening:** Security screening remains on Level 3 for now. Please follow the signage on Level 4 and proceed to Level 3 for security screening. Security screening will move to Level 4 later in 2025.
- **Food court:** The food court area on Level 4 is now closed as we prepare to install new screening equipment for late 2025. Alternatively, you can visit Fonzie Abbott Coffee (Opposite row 7 and 8) and Elra Coffee (opposite row 4), now open on Level 4, or Coffee Club on Level 2 (Arrivals). Food and beverage outlets after security remain open.
- **Toilets:** The toilets opposite check-in rows 1 and 2 on Level 4 are open. Please follow the wayfinding to locate these facilities.
- **Flight Centre:** Is trading in a temporary location whilst their new tenancy is being built. They can be found opposite row 1.
- **New Routes for Staff:** Access to and from ITB's screening and sterile environment on Level 3 has changed. The access point on Level 3 is closed, and staff must use the new routes to and from the sterile environment. These routes are detailed with wayfinding signage.

# CHECK-IN & BAG-DROP



Proceed through Level 4 check-in and bag drop rows.



Proceed to Level 3 departures screening after check-in on Level 4.



# VIEWING TERRACE & FOOD OPTIONS



Hoarding is in place on Level 4 terrace for future screening equipment.



Fonzie Abbott & Elra Coffee are open in front of rows 7- 8 and 4. L4 food court is closed.



# TOILETS



Toilets on level 4 at the back end of check-in rows 1-2 are open.



Toilets near Flight Centre on Level 4 are closed.



Toilets on Level 4 near viewing terrace are closed.



# NEW ROUTES FOR STAFF WITHIN ITB

Access to and from the ITB's screening and sterile environment areas has changed.

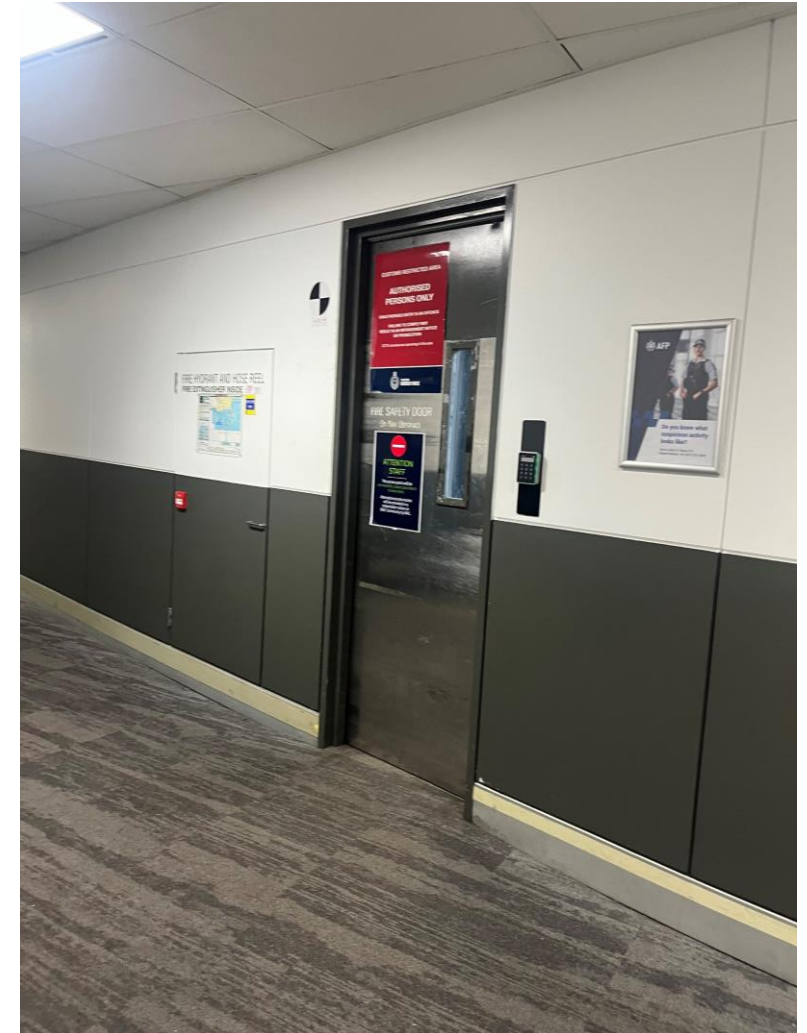
The access point on Level 3 is shut down with new routes as follows:

## **Access TO screening and sterile environment**

- Between 4am and 1am, all staff, airport workers and crew must access security screening via Level 4, i.e. the same way passengers do.
- Between 1am and 4am, overnight staff are to instead use the southern goods screening room. Please note that any crew requiring access during this period must engage ABF in the first instance to organise outbound processes.

## **Access FROM sterile environment**

- Anyone needing to return to landside from the Level 3 sterile area must use a new passback, which can be accessed via the hallways adjacent to the Qantas Lounge, near Gate 80.



Level 3 access door is no longer available