



TRAVEL COMMUNIQUE

03 April 2010

DURBAN AIRPORT SERVICES

CHANGE-OVER OF AIRPORTS: APRIL TO MAY 010

The move from the old Durban International Airport (DIA) to the new King Shaka International Airport (KSIA) takes place on Saturday 01 May 2010 and details describing the change-over arrangements between both airports is provided below:

KSIA OPERATING HOURS

05h00 to 22h00 seven days a week

IMPORTANT TELEPHONE NUMBERS

ACSA Help Desk:	032 436 6758	ACSA information (airport):	032 436 6585
Flight information:	086 727 7888	Terminal Client Manager:	032 436 6544
Switch Board number:	032 436 6000	Parking Management:	032 436 6626
SA Police Service:	032 436 6868	Metered Taxis:	032 436 6035

ROAD NETWORK AND ACCESS

The main access will be via the N2 Interchange and the landside road system at KSIA will serve different categories of traffic made up of passenger vehicles, airport taxis, limousine services, charter/ tour buses, delivery trucks, airline crew buses, etc.

It has been reported that SANRAL will be developing a toll near KSIA when the airport is opened. This will mean that travellers coming to the airport from the south will not pay a toll but will pay a toll when leaving the airport going south on the N2.

The approximate distance from DIA to KSIA is about 60kms and the distance from the city centre to KSIA is about 35kms.

PICK-UP AND DROP-OFF AREAS

The pick-up areas are separated for private vehicles and public transport. The drop-off area is situated on the elevated roadway, outside the Departures Hall at the passenger terminal building. Metro Police will monitor utilisation of the drop-off area to ensure that it is not used as a parking area.

ARRIVE EARLY

CSA is appealing to passengers to arrive at least two hours in advance of a domestic departure flight out of KSIA so that they have adequate time to get through traffic and conduct all airport activities when at the airport.

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ACSA is also encouraging passengers to arrive at least 3 hours in advance of international flights out of Durban on Emirates and Mauritius who fly directly out of Durban.

iHelp AGENTS

To assist passengers ACSA will have iHelp Agents placed strategically within the airport to assist with information, directions and hand-out useful leaflets from April into May 2010. Please look out for them as they will have dressed up with a t-shirt that will say, "Help!".

RETAIL

There will more than 50 retail outlets at KSIA.

PARKING ZONES AND BAYS

Public parking is available in both the open shaded parking area as well as in the multi-storey parkade.

WHAT WILL HAPPEN ON 30 APRIL 2010?

Flights scheduled for 30 April 2010 will be facilitated as normal until the last flight. Once the last passengers have left DIA, the aircraft will be ferried empty that same night to KSIA to prepare for the first flight on 1 May 2010.

WHAT WILL HAPPEN ON 01 MAY 2010?

With Saturday 01 May 2010 being a relatively quiet operational day at the airport, ACSA maintains that all areas of service and facilitation will be in place to accommodate passengers and airport users.

MY CAR WAS LEFT AT DIA BEFORE 30 APRIL 2010

All vehicles parked at DIA before 30 April 2010 will remain at the DIA site. When the owners arrive back at KSIA during the 1st week of May, they will be shuttled from KSIA to DIA to get their vehicles. They will need to show their parking ticket as proof and will be assisted by the Parking staff when they arrive at KSIA. The cost of this shuttle service will be borne by ACSA for the period 01 May to 06 May 2010.

ACSA encourages all airport users to make alternate transport arrangements between 26– 30 April 2010 in order to minimise the number of vehicles left in the public car parks at DIA.

QUERIES AND QUESTIONS

If the public requires more information please go to www.airports.co.za and access "contact us" or call the ACSA switch board on 031 451 6666 until 30 April 2010.

Source: Colin Naidoo
Communications and Brand Manager, Acsa Durban

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