

# LAUNCESTON

## AIRPORT

15 December 2023

Dear King Island Community,

### **Re: Important Update on Sharp Airlines passenger drop-off**

We hope this letter finds you well. We are writing to provide you with an important update on the passenger drop-off situation at Launceston Airport, specifically in relation to Sharp Airlines passengers. After careful consideration, Launceston Airport has decided to make adjustments to the Transit Grace Period in both the Long-Term and Undercover car parks to better accommodate the needs of our valued Sharp Airlines passengers.

#### **1. Long-Term Carpark:**

**Transit Grace Period Increase:** The Transit Grace Period in the Long-Term carpark has been extended from 15 minutes to 20 minutes. This change aims to facilitate the smooth drop-off of Sharp Airlines passengers.

**Designated drop-off car spaces:** We kindly ask all Sharp Airlines passengers to utilise the 5 designated car spaces specifically allocated for drop-offs in the Long-Term carpark. To assist you, we have updated our website with detailed maps indicating the location of these spaces.

**Signage Review:** In our commitment to transparency, we will be reviewing the signage near the 5 designated car spaces to ensure it is as clear and informative as possible.

#### **2. Undercover Carpark:**

**Transit Grace Period Increase:** The Transit Grace Period in the Undercover carpark has been increased to 10 minutes. This adjustment is intended to support passengers with mobility issues or those requiring assistance. Additionally, it allows freight operators to perform drop-offs in front of the terminal.

**Exceeding the Grace Period:** Should the 10-minute transit grace period be exceeded, we kindly request passengers to approach Sharp Airlines staff. They will promptly contact the Launceston Airport operations team to facilitate a swift exit from the carpark.

We sincerely appreciate your patience and understanding as we work to enhance the overall experience for passengers, especially those flying with Sharp Airlines. Our goal is to make the parking process more convenient and efficient for everyone involved.

Please feel free to reach out to us if you have any questions or concerns. Your feedback is invaluable as we continue to strive for excellence in our services.

Thank you for your continued support.

Yours sincerely

Launceston Airport