

NEW MUMBAI AIRPORT TERMINAL 2 GUIDE

Some information on the new International T2 Terminal at Mumbai International Airport.

1. The T2 is built over four levels: Level 4 for international departures; Level 3 for domestic departures; Level 2 for arrivals; and Level 1 for ground transport.
2. All international flights departing before 1 pm will be from the old terminal and all departures after 1 pm will be from the new Terminal 2. Likewise, flights arriving before noon will be at the old terminal and all arrivals after noon will be at the new Terminal 2. The old terminal will be closed for operations from 2 pm.
3. All international passengers travelling by chauffeur-driven cars or taxis can drive to the departure gates at Level 4 through the Sahar elevated access road. But two-wheelers and auto rickshaws will not be allowed on the elevated road.
4. All two-wheelers, three-wheelers, city buses will access Terminal 2 by using a dedicated lane through the existing Sahar road.
5. For arriving passengers, private car, hotel pick-up provisions are available at Level 2 and prepaid taxi and special coach services are available at Level 1. For auto and city bus services, passengers will have to cross Level 2 to the designated pick-up points at Level 1.
6. Besides, MIAL has set up an Airport Contact Centre consisting of an automated 24-hour passenger help line 022-66851010 which will respond to query, requests, and feedbacks over phone call or SMS.

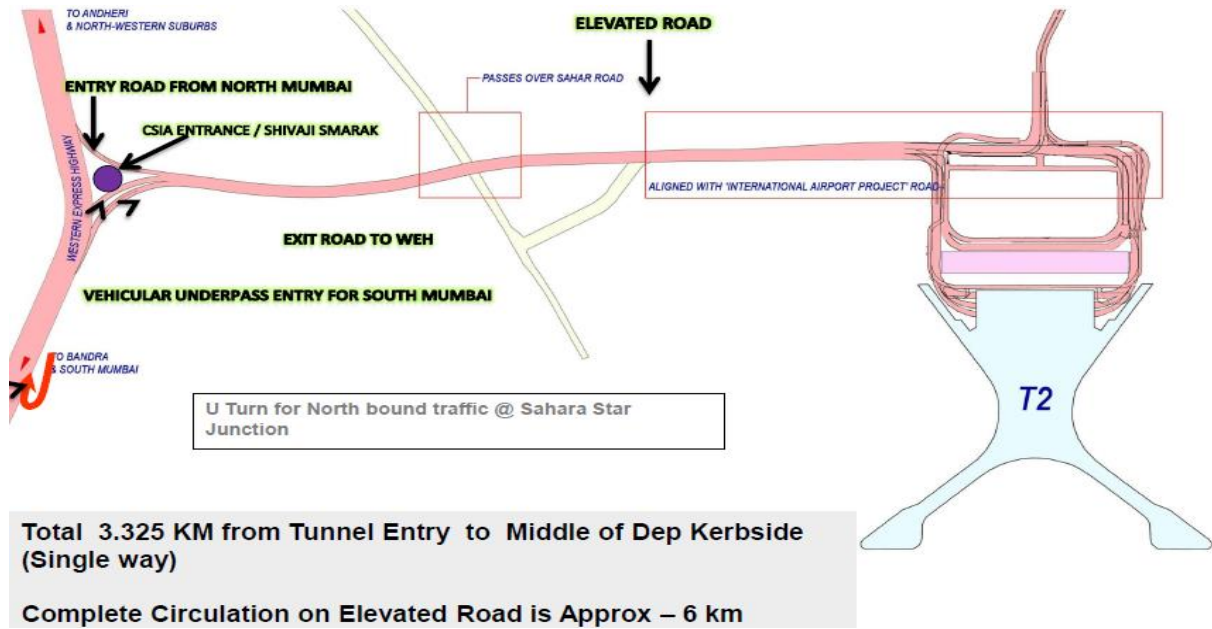
Mumbai Airport (Chhatrapati Shivaji International Airport)

Level 1	<ul style="list-style-type: none"> • Pick-up Area • Lost & Found Baggage • Ground Transportation Lobby • Direct access to Multi-Level Car Park (MLCP) level 4 & Bus Gates
Level 2	<ul style="list-style-type: none"> • Arrivals & Transit • Immigration, Baggage Claim & Customs • Duty Free & Meet/Greet Area • Direct access to MLCP level 6
Level 3	<ul style="list-style-type: none"> • Boarding Gates • Connectivity to MLCP level 7 • Retail, Duty Free, F&B
Level 4	<ul style="list-style-type: none"> • Departure Concourse & Check-in Islands • Departure Immigration, Customs & Security Screening • Retail, Duty Free, F&B and Departure Lounges • Direct access to MLCP terrace level 10

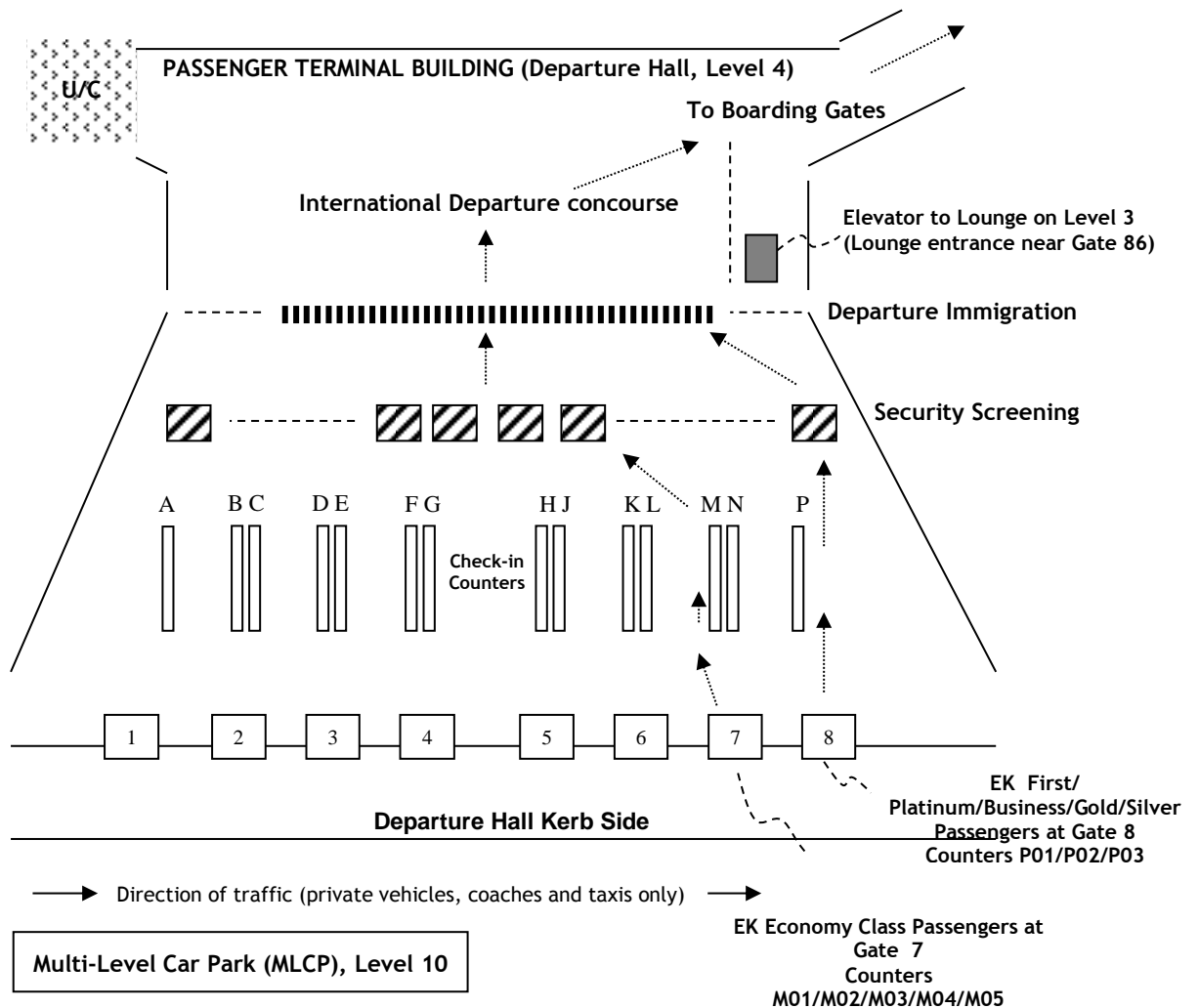
Transportation

- Elevated Road direct from / to Western Express Highway (WEH).
- Access from Andheri-Kurla Road.
- Access by Car, Taxi, Coach, BEST Buses & Autos.
- Taxi / Car Rentals : Prepaid taxis available at Ground Transportation Lobby at PTB Level #

1.



Check-In (Level 4)



Check-in counters open 4 hours and close 60 minutes before flight departure.

- **Premium passengers (First/Platinum/Business/Gold and Silver)** enter Terminal 2 using **Gate 8** at passenger drop-off area and check-in at **Row P**.
- **Economy Class /Online Check-in /Waitlist** passengers enter Terminal 2 using **Gate 7** at passenger drop-off area and check-in at **Row M**.

Departure Formalities

- After check-in, proceed to Security Screening, Immigration & Customs on Level 4.
- Approximate Distance/ Walking Time:
 - Check-In counter to Departure Concourse – 150 m (5 mins' walk).
 - Departure Concourse to furthest Gate 75 – 450 m (15 mins' walk).

Chauffeur Drive

Arrivals

1. The arrivals of all the passengers will be from Level 2, where there are total 3 gates (Gate No 1; Gate No 2 & Gate No 3).
2. Initially they will only keep one gate open for the arrival passengers i.e. Gate No 2 (the center one)
3. Hertz cars will be parked cars on MLCP-6 on west side i.e. on Level 6 of parking.
4. Based on the arrival point, Hertz Chauffeurs will be standing out on the Gate No 2's arrival railing with paging boards.

Departure

5. All passengers availing chauffeur drive will be dropped off at Gate 8.

Arriving Into Mumbai & Transfers To Onward Flights

- Passengers arriving into Mumbai proceed to Arrival Immigration & Baggage Claim (Level 2).
- Mishandled Baggage will be handled by Air India at their Baggage Service counter located on Level 2.

For Transfer Passengers:

- **Connecting Domestic-to-International Flights** - Arriving passengers on domestic flights proceed to collect their checked baggage at Mumbai Domestic Airport, and board the Inter-Terminal Coach to Mumbai International Terminal 2, Level 4. Check-in at Level 4.

- **Connecting International-to-International Flights** - International Transit passengers proceed to International Transfer counter on Arrival Level, PTB Level 2 to check-in. Please remember to present checked baggage receipts (if any) to counter staff.
- **Connecting International-to-domestic Flights** - Upon collection of checked baggage, arrival passengers proceed to re-check area on Level 2 (if airlines have the facility). Otherwise, passengers must check-in for onward flights at Domestic Terminal. Proceed to the Inter-Terminal Coach area on Level 2 for onwards transfer to Domestic Terminal.

Land Transportation For Arrivals & Departures

	Departure	Arrival
Private Vehicles	<ul style="list-style-type: none"> • Using the elevated road, drop off at PTB Departure Level 4 Kerb side. • Park at the MLCP in front of PTB. The Car Park is linked to PTB Level 4 via walkway. 	<ul style="list-style-type: none"> • Pick up at PTB Arrival Kerb side on Level 2 or through MLCP Level 5.
Taxis	<ul style="list-style-type: none"> • Using the elevated road, drop off at PTB Departure Level 4 Kerb side. 	<ul style="list-style-type: none"> • Ground Transportation Lobby located at PTB Level 1. Fleet Taxis pick-up is through MLCP Level 4.
Private Coaches/ Buses	<ul style="list-style-type: none"> • Using the elevated road, drop off at PTB Departure Level 4 Kerb side. 	<ul style="list-style-type: none"> • Pick up at PTB Level 1 west side of terminal.
Auto Rickshaws	<ul style="list-style-type: none"> • Drop off through grade level road. 	<ul style="list-style-type: none"> • Pick-up through grade level road.

- City Cool Cabs (+91-22-22164466)
- MERU (+91-22-44224422)
- TAB Cab (+91-22-63636363)

Airport Information

- Airport Information desks are located at Departure Level 4 Kerb side and Arrival Level 1/2.
- CSIA Airport Information Call Centre at Tel: 91-22-66851010 & www.csia.in