

Frequently Asked Questions

How many terminals does the Delhi airport have?

IGI Airport has the following terminals:

Terminal 1D - Domestic departures for Indigo, Go Air, Spice Jet.

Terminal 1C - Domestic arrivals for Indigo, Go Air, Spice Jet.

Terminal 3 - All international flights operate from Terminal 3. The Upper Level of Terminal 3 caters to Departures while the Lower Level of Terminal 3 is reserved for Arrivals.

Domestic flights operating from Terminal 3 are: Air India, Indian Airlines, Jet Airways, Jet lite, Jet Konnect, Fly Kingfisher, Kingfisher Red.

How early should I arrive at the airport before my flight?

It is recommended that you arrive 90 minutes prior to departure for check-in and security screening for domestic flights. For International Flights, please arrive three hours prior to for check-in and security screening.

Is a parent allowed to accompany a child through check -in?

Please contact your airline to make arrangements to escort your child to board their flight.

Is there any Child Care lounge facility at the airport?

For the privacy of mothers who wish to nurse their infants, a well-equipped Child Care Lounge with toys, baby cot and a female attendant is available at all terminals.

Is Wi-Fi facility available at the airport?

The complete airport is wifi enabled. To access internet, the system prompts for the browser to enter the mobile number after which a username and password to access internet is sent to the user..

Is there any accommodation facility in and around the airport?

There are several hotels catering to all budgets along National Highway 8, Mahipalpur. This area is in the vicinity of the airport and easily accessible by all means of transport. For reservations, please contact your travel agent or the respective hotel.

What are the facilities available for special needs?

IGI Airport offers barrier free access for passengers. There are reserved parking slots, ramps & special rest rooms for passengers with special needs. In addition, wheel chairs are available with Airport Manager office at each terminal. DIAL has also posted Customer Service Executives at the airport who assist and guide you during the journey. For further assistance, you are requested to contact your respective airline or the Airport Manager's office at each terminal.

Can pregnant women travel on domestic flights?

Yes, pregnant ladies are allowed to travel on domestic flights. However, a fitness certificate (Certifying that the pregnant lady is fit to travel by Air) is required by the concerned doctor. Women above 32 weeks pregnancy are not allowed to travel by air. For further information please contact your respective airline.

Is there any waiting room facility at the airport?



International passengers holding valid tickets can enter the terminal building only 3 hours prior to the scheduled departure time. However they can avail the lounge facility available across the departure drop off area at the International Departure level. Please note that visitor entry to terminals and lounges may be restricted without prior notice due to security or operational reasons.

Does the airport have a money exchange facility?

Money exchange counters are available in all terminals at the IGI Airport.

Can I carry medicines on board?

You need to carry Doctor's prescription for each & every medicine in your hand and/or checked in baggage. Passengers are also advised to get in touch with their Airlines regarding the same.

Who do I contact if I have lost something at the airport?

All the unclaimed property found in the terminals & its vicinity, apron, car park etc. are deposited in the office of Airport Manager of respective terminal. After next 24 working hours, lost property is deposited in Materials Management Department, Delhi International Airport Private Limited. The claimant should be in possession of photo-copy of boarding card/ticket & Identity card or may send a person duly (along with identity proof) authorized to collect the property on his behalf. For any queries on the same please email us at feedback.igiairport@gmrgroup.in

How do I travel between terminals?

Inter terminal Transfer Coaches are available between International terminals (Terminal 3) and Domestic Terminals (Terminal 1D) at regular intervals. To avoid any inconvenience we request you to accommodate at least an hour's time to make your travel between terminals smooth and hassle free. For any information regarding inter terminal transfers, kindly contact the Inter terminal transfer helpdesk located at both the domestic & arrival concourses.

Where can I give a feedback/ make a query about the airport?

Please feel free to give your comments / query right here.

<http://www.newdelhiairport.in/contactus.aspx>

Do you have a visitor's area?

The visitor's area is available at the International Terminal. Entry for visitors is permitted on purchase of a ticket costing Rs.80/- at both the Departure and Arrival levels. Entry to International terminal for passengers is restricted to not more than 3 hours prior to their flight departure, but a passenger may enter the visitor's lounge 8 hours prior to his or her flight departure. Visitors Entry is currently prohibited in Terminal 1D.

Is it still possible to drop off and pick up someone in front of a terminal?

Yes, vehicles are permitted to pull up curbside, but ONLY for ACTIVE loading and unloading. Vehicles left unattended at the curb will be towed and fined.

Does the Airport have smoking areas?

IGI Airport is non-smoking, however, there is a smoking lounge inside Security Hold Area and smoking is also allowed in business lounges.

Does the airport have any medical facility?



Medanta the Medicity are two Medical Centre facilities inside the Indira Gandhi International Airport that is equipped with well-trained doctors and paramedics available round the clock. The Medical Centres are also equipped with an emergency treatment centre for passengers / visitors who may develop medical complications while on travel or in the airport premises. The airport also has an Ambulance on standby to cater to any medical emergency.

Is left luggage facility available at the airport?

Yes, the left luggage facility is in airport connect at the skywalk level.

Does a Railway Reservation Counter exist at the airport?

A Railway Reservation counter does not exist at the airport.

What if my baggage did not arrive at the final destination?

You may contact your respective airlines and furnish them the details regarding your misplaced baggage.

What is the baggage size & weight allowed to be carried in a flight?

All Airlines have got different parameters in this regard. Therefore it is suggested to contact your respective airline for detailed information.

How can I check the flight arrival or departure timings?

Flight Information Display System (FIDS) is displayed on the homepage of our website and it provides the latest updates regarding the arrival and departure of the flights. Flight information can also be obtained by contacting the airline directly (numbers are listed on the website) or by calling us at our 24x7 flight enquiry number + 91 124 3376000.

How do I check routes and get timetables for flights?

You may log on to the website of the concerned airlines you are travelling and can get the information regarding the routes and the time table of the flights. Also you can contact your travel agent for the same.

What are the details of car parking in the airport?

Please [Click here](#) to check all details pertaining to parking at the airport.

Can I pre-book a car?

No this facility is currently not available.

How do I plan my onward route from the airport?

There are many ways to reach the city from the airport. Please check the link below: [Click Here](#) should you want to book a cab directly, you can pre-book online. Please [Click Here](#)

What happens if the goods I purchase at the airport are faulty?

You may register your complaint regarding the faulty goods against the shop from where you made your purchase and necessary steps will be taken in this regard or contact us at <mailto:feedback.igiaairport@gmrgroup.in> and we will provide you the required assistance.

Can I use a Credit card at the International Airport?

Yes, the duty free shops accept MasterCard, Visa and American Express Cards.

How can I get a job at the airport?



If you are interested in opportunities at the Airport, please log on to [Careers @ DIAL](#)
For airlines you can log onto the respective websites.