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Reno-Tahoe Airport Authority
Reno-Tahoe International Airport and Reno-Stead Airport
Marilyn Mora, A.A.E., President/CEO
www.renoairport.com

Airport Offers Travel Tips for Busy Thanksgiving Week Customer Service Programs Ease Travel Experience

Who: Reno-Tahoe International Airport (RNO) has more than 12,000 passengers arriving and departing **daily** through the airport. The airport's Kindness Team will serve up customer service in the terminal, encouraging passengers to participate in our Gratitude Wall, and the Paws 4 Passengers therapy dogs will be on-hand to help ease the holiday travel experience.

What: This Thanksgiving holiday, thousands of travelers will pass through RNO. Peak travel days are Wed., Nov. 22 and Sun., Nov. 26. And the airport features several customer service programs.

When: Airport spokespeople will be available for early morning interviews on Wed. Nov. 22. **Please call 844-RNO-INFO to schedule live interviews **starting at 5 a.m.***

Where: 2001 East Plumb Lane, Reno-Tahoe International Airport

- **Gratitude Wall:** The airport has created a gratitude wall just past security where passengers and airport employees are encouraged to share what they are grateful for this holiday season. The Airport's Kindness Takes Flight team will interact with travelers, thanking them for flying through Reno-Tahoe International.
- **Paws 4 Passengers Therapy Dogs:** On Tues., Wed., and Sun., Nov. 21, 22 and 26, the airport's canine therapy program will add an extra level of service to the busy holiday travel week.
- **Parking:** Staff has made accommodations to allow for extra vehicle parking this busy holiday season. Follow signs to overflow parking areas.
- **Rental Car Reminder:** Allow extra time to return rental cars and watch for signs to guide you to the appropriate drop-off lane.

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The Reno-Tahoe Airport Authority receives no state or local funding. All operating revenues are derived from tenant and concession fees. The Reno-Tahoe International Airport (RNO) is the 66th busiest commercial airport in the United States, with 3.4 million passengers per year. For more details, visit www.renoairport.com.

NEWS RELEASE

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These additional travel tips will help make the airport experience a pleasant one:

- Arrive at least 90 minutes prior to your scheduled departure, or two hours before international flights.
- Call the airline or log on to their website prior to departure to check flight status. Remember that weather across the nation can impact flights.
- Be an educated traveler and know the baggage fees: log on to your airline's website to learn how much each bag may cost to check. All airlines at RNO, *except Southwest*, charge for the first checked bag.
- At the Security Checkpoint, empty your pockets, remove your shoes and jewelry, and place them in the bins provided. TSA has implemented new procedures, requiring the removal of personal electronic devices larger than a cell phone (e.g. laptops, tablets, e-readers and handheld game consoles) from your carry-on bag. Placing these items in a bin with nothing on or under them for X-ray screening. Remember to retrieve all your items once through screening.
- Wear comfortable clothing and be prepared to remove coats, jackets and all outer wear. Place them in the bin for screening.
- Know the TSA 3-1-1 rule for carry-on bags at www.tsa.gov. Liquids, gels and aerosols such as shampoo, lotion and perfume must be packed in a one quart plastic baggie, one baggie per customer placed in its own bin. Remember that large snow globes fall into the category of unacceptable items.
- To save time, download boarding passes at home. If checking luggage, remember to allow enough time at the airport to check your bags. For specific luggage check-in cut-off times, please visit your airline's website.
- The holidays are a time when many young children fly unaccompanied to their destination. If sending off a departing unaccompanied minor or a senior traveler, talk to airline ticket counter personnel if you wish to accompany the passenger to the gate. Proper identification will be required to drop off and pick up the child.
- Do not wrap gifts. Wait until you reach your destination to wrap holiday gifts as the TSA may need to unwrap the gift for inspection.

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