



Contact: Heidi Jared
1.844.RNO.INFO
(1.844.766.4636)

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

Reno, Nev. – This Thanksgiving holiday, thousands of travelers will pass through Reno-Tahoe International Airport. Peak travel days are Wed., Nov. 21 and Sun., Nov. 25, when the airlines are reporting full or almost full flights.

With more than 14,000 passengers arriving and departing **daily** through the airport, the travel experience can be stressful. The airport's Kindness Takes Flight 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.

- **Gratitude Wall:** The airport Gratitude Wall is 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. 20, 21 and 25, the airport's canine therapy program will add an extra level of service and tail wags to the busy holiday travel week.
- **Parking:** In terms of vehicle parking, Thanksgiving 2018 will be the more impactful than any other recent busy travel period. Staff has made arrangements to allow for extra vehicle parking this busy holiday season. Motorists should follow signs to designated overflow parking areas.

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. Many locals are accustomed to a quick trip through the airport, but this Thanksgiving, all travelers should arrive 90 minutes before their scheduled departure.
- Call your airline or log on to their website prior to departure to check flight status. Remember that weather across the nation can impact flights here locally.



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 63rd busiest commercial airport in the United States, with more than 4 million passengers per year. For more details, visit www.renoairport.com.

NEWS RELEASE

For Immediate Release
November 15, 2018



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- 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. **All personal electronic devices larger than a cell phone (e.g. laptops, tablets, e-readers and handheld game consoles) must also be removed from your carry-on bag.** Place 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 outerwear. 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.
- Allow extra time to return rental cars and watch for signs to guide you to the appropriate drop-off lane.
- 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, request permission from airline ticket counter personnel to accompany the passenger to the gate. Proper identification will be required to drop off and pick up a child/senior.
- Do not wrap gifts. Wait until you reach your destination to wrap holiday gifts as the TSA may need to un-wrap the gift for inspection.

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