



News Release

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Thanksgiving Travel Advice from SJC – Get to the Airport Early and Plan Ahead

SAN JOSE, CA – As the busy holiday travel season approaches, Mineta San José International Airport (SJC) wants to ensure that all travelers are prepared for takeoff: plan ahead, know the rules for security, and be at your terminal early.

“We continue to advise our holiday travelers to get to their terminal at the airport at least 90 minutes before their flight so they have plenty of time to clear security, find their gate, and catch their breath,” said Vicki Day, SJC director of customer services.

“We’ve made huge improvements and changes at the airport over the past year, and we know that means many of our passengers will be surprised at what they now find at Silicon Valley’s new airport – and we expect them to be pleased, too.”

Because of the continuing recession, the airport expects holiday passenger traffic to be lower by about 5 to 10 percent compared with the 10-day Thanksgiving travel period last year, but it remains one of the busiest times of the year for airports.

The busiest travel day during this holiday period in San José is expected to be the Sunday after Thanksgiving, November 29, as people return home. However, the day before Thanksgiving, Wednesday November 25, and the Monday following, November 30, also will be busier than average days.

“Our busiest travel days of the year actually are in August when business and vacation travel are both at their peaks in San José,” said Day.

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Airlines have reduced flights and capacity throughout the nation over the past two years, which means that airplanes still will be very full. SJC expects that most flights will have about 90 percent of their seats filled on the busiest days during the holiday period.

“We also see many travelers during the holidays who are less familiar with the rules and procedures for air travel and security, and that can slow things down,” she said. “But if you haven’t flown since last Thanksgiving, or even in the last few months, the airport has changed dramatically to make the experience far more comfortable and convenient for our passengers.”

Beginning the week following Thanksgiving, three airlines will move from Terminal C to Terminal A. JetBlue will begin service from Terminal A on Thursday, December 3. United and Continental will begin service in Terminal A on Wednesday, December 9.

“Passengers who are returning on these carriers after these dates should make note of the changes so they can make the right arrangement for pick up and parking at Terminal A,” said Day.

She also reminded Southwest Airlines passengers that there is long walk between Gate 22 in the new Terminal B Concourse and the checkpoint and baggage claim area of Terminal A because of the temporary configuration of Terminal A required by construction phasing.

“Any passenger who might need assistance for this long walk should call Southwest Airlines to arrange for help or for a wheelchair,” she said. “This long walk will go away when we open Terminal B in June.”

Highlights of the New Airport:

- The spectacular Terminal B Concourse is open with six new Southwest gates, plus new shops and restaurants. Until Terminal B is opened for service in June 2010, Southwest passengers will continue to check in at Terminal A.
- The new shopping, dining and pre-boarding areas in Terminal A are open with front-row views of the airfield.
- The expanded centralized security checkpoint in Terminal A has eight lanes for faster processing and shorter lines.
- New street-level ticketing lobbies in Terminal A are spacious, comfortable and convenient with plenty of self-service check-in kiosks.

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- Free Wi-Fi is available throughout SJC terminals and concourse. SJC has had free Wi-Fi since May 2008, but this holiday season Google is supporting the free service at San Jose and more than 45 other airports.

Parking options at the Airport include:

- The free Cell Phone Waiting Area is conveniently located near the airport for drivers waiting to pick up passengers and lets them avoid circling terminal roadways. The area is located on both sides of Airport Parkway between Highway 87 and Technology Drive, just one minute away from Terminal A.
- Guaranteed Long-Term Parking ensures that everyone who parks at SJC over the Thanksgiving holiday period will have a space either in the long-term lot on Martin Avenue or in the short-term lots by the terminals.
- Long-term parking is \$15.00 per day. Short-term parking in the Terminal A Garage is \$30.00 per day and short-term parking at the Terminal C hourly lot is \$40.00 per day.

SJC and TSA Holiday Travel Tips

TSA's "3-1-1 program" is a simple way to remember security rules now in effect at airports. By following these guidelines ahead of time, passengers can help make the security screening process much faster and easier for everyone. Go to www.tsa.gov for the latest security policies.

- 3-ounce or smaller containers of liquid or gel are permitted. More than three ounces must be packed in checked baggage.
- 1-quart clear plastic, zip-top bags for holding 3-ounce or smaller containers.
- 1 bag per traveler is allowed. Be sure to take the bag out of your carry-on and place it in a plastic tub for inspection by TSA.
- Beverages and other items purchased by passengers after going through the security checkpoint are allowed on the plane. Beverages purchased prior to passing through security will not be permitted through the checkpoint.
- During the holiday season, passengers should bring only unwrapped gifts. Wrapped items may have to be unwrapped and inspected, causing delays and inconvenience.
- Avoid wearing metal in clothing.

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Additional Quick Tips for Travelers

- Check in online and print your boarding pass at home.
- Know your airline's baggage rules. Many airlines now charge for even one checked bag.
- Travel light to avoid checking bags. If you're traveling with children, they're entitled to a carry-on bag too.
- Consider eating before boarding the plane and take along snacks. Check with your airline about meal service availability.
- Log on to SJC free WiFi for Internet access throughout all public areas in both terminals.

About Mineta San José International Airport

Mineta San José International Airport, a self-supporting enterprise, is owned and operated by the City of San José. SJC served 9.7 million passengers and handled approximately 162 million pounds of air cargo in 2008. SJC has approximately 140 flights a day on 13 domestic and international carriers to 27 nonstop destinations. Mineta San José International Airport is located in San José, California's third largest city and the nation's tenth largest city (population 1,007,000). For more Airport information, visit www.flysanjose.com, or call Airport Customer Service at (408) 501-0979.

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