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NEWS RELEASE

Silicon Valley's Airport Has Your Travel Experience Wrapped Up for the Holidays

*-- No 1 Travel Tip: Arrive Early for On-Time Boarding;
18 Percent Increase in Passengers Expected --*

San José, Calif. – Mineta San José International Airport (SJC) staff has made its planning list and is checking it twice as we prepare to welcome passengers traveling for the Christmas and New Year holidays. During the nearly three-week travel period, Dec. 15, 2016, through Jan. 2, 2017, SJC expects to serve more than 600,000 travelers, and anticipates an increase of up to 18 percent in passengers compared to the same holiday period last year.

"The year-end holiday period is a favorite for all of us at SJC as we assist Silicon Valley travelers in getting to their destinations safely, efficiently, and on time," said Director of Aviation Kim Becker. "We're also focused on offering an exceptional travel experience, and will do so with holiday carolers, robots to engage and entertain travelers of all ages, and volunteer ambassadors to assist with information and wayfinding."

With a little preparation, passengers can do their part to ensure an enjoyable and stress-free travel experience. Here are some helpful travel tips for on-time boarding at SJC:

Before Leaving Home or the Office

- **Check-in online and print your boarding pass.** TSA and SJC airlines accept mobile boarding passes, but having a printed pass can be helpful if a mobile device experiences power or connectivity issues;
- **Even with a boarding pass, reconfirm airline flight status** before leaving for the airport as flight schedules may change due to weather or other factors;
- **Review the TSA's tips for packing, including traveling with food and gifts**, which includes leaving gifts unwrapped as they may need added screening;
- **Arrive to the airport early.** TSA suggests travelers arrive two hours before domestic flights and three hours before international flights;

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- **Have a parking plan.** Economy parking (Lot 1) at the daily flat rate of \$15 is offered first-come, first-served. This lot reaches full capacity on a regular basis and will be in peak demand during the holiday travel season. Daily Lot 4 at \$22 per day is a recommended alternative as shuttle service to Terminal A is available near the lot exit, and the lot is within walking distance to Terminal B;
- **Be patient if delays occur.** Aviation professionals around the globe are working together to get travelers to their destinations safely and on time.

The busiest travel days during the holidays are expected to be Dec. 23 and 26, and Jan. 2. Peak travel hours on any day at SJC are typically 5:00 a.m. - 7:30 a.m., 9:30 a.m. – noon, and 6:00 p.m. - 9:00 p.m.

Prepare for Security Screening

During the holidays there are more travelers who are not as familiar with the rules and procedures for air travel and security. TSA screening procedures allow passengers 12 and under and 75 and older to leave their shoes on, and the adult group to leave on light jackets. Both CLEAR and TSA Pre-Check, two pre-screening programs, are offered at SJC.

Live Entertainment, Robots for All Travelers, and Seasonal Decorations

SJC has decked the terminal halls with seasonal decorations, and travelers can enjoy live holiday caroler performances during peak travel periods daily between Dec. 16 and Dec. 24. Volunteer ambassadors and therapy dogs and their handlers will be strolling through the terminals to offer assistance and comfort to travelers.

A children's robot playground will open next to Gate 17 on Dec. 20. These child-size robots will entertain kids ages 3-8 by dancing and singing songs, and chatting and telling stories in both English and Chinese.

#SJCRobots Norma, Amelia, and Piper, located at Gates 11, 21, and 25, are also prepared to assist travelers with finding unique holiday gift ideas in SJC's retail stores, and in-terminal dining options to satisfy hungry and thirsty passengers.

Need More Information Before Traveling through SJC?

Contact SJC at info@sjc.org or **408-392-3600**. Airport staff is here to serve you.

About Mineta San José International Airport

Mineta San José International Airport is Silicon Valley's airport, a self-supporting enterprise owned and operated by the City of San José. SJC serves more than 10.5 million passengers annually, with 173 peak daily departures on 14 domestic and international carriers to 40 nonstop destinations. For more airport information, visit flysanjose.com.