

NEWS RELEASE

Thanksgiving Holiday Travel Tips from Silicon Valley's Airport

*-- Arrive to the Airport Early;
15 Percent Increase in Passengers Expected --*

San José, Calif. – Mineta San José International Airport (SJC) staff is prepared to welcome travelers during the 12-day Thanksgiving holiday travel period, Nov. 18 through Nov. 29, 2016. SJC expects to serve more than 400,000 travelers and anticipates an increase of up to 15 percent in passenger traffic compared to the same holiday period last year.

"Airport Department staff and our many partners are prepared to offer a safe, secure, and efficient customer experience during the Thanksgiving holiday travel period," said Director of Aviation Kim Becker. "With the increased volume of travelers in 2016 due to new and expanded domestic and international markets, our team has added high-tech and high-touch amenities so passengers continue to have the best travel experience possible."

It's important that travelers plan ahead before arriving to SJC and other airports to ensure their holiday travel experience is enjoyable and stress-free. These travel tips will get passengers to their boarding gates faster:

Before Leaving Home or the Office

- **Check in online in advance 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, travelers should reconfirm airline flight status** as schedules may change due to weather or other factors;
- **Review the TSA's Top 5 Tips for travel and packing**, which includes leaving holiday gifts unwrapped as they may need additional screening;
- **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

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\$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;

- o **Arrive to the airport early.** TSA asks travelers to arrive two hours before domestic flights and three hours before international flights; and
- o **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 holiday are expected to be Wednesday, Nov. 23; Sunday, Nov. 27; and Monday, Nov. 28. 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. Learn more about traveling with holiday gifts and food items at [TSA.gov](https://www.tsa.gov).

Live Entertainment, #SJCRobots and Seasonal Decorations

Seasonal decorations will deck the terminal halls, and travelers can enjoy live musical performances during peak travel periods from Nov. 18 through Nov. 27. Volunteer ambassadors and therapy dogs and their handlers will be strolling through the terminals to offer assistance and comfort to travelers.

Have a taste for a pumpkin spice latte? Want to buy a bottle of California wine for your holiday host? #SJCRobots can assist. Norma, Amelia, and Piper are located at Gates 11, 21, and 25, and are prepared to assist with in-terminal dining and shopping options while engaging and entertaining travelers.

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.