



MZLZ TRAVEL ALERTS & ADVISORIES

MARCH 28TH, 2017

NEW TRAFFIC PROTOCOL

AS OF MARCH 28TH 2017 THE OLD PASSENGER TERMINAL SHALL BE CLOSED FOR ALL OPERATIONS.

ALL OPERATIONS ARE REDIRECTED TO THE NEW PASSENGER TERMINAL.

NEW PASSENGER TERMINAL IS ACCESSED VIA KOSNICA JUNCTION, BY USING THE EASTERN BYPASS OF VELIKA GORICA.

AS OF **MARCH 24TH**, 2017 CAR PARKS P2 AND P3, OLD PASSENGER TERMINAL, WILL BE CLOSED TO ALL INBOUND TRAFFIC.

AS OF **MARCH 28TH**, 2017 CAR PARKS P1, P2 & P3, OLD PASSENGER TERMINAL, WILL BE CLOSED TO ALL INBOUND TRAFFIC.



AM I AFFECTED?

HOW IS THIS PROCESS IMPACTING MY PASSENGER JOURNEY THROUGH ZAGREB?

AS OF MARCH 28TH, 2017
NEW PASSENGER TERMINAL
IS OPEN FOR PUBLIC.

YOUR ARRIVING FLIGHT ON MARCH 28TH, 2017 ONWARDS

PASSENGER LOGISTICS

- Your flight will be arriving at the new passenger terminal (NT).
- Dedicated airport employees will be glad to assist you in case needed.
- Public airport buses and Taxis will operate from NT.

BAGS LOGISTICS

- Your bags will be delivered at the NT.

YOUR DEPARTING FLIGHT ON MARCH 28TH, 2017 ONWARDS

PASSENGER LOGISTICS

- You will be depart Zagreb via new passenger terminal (NT).
- Dedicated airport employees will be glad to assist you in case needed.
- Public airport buses and Taxis will operate from NT.

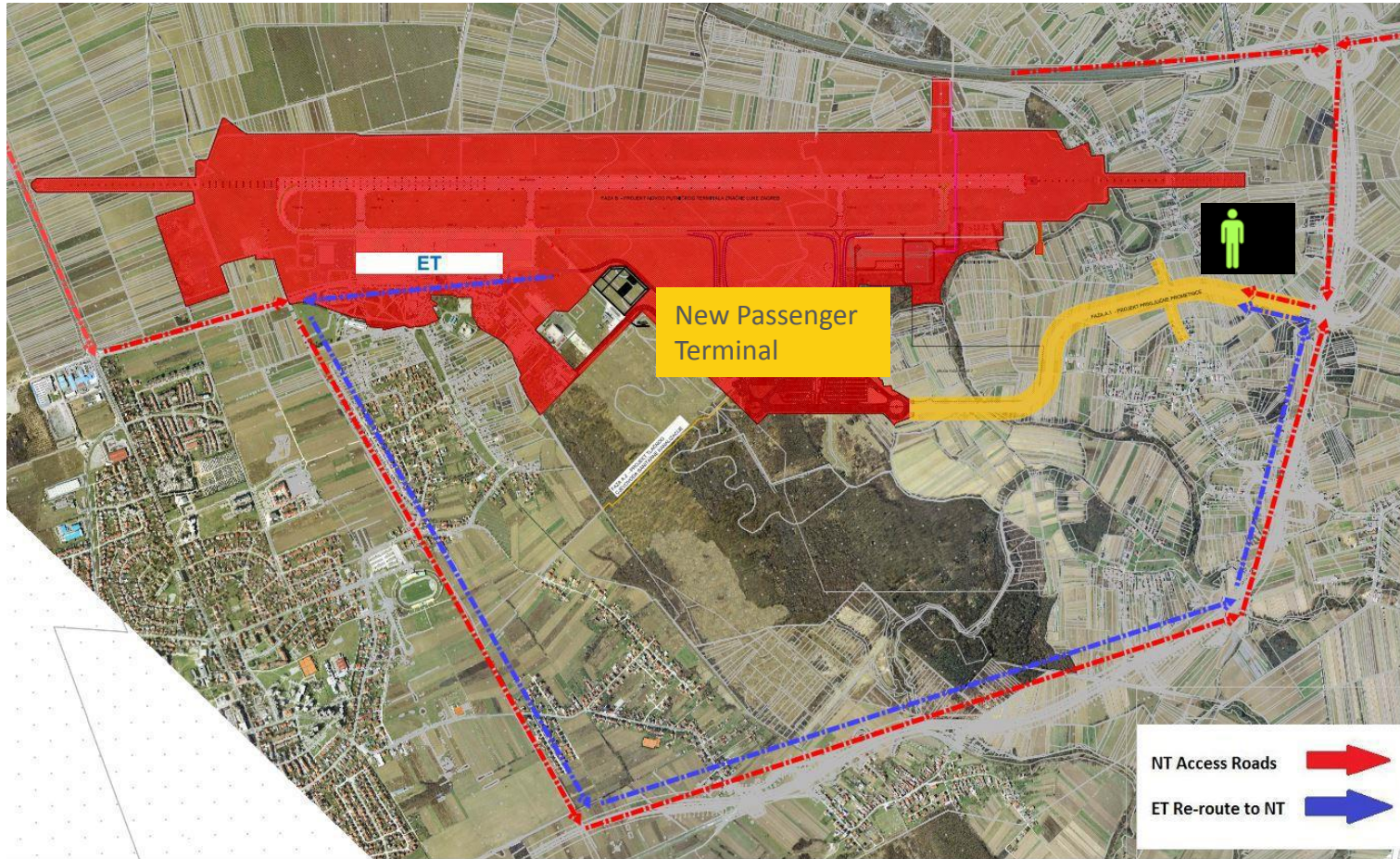
BAGS LOGISTICS

- To be handled via NT.

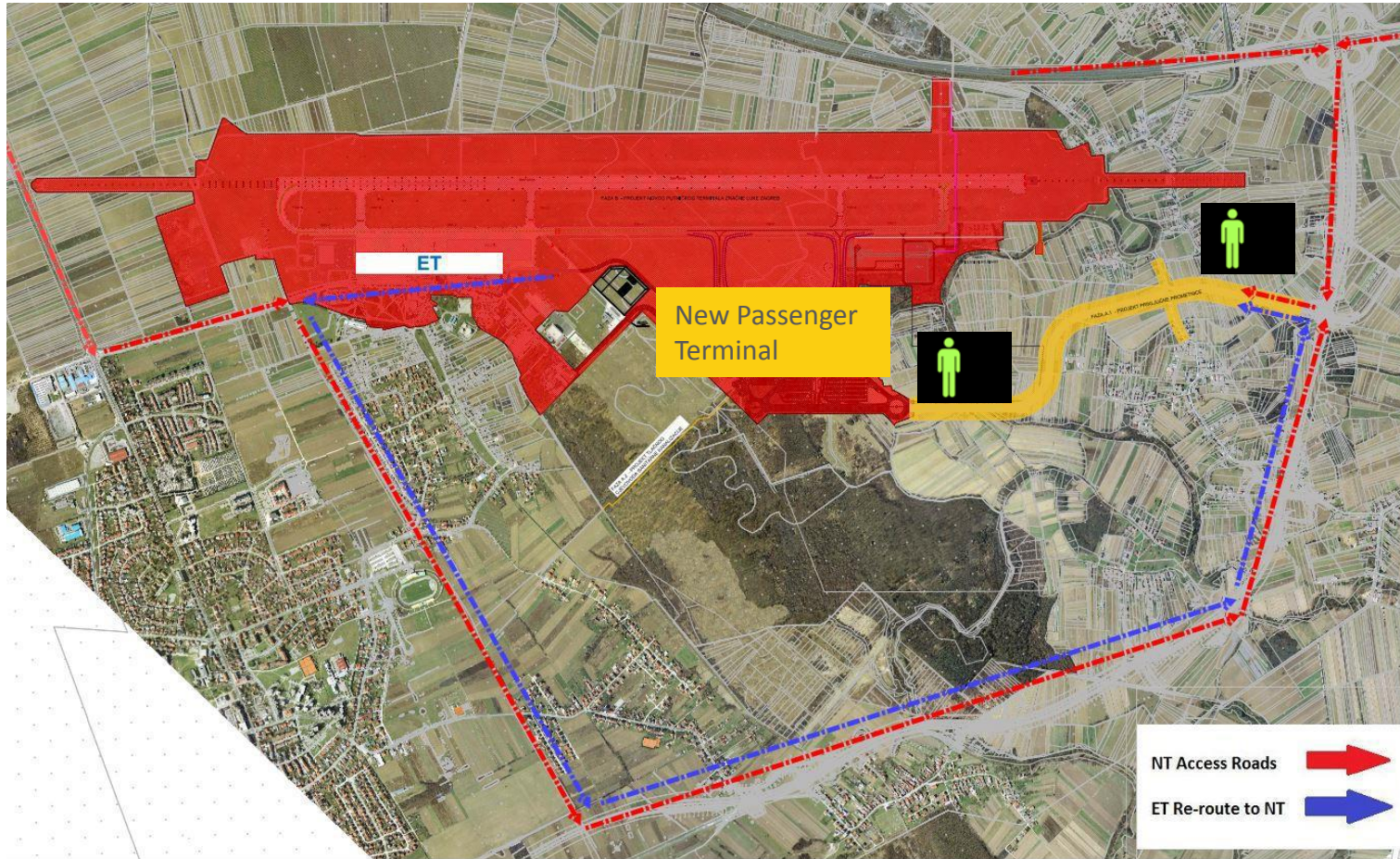


ON MARCH 28TH, 2017 AT 00.05 H LOCAL TIME, THE OLD PASSENGER TERMINAL ACCESS ROAD (ET) WILL BE CLOSED FOR ALL INBOUND PASSENGER TRAFFIC.

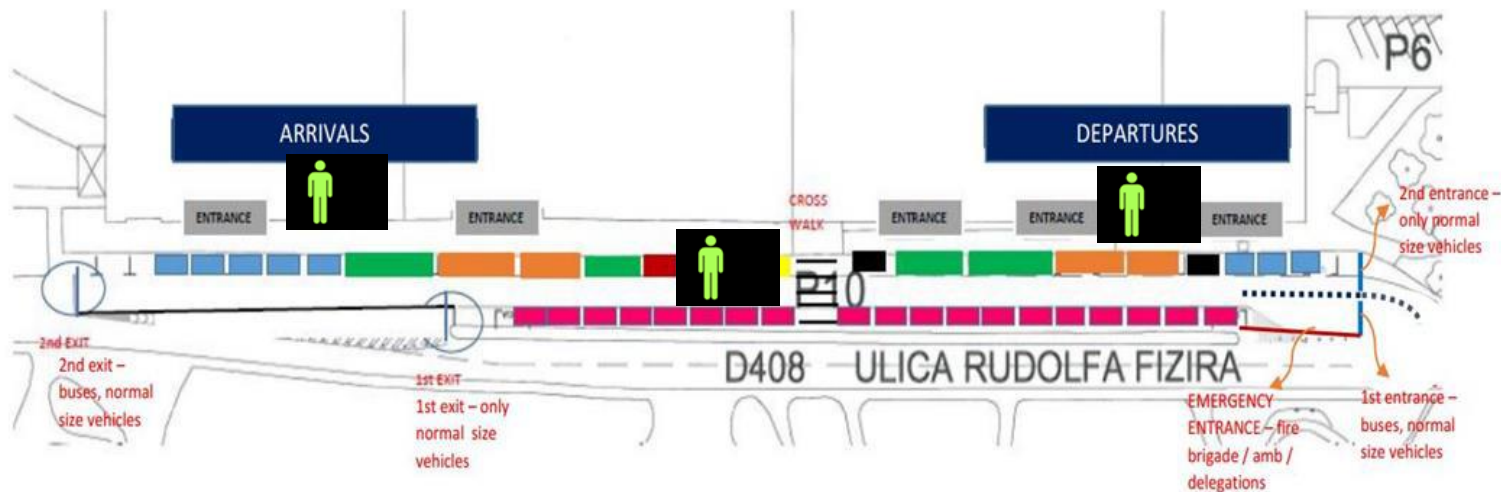
DEDICATED AIRPORT STAFF WILL GLADLY ASSIST YOU AT FOLLOWING LOCATIONS.



ON MARCH 27TH, 2017
AT 23.00 H LOCAL TIME,
DEDICATED AIRPORT
STAFF WILL GLADLY
ASSIST YOU TO THE
NEW PASSENGER
TERMINAL AT THE
FOLLOWING
LOCATIONS.



ON MARCH 28TH, 2017
AT 04.00 H LOCAL TIME,
DEDICATED AIRPORT
STAFF WILL GLADLY
ASSIST YOU TO THE
NEW PASSENGER
TERMINAL AT THE
FOLLOWING LOCATION.

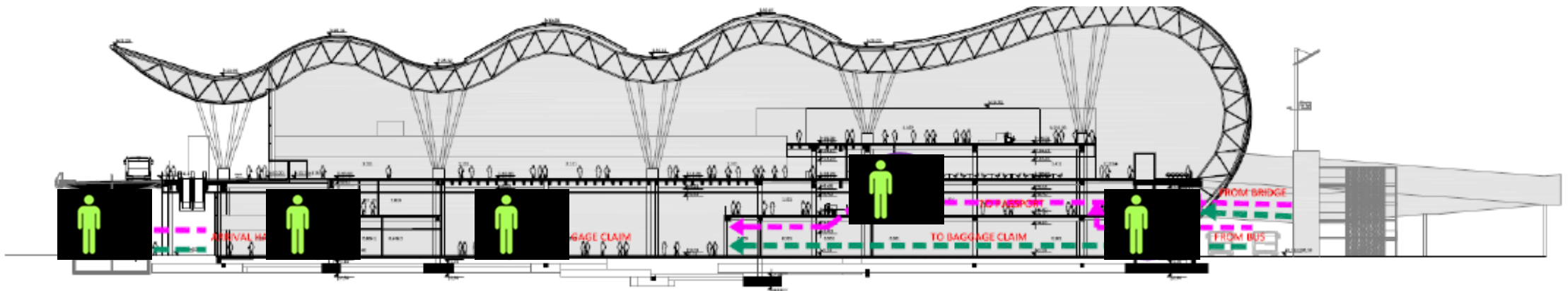


MARCH 27TH, 2017
 OVERNIGHT PASSENGER
 HANDLING SEQUENCE
 THROUGHOUT THE OLD
 PASSENGER TERMINAL
 (ET) DEDICATED AIRPORT
 STAFF WILL ASSIST YOU IN
 FOLLOWING LOCATIONS

- Arrival Hall
- Departure Hall
- Curbside

OVERNIGHT PASSENGER HANDLING
SEQUENCE
ON MARCH 28TH, 2017 AT 4AM
THE NEW PASSENGER TERMINAL
FRANJO TUĐMAN (NT) DEDICATED
AIRPORT STAFF WILL GLADLY
ASSIST YOU AT THE FOLLOWING
LOCATIONS
ARRIVAL

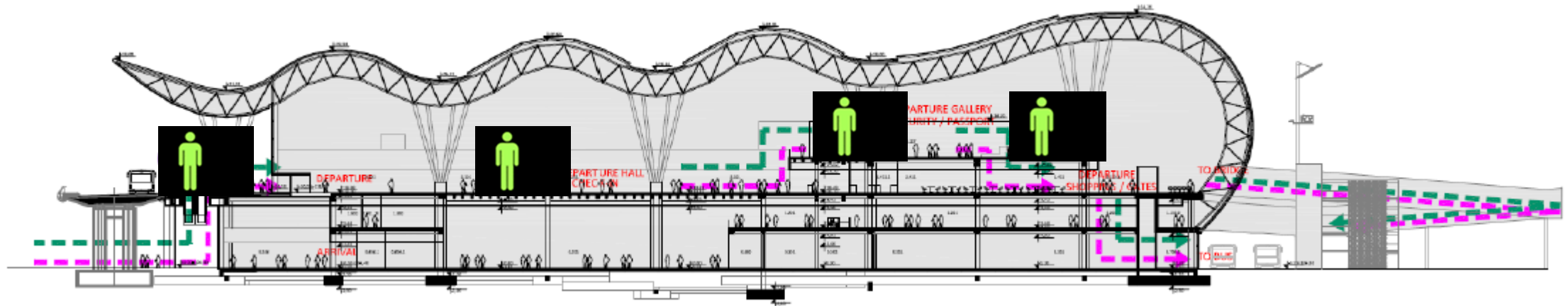
- Transfer
- Immigration
- Baggage Delivery
- Public Arrival Hall
- Arrival Level Curbside

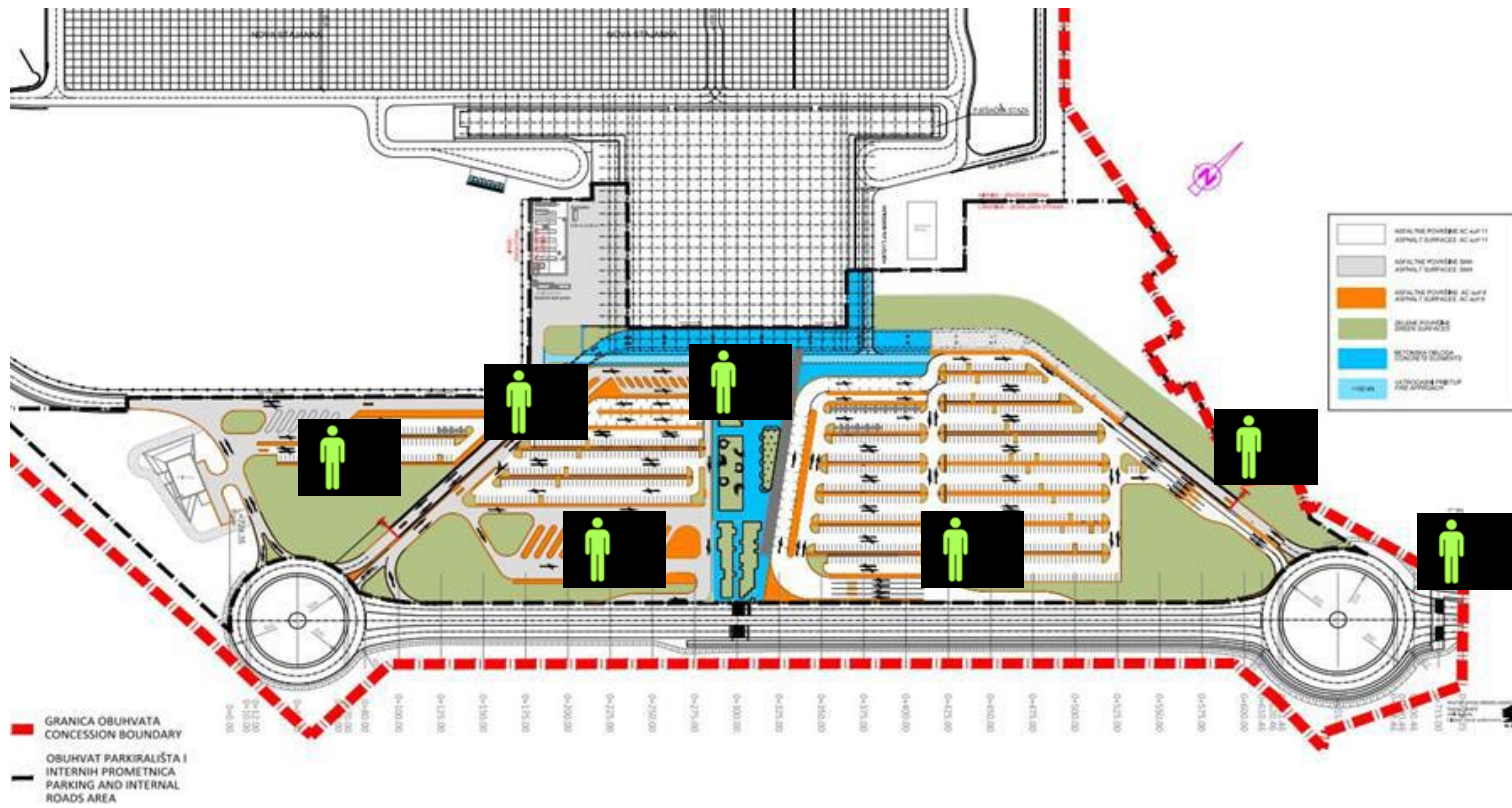


OVERNIGHT PASSENGER HANDLING SEQUENCE MARCH 28TH, 2017 AT 4AM

THE NEW PASSENGER TERMINAL
FRANJO TUĐMAN (NT)
DEDICATED AIRPORT STAFF WILL
GLADLY ASSIST YOU AT THE
FOLLOWING LOCATIONS
DEPARTURE

- Departure Curbside
- Check-in Area
- Security Area
- Emigration





THE NEW PASSENGER
 TERMINAL FRANJO
 TUĐMAN (NT) OVERNIGHT
 PASSENGER HANDLING
 SEQUENCE
 ON MARCH 28TH, 2017
 ACCESS ROAD DEDICATED
 AIRPORT STAFF WILL
 GLADLY ASSIST YOU AT THE
 FOLLOWING LOCATIONS

- Public Car Park entrance
- Taxi station
- Car Rental external booth
- Tourist Coaches
- Viaduct entrance & exit barriers

CHECK-IN TIMES

PASSENGERS ARE ENCOURAGED TO CHECK-IN **A MINIMUM OF TWO HOURS** PRIOR TO FLIGHT DEPARTURE. THIS ALLOWS ENOUGH TIME FOR AIRLINE CHECK-IN, OBTAINING A BOARDING PASS AND GOING THROUGH THE SECURITY SCREENING PROCESS.

NEW PASSENGER TERMINAL KISS & FLY ZONE

- An easy way for passengers to avoid the terminal area roadways, which can get congested during peak arrival and departure times.
- The Kiss & Fly drop off point provides passengers direct access to the new passenger terminal building Departures.
- Departing passengers can be dropped off at the curb front of the passenger terminal **Level 2 / Departures**.
- Maximum dwelling time in this zone is up to 10 minutes.
- Simply follow the signs for Departures which lead to all Departures.
- Vehicles waiting and being parked in the Kiss & Fly must be attended at all times.
- Curbside long term waiting of more than 20 minutes is prohibited at the new passenger terminal Franjo Tuđman.

NEW PASSENGER TERMINAL PICK-UP ZONE

- Enables motorists to temporarily park (up to 10 min) until friends, family members or business associates deplane, collect their baggage, and call to be picked up.
- Pick up zone is located in the immediate vicinity of the new passenger terminal **Arrivals / Ground Floor Level**.
- These eliminate the need for circling the airport repeatedly if you are early or if a party arrives later than expected.
- Maximum dwelling time in this zone is up to 10 minutes.
- Vehicles waiting and being parked in the Pick Up curb front areas must be attended at all times.
- Curbside long term waiting of more than 20 minutes is prohibited at the new passenger terminal Franjo Tuđman. For this reason, should you be waiting for an arriving passenger for longer period we encourage you to utilize complimentary Private vehicle car park instead.

PARKING

MARCH 28TH, 2017 & ONWARDS



- Public car parks will be open for all incoming and outgoing traffic.
- Passengers, Meeters & Greeters as well as visitors reaching the airport with their private vehicle are directed to the Public Car Park.
- For Pick-up only and Premium vehicles, please proceed to the Arrival Pick-up & Premium Car Park.
- Campers, coaches, tourist buses are directed to the Coaches & Shuttles Car Park.
- In order to pick up their private vehicle parked at the old passenger terminal, Travelers must reach out to Parking payment counter staff, located at the Ground Floor / Meet & Greet Arrivals Area, who will be providing you with complimentary intra-airport shuttle transfer information.

AIRPORT SHUTTLE BUS MARCH 28TH, 2017 & ONWARDS

- While arriving you will be **picked-up** from the outer roadway of the Ground Floor / Arrivals level at new passenger terminal.
- While departing, you will be **dropped-off** at the inner curbside roadway - Level 2/Departures at the new passenger terminal.



TAXI STAND RELOCATION

- As of March 28th, 2017 the taxi stand for arriving passengers will be available at the new passenger terminal, located in the vicinity of the Ground Floor, Arrivals level of the terminal. Please follow signs for Taxi.
- As of March 28th, 2017 all inbound taxis will be dropping off passengers/visitors at the Kiss & Fly zone - Level 2/Departures.



RENTAL CAR PICK-UP AND DROP-OFF

- As of March 28th, 2017 all Rental Car pick-up and drop-off will be handled at the new passenger terminal.



FREE WI-FI - "ZAGREB_AIRPORT_FREE"

AIRPORT FRANJO TUĐMAN NOW OFFERS FREE WI-FI ACCESS THROUGHOUT THE TERMINAL. AVAILABLE IN ALL PUBLIC AREAS AND AIRCRAFT GATE LOUNGES, F&B FACILITIES AS WELL AS BUSINESS LOUNGE.

SIMPLY CONNECT TO THE "ZAGREB_AIRPORT_FREE" NETWORK AS PER THE INSTRUCTIONS:

1. ENSURE YOUR WI-FI SETTING IS TURNED ON.
2. FIND "ZAGREB_AIRPORT_FREE"
3. ENTER DETAILS AND ACCEPT THE TERMS AND CONDITIONS.
4. ACCEPT PRIVACY STATEMENT AND CLICK.
5. START BROWSING. YOU ARE CONNECTED 😊

NEW PASSENGER TERMINAL SHOPPING & GASTRONOMY

THERE IS A NUMBER OF FANTASTIC NEW CONCEPTS AVAILABLE AND WAITING FOR YOU!
JUST TO NAME A FEW:
CAKES & BAKES, BREWMARK, CAFE NERO, CROATIAN DESIGN SUPERSTORE, TISAK AND TISAK
MEDIA, AND MANY MORE.

TICKETING OFFICES

WILL BE AT YOUR SERVICE.

THE PASSENGER TERMINAL IS ACCESSIBLE FOR PASSENGERS WITH REDUCED MOBILITY

WHEELCHAIR ASSISTANCE IS AVAILABLE THROUGH YOUR AIRLINE PRM SERVICES.
PLEASE CONTACT YOUR AIRLINE IN ADVANCE TO MAKE NECESSARY PRE-ARRANGEMENTS.

EMERGENCY HEALTH CARE SERVICES

SHOULD YOU REQUIRE EMERGENCY MEDICAL TREATMENT, USE ANY INTERNAL TELEPHONE TO DIAL 2120.

THE OPERATOR CAN MAKE SURE AN AMBULANCE IS QUICKLY SENT TO THE RIGHT PART OF THE AIRPORT.

IF YOU NEED HELP FINDING A TELEPHONE, PLEASE ASK A MEMBER OF AIRPORT STAFF.

0500-2300 LT (0400-2200 UTC)
PHONE: +385 1 4562 120 (2120 – INTERNAL)

BABY CARE FACILITIES

WE EASE THE STRESS OF YOU TRAVELLING WITH CHILDREN WITH OUR CONVENIENT BABY CARE FACILITIES WHICH ARE LOCATED THROUGHOUT THE PASSENGER TERMINAL, WHERE YOU'LL FIND CHANGING STATIONS AND THE PRIVACY TO ATTEND TO YOUR BABY.

JUST FOLLOW THE SIGNS.



SMOKING AT THE NEW PASSENGER TERMINAL FRANJO TUĐMAN

- Airport Franjo Tuđman is a smoke-free airport, in line with Croatian law on smoking in enclosed public spaces.
- Smoking is permitted in designated areas outside the terminal building.
- However, please be aware that once you have passed through security control, you will not be able to smoke anywhere in the Departure lounge.
- If you are catching a connecting flight at Zagreb, please note that smoking is not permitted during the connection process.
- Electronic cigarettes: Passengers are not permitted to use electronic cigarettes within our premises. Should you intend to carry cigarettes in your hand luggage, please check with your airline to ensure they are allowed on board the aircraft.