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## News Release

July 3, 2014

### Comox Valley Airport reminds passengers to arrive 60 to 90 minutes before departure for WestJet flights

The Comox Valley Airport is reminding passengers to arrive to the airport 60 to 90 minutes before scheduled departure time to avoid being turned away from their WestJet flight. This rule applies to any passengers checking luggage, including those who check in via the web, kiosk or a mobile device.

“WestJet has a consistent policy across all of its stations that domestic check-in counters will close 45 minutes prior to departure with no exceptions,” explained Comox Valley Airport CEO Fred Bigelow. “The last thing we want is for passengers to be turned away from their flights because they haven’t given themselves enough time to get checked in for their flight.”

Bigelow explained that when a passenger checks in late, it is not just a matter of the passengers themselves making it through security and onto the plane. The luggage must also be screened and loaded onto the plane, which can cause further delay. Waiting for even one passenger can sometimes mean the loss of a landing slot at the destination airport.

“It particularly becomes a problem with the early-morning flight offered in the summer,” explained Bigelow. “It is hard to get up that early and we’ve had people arriving to the airport just before the flight departs at 5:55 a.m. expecting to be let onto the plane. Just because you can physically see the aircraft on the ramp does not necessarily mean that you and/or your bag will be let onto the plane.”

Early morning flights often have a large component of connecting passengers, making it very important that the aircraft depart on time so that all passengers can get to their destinations as planned. To prevent unnecessary delays, the airport is advising that passengers give themselves plenty of time to get to the terminal, including planning for extras such as parking or booking a taxi. YQQ suggests coming in a little bit early and grabbing a coffee or some breakfast at On the Fly Café, which is open bright and early at 4:45 a.m.

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For more information about check-in times for WestJet visit the Travel Info tab at [www.westjet.com](http://www.westjet.com).

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