

AIR INDIA EXTENDS SELF CHECK-IN & BAGGAGE DROP FACILITIES TO DESTINATIONS IN EU, UK, CANADA

- The self-service facilities are now available for 19 global destinations operated by Air India
- Initiative to benefit passengers flying to all airports in the UK, Europe, USA, Canada, Australia from India; more international airports to be added shortly

GURUGRAM, 9 June 2025: Air India has rolled out an integrated self-check-in and baggage-drop service for its passengers flying from India to all destinations operated by the airline in Europe, the UK and Canada. Air India was the first airline to have introduced this service from India to international destinations in the US and Australia, besides airports in the domestic network.

Air India is now extending the facility to a total of 19 airports – London (Heathrow and Gatwick), Birmingham, Paris, Vienna, Amsterdam, Copenhagen, Frankfurt, Milan, Zurich, Toronto, Vancouver and to all five destinations in US (New York, Newark, Chicago, Washington and San Francisco) and two in Australia (Sydney and Melbourne) – from airports in India. The initiative reaffirms Air India's commitment to leveraging technology to elevate customer experience and deliver world-class service across every touchpoint.

The integrated self-check-in and baggage-drop service offers smooth and faster check-in process at the airport, significantly enhancing passenger experience. With this facility, Air India passengers can enjoy a seamless digital process to print boarding passes and baggage tags and drop bags on their own, eliminating the need to queue up for check in at counters.

The kiosks allow travellers to customise their trips by selecting and even paying for their preferred seats or update their frequent flyer number and contact details. This initiative cuts down on the time spent queueing up at the counters and helps passengers breeze through the airport to reach their boarding gates in time.

Over the last one year, Air India has introduced several customer initiatives including the Premium Lobby that offers exclusive check-in for first, business, and premium economy passengers, the dedicated Family Assistance counters at Delhi airport offering support to passengers travelling with family, city-side check-in counters at Delhi and Hyderabad helping passengers skip queues at airport counters and Self Check-in and Baggage-drop service. These initiatives are further elevating Air India's customer experience to global standards that are now reflecting in our NPS (customer satisfaction) scores.

About Air India group

The Air India group – comprising of full-service global airline Air India and low-cost regional carrier Air India Express – is spearheading a new era of Indian aviation. The Air India story began in 1932 when JRD Tata piloted the airline's inaugural flight and opened the skies for aviation in India. Today, Air India group employs more than 30,000 people, operates over 300 aircraft and carries customers to 55 domestic and 48 international destinations across five continents.

Returning to the Tata Sons in 2022 following 70 years under Government ownership, Air India group is in the midst of a five-year transformation program, Vihaan.AI. As part of the transformation, Air India placed the then largest-ever order for 470 new aircraft in 2023. In 2024, sister airlines Air Asia India and Vistara were successfully merged into Air India Express and Air India respectively, and the Airline opened South Asia's largest aviation training academy. A new flying school is scheduled to open in 2025, and construction of a greenfield maintenance base, to be operational in 2026, is underway. In addition to receiving new aircraft, all existing aircraft are progressively undergoing a full interior refit.

With transformation underway across all facets of the business and India's rich legacy of hospitality, Air India is committed to being a world class global airline with an Indian heart.

For more stories on Air India, visit <http://www.airindia.com/newsroom>