

News Release



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Detroit Metro Airport Offers Holiday Travel Tips for Thanksgiving Flyers

...Parking Deals, New Shops & Restaurants, Luxury Class Hotel among
new airport amenities available this year

NOVEMBER 19, 2003, DETROIT, MI: One of the busiest travel times of the year is once again approaching at Detroit Metropolitan Wayne County Airport (DTW), and airport officials are preparing for what are typically two of the busiest travel days of the year, the Wednesday before (November 26) and the Sunday after (November 30) Thanksgiving. On these two days, the airport may see well over 100,000 passengers per day travel through the terminals.

“This is now the second Thanksgiving holiday that our beautiful new McNamara Terminal / Northwest WorldGateway has been open,” said Wayne County Airport Authority CEO Lester Robinson. “We have undergone even more changes since last year that are sure to make traveling through our airport facilities more pleasant and convenient for holiday travelers. We are also continuing to offer several discount parking promotions for travelers looking for a great holiday value.”

Here are just a few special programs and additions that travelers may want to take advantage of:

Meeters & Greeters: Park Short-Term and Save...Up to 45 minutes for only \$1

Metro offered this parking program last year, and it was such a success that the airport has kept the program around. Designed specifically for friends and family that will be picking-up holiday travelers, the promotion allows parking in any of the airport’s short-term lots for up to 45 minutes for only \$1. Normal rates apply after 45 minutes. Short-Term Parking is ideal for brief visits, and **the airport recommends meeters and greeters park short-term, and meet travelers in the luggage claim areas, instead of waiting at the curbsfronts.** Curbsfronts become very congested, especially during the holidays, and motorists are reminded that due to security concerns, **no curbsfront waiting is permitted**, and this policy will be strictly enforced by airport police. Curbsfronts are designed for active loading and unloading only.

\$5 / Day Parking in Metro's Big Blue Deck and Yellow Lot

Holiday bargain shoppers can find some of the best on-airport parking deals offered in years with \$5 / day parking in over 4200 designated spaces in the airport's Big Blue Deck and Yellow Lot. While less convenient for travelers flying from the McNamara Terminal, the Big Blue Deck is ideally situated for travelers flying from the Smith Terminal and the Yellow lot is walking distance from the Berry Terminal. Shuttle service is also available to transport passengers to all terminals.

New Shops, Restaurants and Heart Smart® Menu Choices

In just the last year, Detroit Metro Airport has opened five additional restaurants in the new McNamara Terminal including *Chili's Too*, *National Coney Island* and *National Coney Island Express*, hockey-themed *Slapshotz Bar & Grill*, and a new *Jose Cuervo Tequileria* Mexican restaurant.

The airport also recently teamed with the Henry Ford Heart & Vascular Institute to evaluate and establish additional healthy menu items at many of the McNamara Terminal restaurants. Thirteen airport restaurants now have more than 75 menu selections that meet Henry Ford's Heart Smart® or Heart Smart® + Sodium criteria, meaning the selections are within the institute's content guidelines for fat, saturated fat, cholesterol, and sodium intakes.

In addition, three new shops have also opened at the McNamara Terminal, including the *Motown Harley Davison* store, *CNBC News & Gifts* and most recently an upscale *Erwin Pearl* outlet which sells high quality women's fashion jewelry. Passengers now have even more shopping and eating choices when visiting Metro. More new and improved stores and restaurants are also planned to open over the next several months in the McNamara, Smith and Berry Terminals.

New Luxury-Class Westin Detroit Metropolitan Airport Hotel

One of the most impressive changes at Detroit Metro Airport this past year has been the addition of a new luxury-class on-airport hotel, the Westin Detroit Metropolitan Airport. The 11-story hotel, which is connected to the new McNamara Terminal, is the first luxury class hotel to open in the Metropolitan Detroit Area in the last 15 years.

With 400 rooms including 10 suites, 25,000 sq. ft of meeting space (28 individual meeting/conference rooms including a 7,000 sq. ft ballroom able to accommodate up to 850 guests), full amenities including a fitness center with heated indoor pool, whirlpool, weight machines and the latest high-tech cardiovascular equipment; a full service Asian-themed atrium-style restaurant and bar, business center, glass enclosed elevators rising from the atrium, serene reflecting pool, curbside valet parking, and hotel rooms featuring Westin's signature Heavenly Bed, cordless phones, and high-speed internet access, the Westin hotel provides travelers and

non travelers alike with world class amenities and convenient access to gateways around the world.

Business travelers in particular, can land, attend a meeting with exceptional facilities and depart the same day, or board a flight after a restful night in deluxe accommodations. The hotel also features its own private entrance to the McNamara Terminal gate areas, e-ticket machines for Northwest Airlines and its own federal passenger security screening checkpoint.

Radio City Rockettes Visit Detroit Metro Airport

On Wednesday, November 26, travelers flying away for the holidays will also be treated to a special Detroit Metro Airport appearance of the high-flying Radio City Rockettes. The Rockettes will be at the McNamara Terminal from 7:00 – 8:30 am promoting their Christmas Spectacular show which runs November 28th – December 27th at the Fox Theatre, and will be spreading the holiday cheer by passing out candy canes and delighting both young and old alike.

“Although busy these few days, this is truly one of our favorite times of the year,” said Robinson. “Most travelers trade-in their palm pilots and brief cases for time spent with friends and families, and our terminals fill with the excitement of children and young-at-heart alike getting into the holiday spirit. With a little traveler preparation and our recent airport improvements and programs this should be another enjoyable holiday season for all.”

Detroit Metropolitan Wayne County Airport is undergoing one of the most dramatic transformations of any airport anywhere, and recently tied for 2nd place among large U.S. airports in a customer satisfaction survey conducted by J.D. Power and Associates. In addition to the new 97-gate Edward H. McNamara Terminal / Northwest World Gateway, the airport has also recently opened a new 10,000 ft. runway, a new airport south access road, John Dingell Dr., and a new 400-room luxury-class Westin Hotel at the airport. With the creation of the new Wayne County Airport Authority, and future terminal projects planned, Metro Airport is quickly positioning itself as one of the finest air transportation gateways in the world.

An additional list of holiday travel tips is attached to this release.

For additional information travelers can also visit www.metroairport.com or call (734) Airport, during normal business hours.

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HOLIDAY TRAVEL TIPS

- **CONFIRM FLIGHT SCHEDULES FIRST:** Passengers should check with their airline reservation centers on the web or through their airline toll free phone lines to confirm flight schedules. Airline “800” numbers and website links are available on the airport’s website at www.metroairport.com.
- **ARRIVE EARLY:** Security procedures may cause delays at the airline ticket counters and passenger screening checkpoints. Plan on arriving at DTW at **at least two to three hours before scheduled departure times**. This should allow ample time for parking, check-in and passenger screening.
- **TUNE TO 920 AM:** Motorists within three to four miles of Detroit Metro Airport can tune their radio dials to 920 AM for general airport information.
- **PARKING TIPS:** Airport management is recommending that travelers call the airport’s 24-hour parking hotline (800-642-1978) to determine parking status. The hotline is staffed round-the-clock by parking employees with up-to-the minute parking information at the airport.

Traveler Parking (Long-term, Economy and Valet): There is plenty of parking available at Detroit Metro Airport! **The least expensive on-airport parking can currently be found in designated areas of the airport’s Big Blue Deck, located across from the L.C. Smith Terminal, and in the Yellow lot, across from the Berry Terminal. Parking in these discounted areas is \$5 /day.** Economy parking at \$8 / day can still be found in the airport’s Green lot, and other long-term, short-term and valet options are also available. Check www.metroairport.com for the most up-to-date parking rate information.

Visitor Parking (Short-term): Meeters & Greeters can also take advantage of a special short-term parking promotion the airport recommends for people picking-up travelers. Instead of waiting at the curbside, which is prohibited, friends and family can park for up to 45 minutes in any airport Short-term lot for only \$1.00. (Regular short-term rates apply after 45 minutes).

- **MEETERS & GREETERS:** Since only ticketed passengers are permitted beyond passenger screening checkpoints, meeters and greeters are encouraged to identify a meeting place beforehand with their party. A suggested meeting place is the airline luggage claim areas.
- **STRICT CURBFRONT GREETING PROCEDURES:** Due to federal regulations, motorists are not allowed to idle at terminal curbsides. Terminal curbsides are open, but are reserved for **active loading and unloading of passengers only**. Unattended vehicles at the curbsides are prohibited, and may be ticketed and towed. Instead park short-term and arrange to meet your party at airline luggage claim areas. Please be understanding in airport police enforcement of this policy.
- **CURBSIDE CHECK-IN:** Curbside check-in is operating for most airline carriers.

- **PASSENGER SCREENING CHECKPOINTS:** Passengers may experience longer lines at the security checkpoints due to enhanced screening procedures and higher volume of travelers at peak times. These lines vary according to the time of day. However, airport management is still advising passengers to allow extra time, 2 hours for domestic flights and 3 hours for international flights. **Only ticketed passengers** will be allowed through the airline passenger screening checkpoints. Passengers 18 years of age and older should be prepared to present a valid photo ID (such as a driver's license or passport) along with their ticket at the checkpoints and ticket counters. Special arrangements for passenger assistance can be made through the airlines.

Passengers must also obtain their boarding passes, prior to entering the passenger screening checkpoints. E-ticket vouchers, receipts, and itineraries are no longer accepted for entry. Passengers with e-tickets can obtain their boarding pass at the airline ticket counters, curbside check-in booths, or e-ticket kiosks offered by some carriers. At the McNamara Terminal, Northwest Airlines offers e-ticket kiosks in the ticket lobby and on level 6 of the adjacent parking garage. American Airlines, Continental Airlines, Southwest, United Airlines and US Airways also offer e-ticket kiosks near their ticket counters. Boarding passes printed at home with Northwest Airlines "Internet Check-In" will also be accepted.

- The Transportation Security Administration (TSA) has limited passengers to **one carry-on item, plus a purse or briefcase**. By minimizing carry-on luggage, travelers can reduce their time spent at passenger screening checkpoints.
- Items that can be construed as weapons such as scissors, knives or small pocketknives, razor blades and needles are prohibited beyond passenger screening checkpoints and may cause further delays. *Travelers with supplies for medical conditions should be prepared to justify need for such items with a prescription and/or letter from their physician.* For more details regarding prohibited items and safety tips, visit the Transportation Security Administration website at www.tsa.gov or www.tsatraveltips.us or your individual airline carrier's website.
- To speed-up the screening process, passengers are encouraged to:
 - Place all metal items in a carry-on bag while waiting in line
 - Take laptop computers out of their case
 - Take off their coats
- Travelers are also encouraged to think about what they wear to the airport. Reduce the amount of metal objects worn on the body such as jewelry to avoid setting off alarms. Since many shoes contain metal shanks, passengers are also encouraged to remove their shoes when passing through security.
- **LUGGAGE:** Luggage ID tags should be filled out, both on the inside and outside of bags, before arrival to the airport. Passengers are allowed one carry-on bag, plus a purse or briefcase. Remember to pack valuables such as jewelry, cameras, undeveloped film, medication, passports, and money in carry-on luggage. All luggage is subject to search.
- **Luggage Should be Unlocked:** If a checked bag sets off alarms it will be necessary for TSA screeners to open the bag for inspection and a lock may be broken. There are now products on the market that have uniform locking systems that allow TSA to do required inspections of locked bags. Passengers may want to consider using plastic zip/cable ties, which can be easily removed in the event inspection is required.
- **Passengers Carrying Film:** The Transportation Security Administration recommends that passengers pack undeveloped film in carry-on luggage. Newer equipment used to screen

checked luggage will damage undeveloped film. The X-ray machine at the passenger screening checkpoints will not affect undeveloped film under ASA/ISO 800. However, multiple X-ray inspections (more than 5 times) of the same roll of undeveloped film may cause damage. The machines used to screen your checked luggage or carry-on items will not affect digital camera images or film that has already been processed, slides, photo compact discs, or picture discs. At the passenger screening checkpoints, travelers can request a hand-inspection of any undeveloped film. For more information visit www.tsa.gov or www.tsatraveltips.us.

- Wrapped gifts may be opened by security, causing further delays and disappointments for yourself and other passengers. Plan on wrapping gifts after you arrive at your destination.
- Do not leave luggage unattended and for easy identification, tie a bright ribbon around the handle of the luggage. Remove hooks, straps and removable wheels before checking luggage to avoid damage to your bags.

See more about the new Detroit Metro Airport on the web at www.metroairport.com or call (734) AIRPORT, during regular business hours, for general airport information.

Happy Holidays!!!

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