SELF-SERVICE BAGGAGE LINES ARE OPEN AT RIGA AIRPORT

News / Airports / Routes



Four self-service baggage drop-off points are now open at Riga Airport, and the national airline *airBaltic* is the first to offer its passengers the opportunity to use this new Airport service.

The self-service baggage drop-off points are located in the Airport's departure hall at check-in desks No. 8-11, where *airBaltic* passengers who have already checked in for a flight on-line or at Airport's self-service check-in kiosks and received a boarding pass can drop off their checked baggage. Non-standard baggage, such as prams, sports equipment, oversize baggage and similar items may not be checked in at the self-service drop-off points.

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The new lines will make the baggage drop off process at Riga Airport significantly more convenient and faster. The service time of one bag at the self-service baggage drop-off point is about a minute, so it is possible to handle about 60 pieces of baggage on one line per hour, providing fast and convenient service for those passengers who have already checked in for their flight and only need to drop off their baggage.

Riga International Airport has invested 230 thousand euros in the new lines. “The introduction of state-of-the-art automated solutions in passenger service is among the top priorities of Riga Airport. Such solutions not only improve the customer experience, but also make the processes at the Airport more efficient in general,” says Laila Odi?a, Chairperson of the Board of Riga Airport.

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Martin Gauss, Chief Executive Officer of *airBaltic*: “As an innovative airline, we are always keen on being an early adopter of new technology available to us. Thanks to Riga Airport, which has further modernised its services at the check-in hall, our passengers can benefit from the convenience of the new baggage self-drop points.”

Initially, the self-service baggage drop-off facilities will be available only to *airBaltic* passengers, but in the future this service could also be offered to its customers by other airlines operating at Riga Airport.

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