



OPERATIONAL NOTICE

Green and red passenger journeys at BNE

Update: January 2021

Brisbane Airport (BNE) will welcome the first quarantine-free New Zealand arrival on Thursday 7th January 2021.

OVERVIEW

Commencing on Thursday 7th January 2021, Air New Zealand will be operating quarantine-free (AKA 'green' flights) into Brisbane.

Passengers who travel on these specific flights, must have been within New Zealand (NZ) for the preceding 14 days and will therefore not be required to quarantine upon arrival at BNE.

The safe travel zone is currently one-way, and as such, all outbound flights will continue to be classified as red flights. Planning is underway with relevant government agencies to ensure we are prepared for a two-way travel bubble as soon as relevant restrictions are lifted.

IMPACT TO BNE

Brisbane Airport Corporation (BAC), Queensland Health (QHealth), Australian Border Force (ABF), Queensland Police Service (QPS), Dept. of Agriculture (DAWE) and the Airlines have been collaborating on the best way to implement these changes at BNE.

To facilitate these flights, the Brisbane Airport International Terminal will effectively be split into two zones, green (quarantine-free arrivals) and red (all other arrivals). Green flights are nominated flights from New Zealand and all flights from Norfolk Island.

Quarantine-free/green flights will operate from the northern concourse - Bays 78 & 79. Red flights will operate from the southern concourse – Bays 82 – 85. Bays 80 & 81 will be taken out of service due to the proximity to the QHealth processing area.

This will result in a change to the passenger journey for both quarantine-free arrivals and all other arrivals.

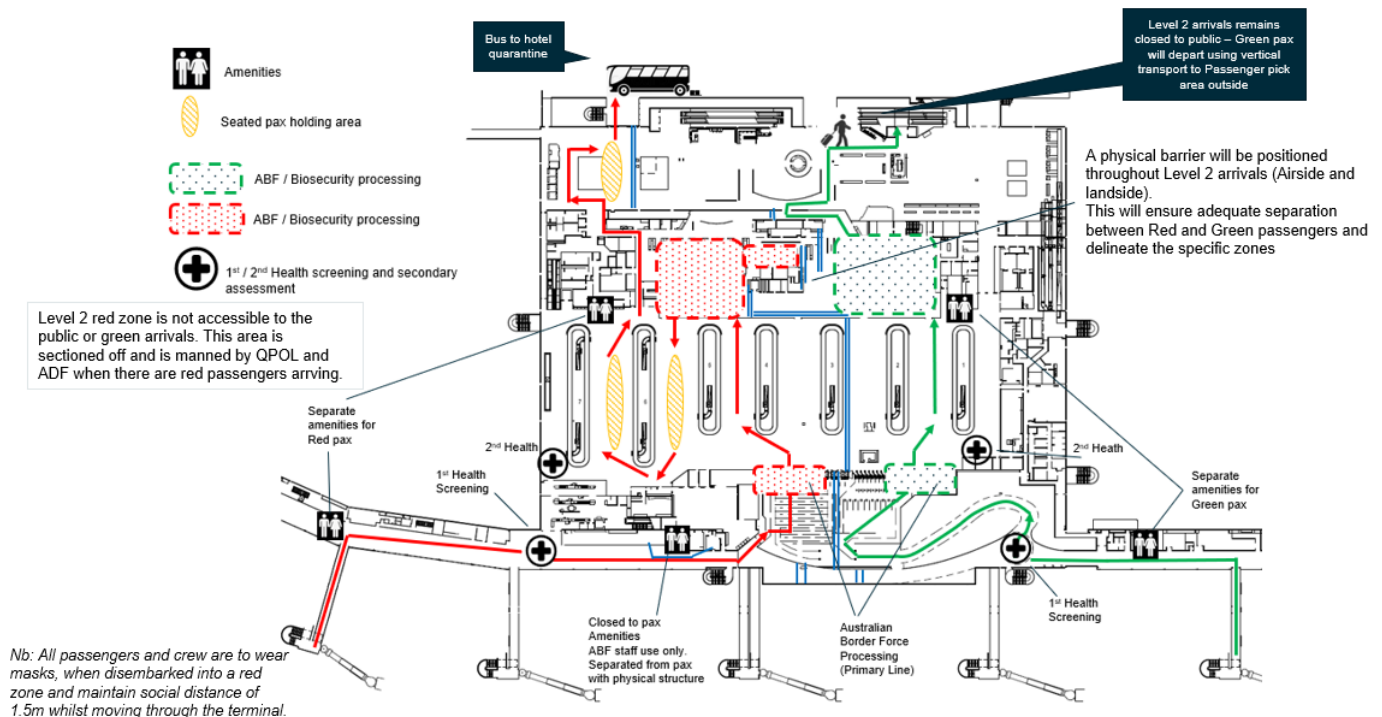
PASSENGER JOURNEY – GREEN VS. RED ARRIVING FLIGHTS

Below is a map of Level 2 of the International Terminal, showing the passenger journeys from airside to landside. The blue line indicates barriers that are in place to differentiate between the green zone and red zone. The green and red passenger journeys are marked in the respective colours.

For more information:

Airport Duty Manager on 07 3406 3171 or email: ADM@bne.com.au

RED & GREEN ZONE LAYOUT AT BNE (LEVEL 2 ARRIVALS)



Quarantine-free arriving passengers:

1. Briefing onboard by Department of Agriculture. Passengers encouraged to wear masks (not mandatory). Passengers met by ABF and escorted through the terminal.
2. Passengers temperature checked by Queensland Health staff prior to entering Lotte Duty Free.
3. Passengers move through Lotte Duty Free in small groups. Lotte Duty Free will be open to all quarantine-free arriving passengers.
4. Passengers pass through immigration and customs (northern lanes only). Both E-gates and manual counters will be open.
5. Passengers collect bags from baggage carousels 1 & 2 only. Temporary baggage services and oversized goods collection areas will be set up in the green zone.
6. Passengers referred to Biosecurity where required.
7. Passengers exit via central exit doors (next to The Coffee Club). See below section for details regarding pick-up and transport.

Red zone arriving passengers – no change to this process:

1. Briefing onboard by Department of Agriculture. Passengers are required to wear masks (mandatory). Passengers met by ABF and escorted through the terminal.
2. Passengers temperature checked by Queensland Health staff.
3. Passengers move through grey southern doors into Arrivals Hall in small groups.

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4. Passengers pass through immigration and customs (southern lanes only). Only manual counters will be open.
5. Passengers collect bags from baggage carousel 4 only. Normal baggage services and oversized goods collection areas remain in place.
6. Passengers referred to Biosecurity where required. Passengers moved into 'holding area' located between carousels 5 & 7.
7. Passengers access landside via southern exit doors (next to southern bathrooms). Processed by Queensland Police as required:
 - a) 14-day hotel quarantine – passengers directed into bus waiting area on Level 2 ramp
 - b) Overnight transit hotel quarantine – passengers directed into bus waiting area on Level 2 ramp
 - c) Exemptions – passengers direct to Level 4 ramp

Level 4 remains a green zone at all times – no changes to the current process. Red zone departures (from Level 3) may occur from a 'green' bay (Gates 78 & 79) following a thorough COVIDSafe clean and sanitisation of the aerobridge console prior to use.

PASSENGER PICK UP AND TRANSPORT

All quarantine-free arriving passengers will be directed to the following areas to access transport.

Level 1 via lift or travelators to access:

- Passenger Pick-Up
- Taxi and Ride-sharing (at Passenger Pick-Up)
- Car park

Level 3 via lift or travelators to access:

- AirTrain

Level 4 via lift or travelators to access:

- Terminal Transfer Bus
- Accessible Pick-Up

Please note, the northern travelator/escalator is currently undergoing maintenance, therefore access to other levels is via the southern travelator or lifts.

All red arrivals will continue to be directed to the Level 2 ramp to access the bus to quarantine. Exempt passengers on red zone flights will continue to be able to access Level 4 for pick-up.

INTERNATIONAL ARRIVAL FORM REQUIREMENTS

The below forms will need to be completed by passengers arriving into BNE.

Passengers on 'red zone' flights:

1. [Queensland International Arrivals Registration](#)

For more information:

Airport Duty Manager on 07 3406 3171 or email: ADM@bne.com.au

Link: <https://www.qld.gov.au/internationalarrivalstoqld/registration>

Timing: 72 hours in advance of their arrival. *QR codes linking to the form are available in the terminal if the form has not been pre-completed.*

2. [Australian Travel Declaration](#)

Link: <https://covid19.homeaffairs.gov.au/australia-travel-declaration>

Timing: 72 hours in advance of their arrival. Not mandatory for this to be pre-completed as ABF collect contact tracing details upon arrival.

3. Incoming Passenger Card

Passengers on 'green zone' flights (New Zealand and Norfolk only):

1. [Australian Travel Declaration](#)

Link: <https://covid19.homeaffairs.gov.au/australia-travel-declaration>

2. Incoming Passenger Card

FACILITIES

There are two sets of bathrooms in the Arrivals Hall on Level 2.

- The northern bathrooms will be in the green zone and therefore available to all quarantine-free arriving passengers.
- The southern bathrooms will be in the red zone and therefore available to all other arriving passengers.

LEVEL 2 ACCESS

Level 2 remains closed to all non-passengers and staff. Family & friends are able to 'meet and greet' incoming quarantine-free arrivals on Level 1.

Level 4 remains open to family & friends of departing passengers.

STAFF REQUIREMENTS

There are extensive requirements for all staff moving through the International Terminal, to ensure no cross-contamination between the red and green zones. A separate briefing document outlines these requirements and is available on the B2BNE Partner Portal.

SCHEDULE

Air New Zealand have confirmed the following quarantine-free flights from Auckland > BNE. All passengers should always confirm the status of the flight with the airline prior to booking.

For more information:

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- Thursday 7th January, NZ147
- Saturday 9th January, NZ145
- Monday 11th January, NZ149
- Wednesday 13th January, NZ149
- Saturday 17th January, NZ145