



What to Expect When You're Flying from XNA

You've come to the right place if you want to know what's necessary to fly from Northwest Arkansas National Airport. As you might expect, much has changed since the start of the COVID-19 pandemic. When you are ready to take your next trip, the Northwest Arkansas National Airport Authority wants you to know about the steps taken to ensure successful travel.

We're asking you to do your part to make XNA as safe as possible, too, as following this guidance helps everyone who visits XNA. In advance, thanks for doing your part!

Here's a summary of what you should know:

Before Heading to XNA: The airport authority is encouraging travelers to take actions that reduce face-to-face interactions with other people at XNA. For example, using an airline's cell phone app to get a boarding pass to avoid stopping at an airline ticket counter is smart. If you can avoid checking a bag and limit yourself to carry-on luggage, that's best for now.

Parking: All XNA parking lots are open, but the airport is not operating its shuttle service at this time. If you need a ride from a parking lot to the terminal, please call **479-205-1020**.

Main Terminal Entrance Only: *Passengers and airport employees* must enter the terminal through the main entrance directly in front of the airport's escalators. For now, entrances on the west and east ends of the building are closed.

Limited Terminal Access: We do love visitors in the terminal, but XNA is putting that on pause for now. Only ticketed passengers and people who work at the airport will be allowed to enter the building.

Face masks: They are required at XNA for anyone in the terminal over Age 9. Most airlines at XNA require face masks while on planes so the airport's policy is consistent with what the airlines expect. We're asking travelers to bring their own face masks, but they are available at XNA. We can't emphasize enough how important face masks are for you and other people you'll encounter on your journey.

Cleaning: XNA's cleanliness is noted by passengers all the time, but we're giving extra time and attention to sanitizing and disinfecting high-touch areas such as the airport escalator handrails. What you won't see are the hospital-grade disinfectant sprayers used each night throughout the airport, but that's happening, too.

Hand Sanitizer: Stations can be found throughout the terminal, and XNA strongly encourages you to use hand sanitizer multiple times during your time in the airport.

Social Distancing: The six-foot standard applies at XNA, and you'll see signs reminding you of the rule throughout the terminal.

Transportation Security Administration Checkpoint: Before the COVID-19 pandemic, XNA opened a 3,900-square-foot checkpoint expansion, and it leaves room for passengers to spread out while moving through security. Plexiglass separates passengers from TSA employees in some places, and you'll find all TSA employees wearing face masks. It's possible that the TSA agent who greets you will ask you to remove your face mask briefly when he or she asks to see identification and your boarding pass, but that won't always be necessary. For more information on TSA procedures, visit [tsa.gov/coronavirus](https://www.tsa.gov/coronavirus)

Restaurants and Shops: Not all restaurants and shops are open at XNA right now and the hours are limited for those that are operating. If you'd like to know what's available when you'll be traveling, please call the airport's administrative office (**479-205-1000**),

Questions?: We'd love to hear from you if there are other things you'd like to know- calling the administrative office (**479-205-1000**) is the best way to get the answers you need.

Thank you again for doing your part! Safe travels!

