

How might we lessen stress for families at airports?

recreational area with variety of activities

assistance available upon arrival

baggage carrier service

asked upon entering needs

provide checklist notification

list of stores, bathroom, and restaurants after checkpoint

have lockers

area with family friendly movie playing

play area for certain age group

How might we improve waiting times for families at airports?

pre-order food for pick up

have wait times listed at checkpoints

pick up food order lockers with digital order number/name to scan to unlock

rentable studios in the airport

separate line for families with youngest child 5yo and younger

express nail / hair/ brows beauty salon

sleeping pods

shower/spa

How might we help families navigate easily at the airport?

assistance service to guide you to the gate with belongings

have airport map on phone

have directories available

pre-travel layout from current location to gate

include notification on additional stops in airport if travelers need clearance.