



**PUBLIC ADVISORY**  
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**MACTAN-CEBU INTERNATIONAL AIRPORT ALL SET FOR *UNDAS 2019***

Mactan-Cebu International Airport (MCIA), the country's first resort airport, is on heightened alert from 25 October 2019, Friday until 04 November 2019, Monday for the government's *Oplan Biyaheng Ayos: Undas 2019* in anticipation of the influx of passengers for All Souls' and All Saints' days.

Spearheaded by the Mactan-Cebu International Airport Authority (MCIAA), *Oplan Biyaheng Ayos* implements and underlines additional security and safety measures appropriate for the increased activities and operations in the facility.

*"All security and safety units are placed on alert status for sufficient round-the-clock personnel to prevent untoward incidents and guarantee immediate responses during the holiday period,"* said MCIAA General Manager and CEO Atty. Steve Yuhico-Dicdican.

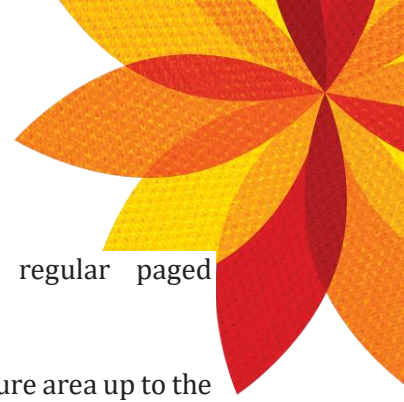
GMR MEGAWIDE Cebu Airport Corporation (GMCAC), the private operator managing the terminal buildings and ramp area of MCIA, is aligned with the MCIAA in the implementation of *Oplan Biyaheng Ayos*.

*"As more passengers travel with their families to observe this annual tradition, we need to ensure that the airport operates at the highest level so everyone is afforded convenience and safety as they travel to their destinations,"* said GMCAC Chief Executive Advisor Andrew Harrison.

**Oplan Biyaheng Ayos**

The following measures have been put in place at MCIA starting October 25 under *Oplan Biyaheng Ayos*:

- Dedicated help desks at the arrivals area of Terminals 1 and 2 to provide immediate assistance to passengers. Airport security personnel, airport medical staff, MCIAA representatives, and GMCAC customer service representatives will jointly man the help desks. 24-hour postings of PNP officers and additional K-9 units are an added layer of security measure in addition to the presence of CCTV cameras installed all over the facility.
- MCIAA will provide information banners/streamers in prominent areas of the terminals. Moreover, GMCAC operations personnel will remind passengers not to leave their



belongings unattended and follow security processes through regular paged announcements.

- Stranded passengers may be allowed to stay overnight inside the departure area up to the check-in counters to minimize passenger inconvenience. GMCAC security personnel and MCIAA airport police officers will regularly monitor the area for passengers' safety and security.
- To protect the riding public from unscrupulous taxi drivers, GMCAC will continue with the standard procedure of distributing taxi complaint slips. Before boarding the taxi, passengers are encouraged to ask for the complaint slip from the attendant. In the event of shortage of public transportation, MCIAA will field its buses and coasters to serve the riding public.
- To ensure utmost passenger comfort and convenience, GMCAC will heighten monitoring of passenger amenities such as water fountains, clean and accessible restrooms, air-conditioning units, and even the free Wi-Fi. GMCAC is also making sure there are ample commercial and food options available for passengers.

For passenger inquiries and concerns, passengers may call the MCIA hotline at (032) 494-9000. Feedback and suggestions can also be sent via e-mail to [customerservice@gmcac.ph](mailto:customerservice@gmcac.ph). **END**