

# Caribbean Airlines Most Frequently Asked Questions for the Commonwealth Heads of Government Meeting

## 1. What is the CHOGM and when is it taking place?

CHOGM is an acronym for the **C**ommonwealth **H**eads of **G**overnment **M**eeting. It is held every two (2) years and brings together Commonwealth leaders to discuss global and Commonwealth related issues. CHOGM will be hosted in the city of Port of Spain in the Republic of Trinidad and Tobago on 27-29 November 2009.

## 2. What will it mean if I am travelling that weekend?

CHOGM is set to take place from 27 – 29 November 2009. Caribbean Airlines has been advised by the CHOGM Secretariat that Piarco International airport and areas surrounding the meeting's related activities may be affected as delegates from over 50 countries utilise the Piarco International Airport during that time. **This means that passengers will need to depart for the airport much earlier than normal in order to reach the airport three hours before their departure time. N.B. Caribbean Airlines will maintain flight closure one hour prior to departure.**

## 3. Do you have more details about the traffic routes and restrictions?

Below is a list of all activities scheduled for VIPs at the Commonwealth Heads of Government Meeting which may impact the flow of traffic in your area.

<b>Activity</b>	<b>Date</b>	<b>Venue</b>
Commonwealth Youth Forum	20-28 November	Vanguard Hotel Tobago & Caribbean Princess
Commonwealth People's Forum	22-26 November	Queen's Hall and Cascadia Hotel
Commonwealth Business Forum	23-26 November	Serenade of the Seas
Commonwealth Ministers' Action Group	25 November	Hilton Hotel
Foreign Ministers' Meeting	25-26 November	Hilton Hotel
Arrivals	25-26 November	Piarco International Airport
State Visit	26-28 November	Carlton Savannah, Memorial Park, Hyatt Hotel, Queen's Hall, President's House, UK High Commissioner's Residence, Knowsley Building, Blue Haven Resort
CHOGM	27-29 November	National Academy for the Performing Arts, Hyatt Hotel
Spouses Programme	28-29 November	Diplomatic Centre, Queen's Park Savannah, Chaud

		<i>Restaurant</i>
<i>Departures</i>	<i>28, 29, 30 November</i>	<i>Piarco International Airport</i>

Caribbean Airlines has been informed that the “Concept of Operation” will be implemented to minimise public disruption. This will include:

- Normal traffic flow along Churchill Roosevelt Highway
- Convoys will be guided through traffic:
  - Timely progress achieved by car and motorcycle escorts
  - Uniformed officers on static duty
- Traffic flow and progress monitored through:
  - CCTV cameras
  - Aerial picture from airship/helicopter

In addition, there the following are areas of traffic prohibition:

1. Vehicular traffic prohibited along Queen’s Park West Between Cipriani Boulevard and Queen’s Park East from 3.30pm to 4.30pm on Thursday 26 November 2009
2. Her Majesty Queen Elizabeth II – Closure of Coblenz Avenue from 4pm Thursday 26 November until Saturday 28 November.
3. Creation of Island Site – Dock Road Closure from 12pm Thursday 26 November until 10pm Sunday 29 November
4. Protection of Island Site – No vehicular access allowed from 12am Thursday 26 November until 10pm Sunday 29 November:
  - Wrightson Road between Duke Street and Edward Street
  - Richmond Street between Sackville and Independence Square South
  - London Street
  - Ajax Street
  - Post Office Road
5. Prohibition of vehicular access from 7am to 2pm on Friday 27 November:
  - Queens Park Savannah West beteen Cipriani Boulevard and Queens Park East
  - Chancery Lane
  - Albion Street between Chancery Lance and Dere Street
  - Keate Street between Chancery Lane and Charlotte Street
  - Frederick Street between Gordon street and Queens Park Savannah West
  - Pembroke Street between Gordon Street and Keate Street

**4. What if I am using a home printed e-ticket and receipt to get through security checkpoints outside the airport. I am not confident that all police officers know about e-tickets.**

*Answer – Caribbean Airlines has been assured by the authorities that holders of e-tickets will be allowed access to the airport. However we would like to take this opportunity to advise that all passengers should ensure that they are in possession of all travel documents including an itinerary and a valid passport to ensure smooth entry to the airport. Passengers should be advised that the airline cannot be held responsible should entry be denied as these are special circumstances beyond its control.*

**5. Is there anything further that I can do to ease the check in process?**

*Passengers with access to the internet should take advantage of the Caribbean Airlines website features that will help on the day. These include printing of your itinerary as a supporting*

document when going through the various security checks, using our WEB CHECK-IN system and referring regularly to all updates on the website. Customers without internet access can call our call centre at +868 625 7200 or if you are calling from another Caribbean country + 800 744 2225 (toll free) and from North America + 800 920 4225 (toll free)

**6. Will there be parking at the airport for the duration of my trip (until 29 November 2009) at the Piarco International Airport.**

Normally there are long term facilities for those wishing to leave their vehicles at the airport. Passengers can contact the Airport Authority of Trinidad and Tobago directly (Tel: +868 669 4868) or log onto [www.tntairports.com](http://www.tntairports.com) for more details.

**7. Is there information about traffic routes to get to the check-in counter on time?**

The CHOGM Secretariat has indicated that all routes will be published. In the interim, travellers are asked to refer to local media and can browse the following websites for further information:

<http://chogm2009.org/home/node/28>  
[www.trinidadexpress.com](http://www.trinidadexpress.com)  
[www.guardian.co.tt](http://www.guardian.co.tt)  
[www.newsday.co.tt](http://www.newsday.co.tt)

Passengers not having access to the internet should pay special attention to radio and television announcements for media updates on any route restrictions. Caribbean Airlines will try to post relevant information for its passengers as these become available from the CHOGM Secretariat.

**8. Apart from tickets, do passengers need to apply for permits to enter certain areas around?**

Caribbean Airlines has not been informed from the local authorities about the need for further accreditation to enter the Piarco International Airport and its environs. Commercial operations in the North Terminal will continue for the duration of CHOGM. However, the airline wishes to remind travellers to ensure that they have all travel documents when passing security check points as the airline will not be responsible for refusal at security points as these are circumstances beyond the airline's control.

**9. Will Caribbean Airlines compensate me if my flight is delayed or cancelled as a result of operations for CHOGM?**

These are circumstances beyond the airline's control, therefore Caribbean Airlines will not be accepting liability for any delays or cancellations made to its schedule during CHOGM. Passengers are asked to be prepared for unforeseen circumstances that may arise due to these security operations.

**10. How can we remember all these things when travelling?**

Caribbean Airlines suggests that you download our Convenient CHOGM Check List before departing for the airport. This is a checklist that ensures you have all the necessary travel documentation and information you need to facilitate a smoother transition through all the security measures that will be in place during the CHOGM weekend