

PRESS RELEASE

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Bradley International Airport launches concierge service, offering added convenience for all travelers

Windsor Locks, CONN – July 1, 2024 – The Connecticut Airport Authority is pleased to announce that Bradley International Airport, in partnership with Travelers Aid International, is launching a new concierge service for passengers.

The service, which launches on July 1, is now available for booking and is geared toward departing and arriving passengers who are traveling for either business or leisure. Once a booking is made, a concierge team member will meet and greet the passenger(s) upon their arrival at the airport and assist in the following areas:

- Checking in at the airline ticket counter
- Going through the TSA security checkpoint via priority access
- Accompanying the passenger(s) directly to their gate
- Delivering food directly to the gate through BDL Market
- Retrieving checked bags
- Assisting to/from parking, pick up or car rental

The concierge service is ideal for the following travelers:

- Older adults who may be traveling alone and need assistance
- Families with children
- First-time fliers
- Anyone with special travel needs
- Individuals who are looking for an elevated or personalized travel experience

“This new concierge program at Bradley International Airport is offering travelers another layer of convenience,” said Kevin A. Dillon, A.A.E., Executive Director of the Connecticut Airport Authority. “The program is designed to make traveling through the airport truly easy, by offering personalized assistance and removing some of the unknowns that passengers may have about flying.”

Kathleen Baldwin, president and CEO of Travelers Aid International, expressed her appreciation for the Connecticut Airport Authority's collaborative approach to making this innovative concierge program a reality. "Passengers trying to navigate through Bradley International Airport will be the fortunate beneficiaries of this partnership," Baldwin said. "We are excited to see this service evolve and reach its full potential."

The cost of the concierge service starts at \$79.99. Advanced reservations are required. To make a reservation, visit www.bradleyairport.com/concierge

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About Bradley International Airport

Bradley International Airport (BDL) is New England's second-largest airport. Recognized nationally by leading travel publications for its ease of travel, Bradley International Airport is ready to welcome you with new nonstops and expanded services. The award-winning airport is operated by the Connecticut Airport Authority, and its operations are entirely self-funded. The airport contributes nearly \$3.6 billion to the regional economy. For more info, visit www.bradleyairport.com.

About The Connecticut Airport Authority

The CAA was established in 2011 to develop, improve, and operate Bradley International Airport and the state's five general aviation airports (Danielson, Groton-New London, Hartford-Brainard, Waterbury-Oxford, and Windham). The CAA Board consists of 11 members with a broad spectrum of experience in aviation-related and other industries, as well as government. The goal of the CAA is to make Connecticut's airports more attractive to new airlines, bring in new routes, and support Connecticut's overall economic development and growth strategy. For more info, visit <https://ctairports.org/about/caa-ten-year-anniversary/>.

About Travelers Aid International

TAI is a network of 43 members and locations working together to assist today's travelers. The network now consists of members in the United States, Puerto Rico, Canada and Australia. A total of 32 members currently provide social services to their communities, primarily in the form of help for the homeless. TAI staffs information booths to help guide airport, cruise, rail and bus passengers at 25 locations. Our 2,200 volunteers annually assist more than 10 million individuals. For more information, visit www.travelersaid.org.



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