

Press Release

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Fewer staff at passport checkpoints may mean longer lines for non-Schengen passengers

The Copenhagen Police force will be reducing the number of its officers manning the passport checkpoints at Copenhagen Airport between 16 June and 31 December 2003. This temporary cutback could prove inconvenient to non-Schengen passengers, airlines and handling companies.

As a result of a massive deployment of Copenhagen Police force personnel during the EU summit last autumn, many members of the force will be taking time off in lieu of overtime. At Copenhagen Airport, this will mean fewer officers at the passport checkpoints, which may mean longer lines for non-Schengen passengers at the checkpoints in Piers A and C. The situation could also affect handling companies and airlines.

Minimum possible inconvenience

Head of the airport's Passenger Services Department Susanne Frank says about the situation: "We are very sorry about the temporary drop in level of service this situation may cause, and we will be in constant touch with the police so the inconvenience caused to passengers, airlines and handling companies is kept to the absolute minimum possible. Our target is for passengers to only have to wait an average of three minutes at most. The airport will check waiting times every five minutes between 6 am and 11 pm in order to see whether this target is being met. We will do everything we can to keep this situation from inconveniencing our passengers."

Only passengers travelling to and from non-Schengen countries will be affected. Of the Airport's annual 18.3 million passengers, 3.4 million pass through Pier C and 1.4 million through Pier A, the two checkpoints that handle non-Schengen traffic.

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