

**Fact Sheet on
Singapore Changi Airport Terminal 3**

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1 Introduction

Changi Airport's new passenger terminal, Terminal 3 (T3), opened for scheduled flight operations on 9 January 2008. The 380,000 square metres terminal, located directly opposite Terminal 2, is a seven-storey building with three basement and four above ground levels. The terminal received its Temporary Occupation Permit on 30 April 2007, signifying the completion of the construction and interior fit-out.

T3 and its associated works cost S\$1.75 billion. It adds a capacity of 22 million passengers per annum to Changi Airport, bringing the airport's total annual capability to about 70 million passengers. T3 also adds another 28 aerobridge gates to Changi Airport, including eight that are designed to handle the A380 aircraft.

2 Design Concept

Passengers using T3 can expect to move around with ease and minimum dependence on signages. This is possible as T3 adopts a see-through layout concept, making it easier for travellers to orientate themselves. This is part of the four guiding principles adopted by the Civil Aviation Authority of Singapore (CAAS) when designing T3, namely, clarity, natural lighting, external views and maintainability.

Clarity

Travellers will find their passage through T3 simple and natural. Dependency on signage is minimal as individuals can easily orientate themselves.

Natural Lighting

More natural lighting would be introduced into the building to create an open and spacious ambience.

External Views

Passengers will have extensive visual access to the external landscapes that surround them, including take-offs and landings of aircraft. Such attractions make queuing less tedious and contribute to the terminal's overall sense of openness.

Maintainability

T3 would be designed for ease of maintenance.

3 Unique Features

T3 features a unique roof architecture which allows soft natural light into the building while keeping the tropical heat out. The one-of-its-kind roof design has more than 900 skylights with specially designed reflector panels which automatically adjust themselves to allow an optimal amount of soft and uniform daylight into the terminal building. At night, the skylights glow with artificial lighting delicately concealed below the reflector panels. The overall effect is a soothing ambience at all times of the day.

Another key highlight of T3 is a five-storey high vertical garden, called the "Green Wall". Spanning 300 metres across the main building, it can be admired from both the Departure and Arrival Halls. The "Green Wall" is covered with climbing plants and is interspersed with four cascading waterfalls. In addition, a sculptured sandstone art wall display located below the "Green Wall" offers an artistic treat for arriving passengers waiting for their baggage.

4 Retail and Food & Beverage

On the commercial front, more than 20,000 sqm of floor space has been set aside for more than 100 retail and over 40 food & beverage (F&B) outlets. To complement the see-through layout concept of T3, the Departure/Transit Mall is designed to provide a compact single shopping street layout that enhances the visibility of the retail outlets. The extensive use of glass in the terminal allows passengers a vantage view of both the airside and landside shopping and dining zones.

Of the 20,000 sqm retail and F&B floor space in T3, 11,400 sqm are within the Departure/Transit Mall for about 55 retail and 20 F&B outlets. T3's public area, with about 45 retail and 20 F&B outlets over five levels of the terminal, has 8,600 sqm of space, an increase of 10% compared to the combined retail and F&B area in T1 and T2.

With T3, Changi Airport's total retail and F&B space has increased from the current 28,000sqm, in T1 and T2, to 48,000 sqm, representing an increase of over 70%. With T3, there are now about 230 retail and over 110 food & beverage outlets at Changi Airport.

Retail and F&B Outlets in T3 Public Area

A new consideration by CAAS in commercial space planning at T3 is the allocation of a considerably larger floor area for shopping and dining outlets at T3's public areas

To cater to the increasing patronage of the retail and F&B outlets at Changi Airport, mainly by Singaporeans and local residents, in addition to larger floor space, new shopping and dining zones has been introduced at T3's public areas. Besides having retail and F&B outlets at the departure and arrival levels, there are also outlets located on Basement 2, Level 3 and, at the Viewing Mall on Level 4 where airport visitors can enjoy the vantage view of planes taking-off and landing. Basement 2, which is accessible to the Mass Rapid Transit train station, bus station and car parks, has a food court, *KOPI*, and several retail and dining outlets, such as *Candy Empire* and *Swatch*. On Level 3, a visual icon and centerpiece is a lighted "orchid" design structure which towers over the terminal's central Departure Immigration Entrance. This unique location houses the *Crystal Jade Shanghai Restaurant* restaurant.

New Brands and Innovative Concepts at T3

T3 sees many businesses stepping into the airport retail business for the first time. Among these are *Sony Style* and *FIFA Official Store* which opened its first airport outlet in T3's Departure/Transit Mall. *Apple i-Store* is setting up its first

full-fledged airport concept store while *Ferrari* as well as fashion stores, *Marc O'Polo* and *Fat Face*, are opening their first airport outlet outside Europe.

Travellers in the Departure/Transit Mall can also look forward to enjoying a mix of interesting new dining concepts from established local and international brands. These include the first *Hard Rock Café* in a major international airport and a wine & tapas bar by *Il Lido Wine & Tapas Lounge*. Other food & beverage "firsts" include the first *Guylian Belgium Chocolate Café* outside Belgium and the first airport microbrewery in Asia where travellers can enjoy beer that will be freshly brewed on site by popular local microbrewery restaurant, *Brewerkz*. In addition, *Post Bar*, operated by Fullerton Hotel, has been introduced at the central area of the Departure/Transit Mall. Set amid lush landscaping and with a cascading waterfall, the bar and its plush lounge seating offer the relaxing setting for travellers to unwind while waiting for their flights.

While T3 will have the usual travel-retail offerings such as liquor & tobacco, perfumes & cosmetics, books, watches and pharmacy, innovative retail concepts and features have also been introduced. For example, travellers will enjoy innovative elements at T3's perfumes & cosmetics outlets which has a full suite of beauty services such as a spa cabin, make-up studio, concierge services and fragrance sensory Internet kiosks.

Shopping Promotion

CAAS also launched a shopping promotion at all three terminals at Changi Airport from 9 January to 29 February 2008. As part of the promotion, travellers and airport visitors stand a chance to win travel packages worth S\$10,000 or win cash three times their shopping amount.

Passengers and airport visitors have to simply purchase at least two items from the same outlet to qualify for the weekly and grand lucky draws.

Grand Lucky Draw: Three travel packages worth S\$10,000 each

Weekly Lucky Draw: Win three times of your spend (maximum S\$3000). There will be three winners weekly.

In addition to the above, there will be additional promotions at T3. In the Departure/Transit Mall, passengers will receive a gift of either a foldable travel bag or travel wallet if they spend at least \$80. In the public areas, airport visitors will get to enjoy 1st hour complimentary parking if they spend at least \$30 at the retail and F&B outlets.

5 Baggage Handling System

T3 is equipped with a fully-automated baggage system which includes a high-speed inter-terminal baggage transfer system and an automated early bag storage facility. Baggage of transfer passengers making connections at different terminals will be transported individually through underground tunnels at a speed of 7 metres per second. This means it will take only about three minutes for a bag to be transported through the underground baggage tunnel between T2 and T3.

The baggage handling system also has an automated early baggage storage system, where bags that are checked-in early or transfer bags with long connection times are stored. Besides allowing for automatic bag storage and retrieval, the system is also able to automatically update changes in flight itinerary of passengers and thus discharge the bags to the right connecting flights. The new baggage system also has an integrated multi-level baggage security screening system to automatically screen bags.

6 New Automated People Mover (Skytrain)

The new Automated People Mover System comprises ten train services linking Changi Airport's three terminals through 6.5 kilometres of elevated train tracks. The new system has a total of seven train stations: two stations each in T1 and T2 and three stations in T3.

The new trains are equipped with liquid crystal display (LCD) screens providing flight information and other airport information. The trains' cabins have more vertical stanchions and handholds, as well as designated areas for baggage trolleys, enhancing the convenience of users. There are plasma TV displays at the train stations to inform passengers of the arrival time of the next train.

7 Airport Hotel

CAAS has awarded a site at Changi Airport for lease to L.C. Development Ltd for the development and management of an airport hotel. The airport hotel, which occupies a site of approximately 7,700 square metres, is located next to T3.

The airport hotel will be a 9-storey building with up to 350 guest rooms. It will be equipped with amenities and facilities such as a swimming pool, restaurants, meeting and conference rooms, spa lounges as well as a health and fitness club. The airport hotel will be physically linked to T3. Hotel guests will also be able to reach T1 and T2 via the Skytrain system that will link all the three passenger terminals. In addition, there will be easy access from the hotel to the Changi Airport Mass Rapid Transit train station, to facilitate guests heading to other parts of Singapore.

8 Singapore Airlines Operations in T2 and T3

T3 will allow Singapore Airlines to expand its operations at the airline's hub airport. Singapore Airlines will operate from both T2 and T3 from 9 January 2008.

Singapore Airlines' passengers will check-in for their departing flights based on their destination, as listed in the table below.

From Terminal 2		From Terminal 3	
Region	Destination	Region	Destination
Africa	Egypt South Africa	Americas	USA Canada
Europe	Russia Turkey	Europe	Denmark France Germany Greece Italy Netherlands Spain Switzerland United Kingdom
South Asia	Bangladesh India Maldives Pakistan Sri Lanka	North Asia	China Hong Kong Japan* Korea Taiwan
Southeast Asia	Brunei Indonesia Malaysia Philippines Thailand Vietnam	Southwest Pacific	Australia New Zealand
Middle East	Saudi Arabia United Arab Emirates		

*Flights SQ632 bound for Bangkok-Tokyo, and SQ626 bound for Bangkok-Osaka will depart from Terminal 2.

Information on the arrival terminal will be available 2 hours before the flight's estimated time of arrival.

Details on departing and arriving flights are available through the following off-airport and at-airport information sources:

- (i) Internet
Changi Airport website www.changiairport.com
Singapore Airlines website www.singaporeair.com
- (ii) Television
Teletext (a text based television flight information service);
Flight information televisions located at the Check-in Halls,
Departure/ Transit Malls and Arrival Halls of the airport
- (iii) Telephone
Changi Airport's toll-free flight enquiry hotline 1800-542-4422
- (iv) Others
At Changi Airport, passengers can also refer to the enhanced
airport directories and way finding signs to check Singapore Airlines
flight information and the corresponding terminals.

In addition, departing passengers can also check their Singapore Airlines e-ticket and boarding passes for flight departure terminal details. For passengers who are transiting in Changi Airport, they can check the flight information television screens at the airport for details of their check-in terminal for their connecting flight. Information is also available at the transfer desks located at the Departure/Transit Mall areas.

9 Comparison of Changi Airport's T1, T2 and T3

	Terminal 1	Terminal 2	Terminal 3
Terminal floor area	280,020 m ²	358,000 m ²	380,000 m ²
Handling capacity per annum	21 million	23 million	22 million
No. of aerobridge gates	29	35	28
Cost of terminal building	S\$585 million	S\$838 million	S\$1.75 billion

Note: Changi Airport also has a Budget Terminal which is able to handle 2.7 million passengers per annum.