

British Airways offers new fast bag-drop facility to avoid queues

- A Monitor Desk Report

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Dhaka: British Airways, partnering with AirPortr, has opened new hassle-free fast bag drop areas before going to the departure formalities at the airline's London flagship Terminal 5 at Heathrow airport.

With the first drop-off point planned at the [Heathrow Express](#) train platforms, customers will be able to quickly and securely drop off their luggage at peak hours, before travelling bag-free straight through to security.

AirPortr's team seals, secure, and check-in bags for customers' flights, before being collected from the reclaim at their destination.

Customers can also choose to book luggage collections from their home address, from GBP 19. This service allows travellers to check in their bags from the comfort of their own doorstep, with a vetted delivery driver.

Passengers can track their luggage online from the moment it leaves their doorstep, or at the T5 key access areas, right up to the bag being loaded onto the aircraft. Customers using the services also receive digital bag tag receipts.

About the new facility, Tom Stevens, Director of Customer Experience, British Airways, said, “We have been busy investigating and trialling ways to ensure that we can offer our customers the smoothest journey through the airport possible.

We believe this contactless initiative with [AirPortr](#) allows our customers to avoid baggage check-in queues and move through the airport without the hassle of carrying luggage, as well as offering the reassurance that we are doing everything we can to ensure the safe delivery of their bags from doorstep to destination.”

As well as the AirPortr’s luggage service, British Airways also offers a special twilight baggage drop service the night before travel from Heathrow Terminal 5, when customers are able to deliver their bags to the airport terminal between 4 and 9 pm the day before they travel.

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