

April 27, 2010

Narita International Airport Corporation

Measures for Passengers Stranded due to Volcanic Eruption in Iceland

1. Since April 17, Narita International Airport Corporation (NAA) has distributed sleeping bags, water, crackers and other provisions to passengers who have been stranded at the airport due to the volcanic eruption in Iceland as part of its routine emergency response procedures. When it became apparent on April 19 that the impact of the ash clouds could become protracted and passengers could find themselves stranded over extended periods, NAA immediately set about establishing a relief office and support desks for affected passengers, providing hot meals, free baggage storage and coupons for free showers as well as information via PCs with Internet access and English-language newspapers. Furthermore, nurses were dispatched by Chiba Prefectural Government and Japan Red-Cross Society for medical consultation and Narita City Office also provided sightseeing excursions in and around Narita City.

As shown in the table below, there were 235 stranded passengers on Sunday, April 18 but numbers decreased to 66 passengers on Thursday, April 22 when flights were resumed. Only a few passengers remained by the weekend and there were no more stranded passengers on Tuesday, April 27. There are no flight cancellations due to volcanic eruption at this moment in time.

<Stranded Passengers>

(Unit: pax.)

17 (Sat)	18 (Sun)	19 (Mon)	20 (Tue)	21 (Wed)	22 (Thu)	23 (Fri)	24 (Sat)	25 (Sun)	26 (Mon)
235	134	126	151	66	43	12	5	2	0

(Note) Data collected at 1am in the morning.

2. In light of this situation, the relief office and support desks will be closed as of Tuesday, April 27. Instead, all inquiries will be accepted at the information counters as usual.