

Karen Dee
Chief Executive

Minister Vaughan Gething AS/MS
Minister for Health and Social Services

Deputy Minister Lee Waters AS/MS
Deputy Minister for Economy and Transport

23 September 2020

Dear Minister Gething and Minister Waters,

RE: TRAVEL RESTRICTIONS UNDER PUBLIC HEALTH REGULATIONS IN RESPECT OF CORONAVIRUS AND THE IMPACT ON THE TRAVELLING PUBLIC

Thank you both for your letters of 10 September, 17 September and 22 September about provisions the Welsh Government has made in various parts of Wales.

As you may know the Airport Operators Association (AOA) represents the interests of more than 50 UK airports and is the principal body engaging with the UK Government, Parliamentarians, and regulatory authorities on airport matters. I understand that Cardiff Airport – which is a member of the AOA – has already responded to you setting out that people affected by the regulations will be provided with refunds for any lounge and parking bookings that are made directly with the airport from their website booking channel.

In your letter you cite that “we expect the travel industry and the insurance industry to respond positively to the situation and refund any payments made for holidays and flights booked”. This is, of course, a matter for airlines, travel companies and insurance companies – airports have no involvement with passengers in this area.

In terms of preventing people from coming to the airport or boarding a plane from areas that are subject to the restrictions, airports cannot be expected to enforce such measures for two key reasons: firstly airports do not have the powers to do so; and secondly, they do not collect or keep data or information about passengers passing through their facilities. Naturally, airports are keen to continue working closely with Governments and local authorities in efforts to tackle the pandemic and will assist wherever possible. However, I am afraid that enforcement of lockdown measures is something we are unable to undertake.

I hope this response is useful. Please do not hesitate to get in touch if you have further queries.

Yours sincerely,



Karen Dee
Chief Executive