

A “momentous day” as ARI reopens Montréal-Trudeau Airport store



“We are genuinely excited to be back to business,” says Jackie McDonagh, General Manager of ARI North America

Jackie McDonagh, General Manager of ARI North America, has described the reopening of Aer Rianta International’s (ARI) The Loop international store at Montréal-Trudeau International Airport as “a momentous day”.

The store had been closed since March 24, in line with the government order for the closure of all non-essential outlets to contain the spread of coronavirus.

Speaking about the reopening, McDonagh said: “We have been working extremely hard over the last number of months in collaboration with our brand partners and the airport teams to prepare for this momentous day. We have taken every measure possible to ensure the safety of both our staff and our customers and are genuinely excited to be back to business. We have an incredible campaign supported by once-in-a-lifetime commercial offers to enhance customer experience as they come back to our stores.

“I am looking forward to opening our other stores in Winnipeg, Halifax and Québec City when the time is right,” she added.

The transborder store at Montréal-Trudeau Airport will remain closed until the Canada/US border reopens, ARI said, as will all other stores within ARI North America.

New Click & Collect service

ARI's team has taken a wide range of measures at Montréal-Trudeau International Airport to enhance health and safety.

These measures have been communicated to customers online and on social media through video and written communications so that they can plan their airport shopping in advance.

Measures include:

- Extensive staff training on new safety measures;
- All airport staff and passengers must wear a face mask;
- Socially distanced and simplified queue management systems, with floor graphics and signage visible throughout the stores;
- Enhanced cleaning, including frequently touched products and surfaces;
- Hand sanitizing units located throughout the stores;
- Protective screens in place at check-outs;
- Customers scan their own boarding cards at the check-out desk;
- Use of contactless payment is encouraged, although the stores will continue to take cash.

Passengers will soon have the option to save time at the airport and shop online as ARI prepares to launch its new website for Montréal-Trudeau International Airport. Using the Click & Collect convenience service, customers will be able to shop online up to 90 days before they fly and collect their purchases in-store on departure or arrival. The website will be available to passengers within the next 30 days.

Other ARI stores currently open are at Bahrain International Airport, King Khalid International in Riyadh, Cork and Dublin in Ireland, Beirut in Lebanon, Larnaca and Paphos in Cyprus and its operation at Qatar.

"ARI Global Teams are sharing customer behavior learnings, best practices and innovative experiences across the group to enable delivery of the ultimate customer experience in this new world," the company said.