



Providing a friendly and personalized approach to customer experience is a top goal at Bradley International Airport. This includes developing customer experience enhancements directly in response to our passengers needs.

ACCESS TO INFORMATION

- Bradley International Airport has partnered with Travelers Aid to better assist our passengers, with expanded hours at our information center and 'roaming' ambassadors in the terminal.

EXPEDITED TSA SCREENING

- Our TSA screening now includes a K9 program which expedites the screening process during peak hours and provides another added level of security.

TECHNOLOGY UPGRADES

- Travelers can now enjoy access to better WiFi, after an extensive WiFi improvement effort.
- The number of charging stations over the last couple of years has been doubled to help passengers stay connected.
- Our flight information monitors in the "food court" are also undergoing an upgrade to allow for easier viewing and wayfinding.

EASIER PARKING

- Parking availability can now be viewed online at parkbradleyairport.com. Passengers also can take advantage of the frequent parker program.

PET RELIEF AREA

Bradley's first in terminal pet relief area was introduced in 2019.

NURSING ROOM

A private space for nursing mom's was opened in 2017.

THERAPY DOG PROGRAM

Bradley International Airport has partnered with Bright Spot Therapy Dogs to introduce a new therapy dog program to provide any needed stress relief.

A RELAXED ATMOSPHERE

To help passengers enjoy their travel through the airport and start their travel off on the right foot, we offer regular musical entertainment in the terminal.

EXPEDITED SCREENING ENROLLMENT CENTERS

Bradley International Airport now has a Global Entry Enrollment Center as well as a TSA PreCheck Enrollment Center located right at the airport.