

The Virgin Islands Consortium

Seaborne Airlines Improves Customer Experience At San Juan Airport With Change Of Terminal Location

Business / **Published On September 04, 2018 06:34 PM /**

Staff **September 04, 2018**



Seaborne Airlines on Tuesday announces that it is moving its main check-in counter and passenger boarding gates at San Juan's Luis Muñoz Marín International Airport to provide an enhanced customer experience for its domestic and international travelers.

Starting today, Seaborne's main check-in counter will be located in Terminal B and arrival/departure gate will be located at Concourse B2A, according to the carrier.

"We are thrilled to be making this move that will provide an enhanced travel experience for our customers," said Seaborne Vice President of Airports Susana Castro. "The new location is far more convenient for both nonstop and connecting flights on Seaborne and

for those connecting to our code share and interline partners, including American Airlines, Delta Air Lines and JetBlue Airways. We appreciate the opportunity to upgrade our facilities at SJU and would like to thank our codeshare partners, Aerostar, and of course the hardworking men and women of Seaborne Airlines for making this possible.”

According to Seaborne, customers will benefit from the new central location that is more convenient and shorter walking distance between gates for travelers connecting to Seaborne’s interline and codeshare partners, as well as United, who are also located in or near Concourse B. In addition, the airport’s Terminal B completed a \$130 million renovation in December 2014, which offers travelers a wide variety of restaurants and shopping options. Passengers arriving from international destinations will also experience the benefit of clearing immigrations and customs at the airport’s recently inaugurated customs facilities located in Terminal A.

“With our recent acquisition by Silver Airways, there are many more exciting things on the horizon for Seaborne, our valued guests, our crew members, and the Caribbean communities we serve,” Ms Castro. Castro added.

Seaborne, which has been operating in the Caribbean for over 25 years and is one of the largest regional carriers in the Caribbean with over 1,500 monthly flights, [was acquired by Silver Airways in April](#). Seaborne serves San Juan’s Luis Muñoz Marín International Airport, St. Thomas airport and seaplane base, St. Croix airport and seaplane base, Anguilla, Antigua, Tortola, Dominica, Saint Maarten, St. Kitts and Nevis with convenient online check-in and TSA pre-check offered in most destinations, according to the release.