



The partnership will allow you to order food to your terminal | Photo source [Daniel Lim on Unsplash](#)

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AIRPORT GATE DELIVERY SERVICE HELPS TRAVELLERS MAINTAIN SOCIAL DISTANCE



A new partnership brings in-airport contactless ordering and delivery to travellers waiting for their flight

Spotted: AtYourGate and Grab's recently announced partnership brings socially-distanced shopping to travellers in North American airports. Grab's eCommerce platform already enables contactless sales in airports around the world, but combined with AtYourGate's United States-based contactless delivery service, nervous flyers now have one less thing to worry about.

The service enables travellers to order from any business signed up to the platform, whether or not the company is located in the same terminal as the delivery gate. Whilst the partnership is not only a particularly useful solution to the coronavirus social distancing requirements, but it also improves overall airport service by offering deliveries across security checks.

Having the entire airport menu available, rather than being limited to a single terminal's offering, is also a vast improvement to flexible eating and shopping. Passengers have multiple options in terms of how to order, including a smartphone app, airport social media channels, self-order kiosks and table service. Future development plans include expanding the partnership to other countries.

As airports reconfigure their public spaces and passengers adjust to new safety requirements, innovations that take the stress out of travel will continue to be highly sought after. Other recent methods Springwise has spotted that are helping keep travellers safe include origami-style aeroplane seat designs and a travel jumpsuit made especially to wear with a face mask.

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Takeaway:

It is interesting to consider a return to a time when air travel is an experience in itself. The hospitality industry is, of course, under huge strain, with many businesses unable to continue following involuntary closures. While financially risky, finding ways to creatively refresh services that reduce the no-frills, low-budget approach could bring back some of the romance of yesteryear, especially with travellers radically rethinking their expectations. Air travel could become a much less expected and much more infrequent activity, and everything from the very latest technologies to the best sustainable practices must be included in the new approach.