

chat.transcript@boldchat.com

31. 3. 2021 17:38

#### General Info

Chat Start Time: 03/31/2021 01:21:35 PM

Chat End Time: 03/31/2021 04:39:39 PM

Chat URL: <https://www.stanstedairport.com/help/frequently-asked-questions/>

Name: Jan Tojnar

Email: tojnar@gmail.com

Initial Question: Hello Is the terminal building still closed to passengers between 17.00 and 05.00?

Operator Chat Name:Dorothy

Website: Stansted

#### Chat Transcript

01:31:04 PM [Customer] Hello Is the terminal building still closed to passengers between 17.00 and 05.00?

01:31:04 PM [Bot] Sorry, I don't have an exact answer to your question just yet. Can you please rephrase your question or select from the suggested questions once you begin to type

01:31:49 PM [Customer] Is the terminal building still closed to passengers between 17.00 and 05.00?

01:31:49 PM [Bot] Sorry, I don't have an exact answer to your question just yet. Can you please rephrase your question or select from the suggested questions once you begin to type

04:24:06 PM [Customer] I want to speak to an agent

04:24:06 PM [Bot] I see that you would like to chat with an agent, before doing that try and see if you can find help in one of these articles, otherwise, select the last option to check out the availability to chat [Emergency] [Visa] [Passport] [Car Park] [Delay] [None of the above]

04:24:11 PM [Customer] None of the above

04:24:11 PM [Bot]

Please click on the button below to check our agents availability to chat. You will be able to send an email in case there is no agent available.

[Check Live Chat Availability]

04:24:48 PM [Jan Tojnar] Hello Is the terminal building still closed to passengers between 17.00 and 05.00?

04:25:18 PM [Dorothy] hello, it is at the moment

04:26:45 PM [Jan Tojnar] Do you know when the terminal will be open again?

04:26:57 PM [Dorothy] do you have a problem?

04:27:02 PM [Jan Tojnar] Yes

04:27:10 PM [Dorothy] can i help?

04:27:14 PM [Jan Tojnar] We have a flight tickets via London

04:27:23 PM [Jan Tojnar] Transit

04:28:01 PM [Jan Tojnar] But our departure is next day

04:28:29 PM [Jan Tojnar] so we wonder if there is a lounge we can wait

04:29:00 PM [Dorothy] if absolutely necessary you can wait in arrivals overnight there is seating there

04:32:24 PM [Dorothy] Thanks for contacting us today. Stay safe I wish you a wonderful day, Goodbye

04:38:06 PM [Jan Tojnar] Thanks. Unfortunately due to the Covid situation we are unable to find any accommodation. You said we could wait at the arrivals but would we really be allowed to spend the night there even though the Airport is closed?

04:38:39 PM [Dorothy] yes you will. you may be asked to show your travel documents

04:38:49 PM [Jan Tojnar] OK, thanks again.

04:39:11 PM [Dorothy] you are welcome. I recommend arrivals as there is seating there

04:39:31 PM [Jan Tojnar] bye, have a nice day

04:39:39 PM [Dorothy] Thanks for contacting us today. Stay safe I wish you a wonderful day, Goodbye