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FOR IMMEDIATE RELEASE:

Digital Innovation to Define Next Chapter for Sangster International Airport as MBJ Celebrates 22 Years

MONTEGO BAY, JAMAICA – 05 MAY 2025: MBJ Airports Limited (MBJ), operators of Sangster International Airport (SIA), is charting the course to a fully digital traveller experience as the company celebrates its 22nd anniversary of operating Sangster International Airport (SIA), Jamaica's premier tourism gateway.

"Our vision integrates arrivals and departures through a single biometric identity, enabling passengers to move seamlessly through the airport without the need to repeatedly verify their information. This also includes integration with third parties," Shane Munroe, Chief Executive Officer, MBJ said as he shared that discussions on full biometric integration were advanced and the technology will join other major smart solutions already being rolled out through substantial investments in the airport's digital infrastructure.

Highlighting that the digital transformation was accelerated by lessons learned in the COVID-19 pandemic, the airport CEO stated, "Airports serve as gateways and are the first and last impression of the destination. Our implementation of these advanced biometric systems monitoring technologies is transforming the passenger journey while keeping pace with global digital innovations in aviation."

The CEO commented that travellers can now use biometric verification in the arrival process at the Passport, Immigration and Citizenship Agency (PICA) eGates in Immigration. He further noted that travellers can digitally complete a form, use a kiosk, go through an eGate using biometric technology, and exit immigration without interacting with a physical Immigration officer. "It's the same approach that will be taken for Departures to allow seamless movement through check-in, security, and boarding," he shared.

Munroe outlined that this was the next major step in further enhancing the traveller experience at the Caribbean's Leading Airport and that MBJ has already implemented several active passenger engagement technologies, including self-service check-in kiosks, also equipped with biometric capabilities; interactive wayfinding with QR code functionality that allows travellers to navigate using their personal devices; Environmental sensors that automatically optimize comfort conditions; advanced queue management systems utilizing Bluetooth and Wi-Fi sensors for passenger flow analysis; video analytics for improved operational efficiency and advanced AI-powered analytics to transform operational decision-making.

This is in addition to the physical and infrastructural improvements.



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“We're investing significantly to transform this facility. Many people don't remember what the airport looked like in 2003, but we built an entirely new East Concourse wing, followed by a significant expansion to the terminal's central area in 2019, with more work being done during the COVID-19 pandemic,” Munroe stated.

Among the most notable recent developments is the dedicated Air-Sea Lounge, enhancing SIA's unique position as a home port for cruise ships. "Our airport offers a unique advantage as a cruise ship homeport facility," Munroe remarked. "Cruise passengers beginning their journey in Montego Bay arrive by air at our terminal, where they experience a seamless transition. They disembark directly to airside shuttle buses that transport them to the cruise terminal at Freeport, completely bypassing the traditional immigration and customs processes. With our new, dedicated Air-Sea Lounge, we are delivering a better passenger experience and strengthening Jamaica's position as a top cruise destination.

“We are now in the next development phase which includes expanding the check-in area, parking facilities, outbound security, the Immigration Hall, and the East Concourse to further improve capacity and the overall passenger experience,” he continued.

The airport's enhancements have not gone unnoticed by passengers. A returning visitor from New York shared her impressions, stating, “The airport is beautiful! I mean, the people have always been amazing, but this time around was a little bit different because there's a certain feeling in the air of thankfulness, of gratefulness. I think the renovation is amazing!

“What I also appreciated was filling out the information online, so when I got here, going through security, it was very smooth. It wasn't like before. Everybody was helping me in terms of direction, so I didn't get lost,” she stated as she also commended the airport for capturing Jamaica's essence while providing modern amenities.

With the SIA welcoming over 70 per cent of Jamaica's visitors, Munroe says his team is “pleased with all the work that we've done over the past 22 years, and our goal is to deliver a world-class facility that serves Jamaica's travel and tourism industry for decades to come.”

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Photo Captions:

Link to photos: [MBJ - 22nd Anniversary 2025](#)



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It's a celebration! Shane Munroe (2nd left), CEO of MBJ Airports Limited is joined by members of his team as they celebrate the company's 22nd anniversary of operating the Sangster International Airport in Montego Bay, St. James. From left to right are: Faye-Ann Hutchinson, Planner/Scheduler, Maintenance & Engineering Department. Sharon Hislop-Holt - Manager, Commercial Business Development and Marketing, Seymour Bookal, Coordinator, Maintenance & Engineering Department and Shanelle Grizzle, Business Development Analyst.



All for you: Mellissa Bernard (left), Commercial Coordinator at MBJ Airports Limited, helps passengers select their MBJ token during the company's 22nd anniversary celebration in the Departures Lounge.



Just touch down: Team members from Club Mobay, operators of the VIP Lounge at the Sangster International Airport, test out their new carryon luggage which they won during MBJ Airports Limited's 22nd anniversary celebration in the Departures Lounge.



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***Wi glad fi si yuh:** Shane Munroe, CEO of MBJ Airports Limited, warmly greets a passenger during the company's 22nd anniversary celebration in the Departures Lounge.*



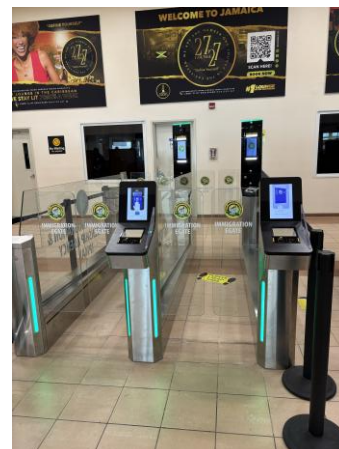
Self-service check-in kiosks at Sangster International Airport



Automated immigration kiosks at Sangster International Airport



e-Gates at Sangster International Airport



e-Gates at Sangster International Airport



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One of the interactive wayfinders with QR code functionality at Sangster International Airport

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About Sangster International Airport:

Sangster International Airport (IATA: MBJ, ICAO: MKJS) is an international Airport located 3 mi (4.8 km) east of Montego Bay, Jamaica. The Airport is capable of handling nine million passengers per year. It serves as the most popular Airport for tourists visiting the north coast of Jamaica. The Airport is named after former Jamaican Prime Minister Sir Donald Sangster.

About MBJ Airports:

MBJ Airports Limited, the operator of Sangster International Airport, connects Jamaica to more than 60 international destinations. A record 5.267m passengers used the Airport in 2023. MBJ operates SIA under a 30-year concession awarded in 2003 and the Airport provides employment to more than 7,500 persons. SIA has been named the Caribbean's Leading Airport by World Travel Awards for 17 years.



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