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FOR IMMEDIATE RELEASE:

Sangster International Airport Wins Caribbean's Leading Airport for Record 17th Consecutive Year

MONTEGO BAY, JAMAICA - OCTOBER 4, 2025: Sangster International Airport (SIA) has been named the Caribbean's Leading Airport 2025 by World Travel Awards (WTA), marking an unprecedented 17th consecutive win of this prestigious accolade. The announcement was made on Saturday, October 4 during the WTA Caribbean & North America Gala Ceremony 2025 at the Sandals Grande Saint Lucian Resort in St. Lucia. The ceremony is part of the organization's annual Grand Tour, which recognizes excellence across all key sectors of the travel, tourism, and hospitality industries worldwide.

This milestone recognition further solidifies SIA's position as the region's premier aviation gateway and underscores Jamaica's continued distinction in travel and tourism. For Shane Munroe, Chief Executive Officer of MBJ Airports Limited (MBJ), operator of the Sangster International Airport, it is a humbling recognition.

"We are deeply honoured to receive this recognition for the 17th consecutive year," said Munroe as he dedicated the award to the MBJ team, wider SIA community and all their stakeholders. "This achievement is a testament to the unwavering dedication of our over 7,500 exceptional team members and partners who work tirelessly every day to create memorable experiences for every traveller who passes through our gates. We remain committed to continuing to serve with passion and humility, continuously innovating, and raising the bar for airport operations in the Caribbean and beyond."

Continuous Investment in Excellence

The SIA, which serves as Jamaica's primary tourism gateway, accommodating over 70% of the island's air travellers, continues to set the standard for airports in the Caribbean region.

The recognition comes as MBJ continues to invest significantly in infrastructure, passenger experience enhancements, sustainability initiatives, and technological innovations at the SIA. Over the past year, several major projects were completed to meet the growing travel demand and improve operational efficiency. Among the notable developments, SIA has expanded its terminal facilities and introduced innovative solutions to streamline passenger flow, particularly for cruise passengers transitioning through the airport. The opening of a new dedicated Air-Sea lounge has enhanced the airport's ability to manage peak travel periods while maintaining the high service standards. These strategic improvements complement the airport's focus on digital innovation, which is driving the next phase of passenger experience. Among the initiatives being implemented are full biometric integration on departures to complete the rollout already done in Arrivals at the e-



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Gates. Self-bag drop, the automated system that allows passengers to check in and drop off their own luggage without airline staff assistance, is expected to be piloted later this year.

Looking ahead, Munroe and his team, are focused on striking the right balance between capacity growth with exceptional customer experience, while ensuring that every visitor to Jamaica begins and ends their journey with world-class service and authentic island hospitality. As they map the next phase of development, Munroe highlighted expanding the check-in area, parking facilities, the Immigration Hall and the East Concourse as high-priority projects that will ensure an even more efficient and pleasant experience for travellers.

“The airport is an integral part of the visitor experience,” Munroe stated, noting the airport’s role as a key tourism partner. “We are both the first and last impression visitors have of Jamaica - welcoming them upon arrival and providing their final taste of our renowned hospitality at departure. This understanding drives our commitment to excelling across all touchpoints, from our amenities and facilities to our service delivery. This recognition, for the 18th time [17th consecutive win], further inspires us to raise the bar even higher as we continue our journey of transformation and service excellence.”

This was reiterated by Sharon Hislop-Holt, Manager, Commercial Business Development and Marketing, who underscored the collaborative effort behind this success. “This remarkable achievement reflects the incredible support and partnership we enjoy with our stakeholders, airline partners, and the wider airport community. Every award we receive is shared with those who believe in our vision and work alongside us to deliver the exceptional Jamaican hospitality that our visitors have come to expect. We are grateful for their continued trust and collaboration and look forward to continued high service delivery in the years to come,” she added.

Established in 1993, the WTA is recognized globally as the ultimate hallmark of industry excellence, with its gala ceremonies regarded as milestone events attended by the industry's key stakeholders. The WTA Caribbean & North America Gala Ceremony 2025 celebrates the finest travel and tourism organizations across the region. Winners from the regional ceremonies will advance to compete in the World Travel Awards Grand Final at the end of the year.

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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. Named after former Jamaican Prime Minister Sir Donald Sangster, the Airport is capable of handling nine million passengers per year and serves as the most popular airport for tourists visiting



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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.

About World Travel Awards

World Travel Awards was established in 1993 to acknowledge, reward, and celebrate excellence across all key sectors of the travel, tourism, and hospitality industries. Today, the World Travel Awards brand is recognized globally as the ultimate hallmark of industry excellence. Each year, World Travel Awards covers the globe with its Grand Tour, a series of regional gala ceremonies staged to recognize and celebrate excellence within each continent, culminating in a Grand Final. For more information, visit www.worldtravelawards.com.



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