

AIRPORT CUSTOMER JOURNEY



BRITISH AIRWAYS

17:21
Welcome to London Gatwick

BRITISH AIRWAYS

STEP 2

Ready to fly
BAG DROP

Once you've got your boarding card it's time to drop your bags

STEP 2
BAG DROP

BRITISH AIRWAYS
HAND SANITIZER

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WELCOME TO TENSATOR®

We are the inventors of the world's first retractable barrier, the TensabARRIER®. All other providers offer imitations of what has become and remains the world's best-selling queue barrier.

Using our vast experience of supplying products to and innovating new solutions for the most demanding locations around the world, we have grown and expanded our range to become the one-stop shop for queue management and way finding solutions.

Tensator® helps improve the passenger experience whilst offering best in class return on investment for airports and airlines.



Tensator® understand the unique challenges of operating a modern airport. With increased security measures, rising passenger numbers, and higher expectations, it is more important than ever to provide a seamless and efficient journey for travelers.

Our team of queue management experts can advise how to optimize your airport queue layout and wayfinding messaging to ensure a constant, controlled flow of passengers through key checkpoints.

Trust Tensator® to provide you with the best quality solutions at affordable prices delivered by the best professionals in the industry.







Products

CHECK-IN

First impressions matter.

The Tensator® range of innovative signage and way-finding solutions provides a warm welcome to the passenger journey at check-in and bag drop zones. Combining messaging on our range of free-standing totems, Tensabarrier® mounted signs or branded webbing helps passengers to find the correct service point, assuring a stress-free beginning to their experience.

Mobile Totem

Position at key locations for a high-visibility wayfinding and signage solution. Display impactful brand campaigns, directional messaging and passenger guidance.

Blade Profile Sign Holder

A slim-line, contemporary sign holder which attaches tool-free to the top of Tensabarrier® posts. The sleek design creates clear directional in-queue signage with a minimalist footprint.

Portrait/Landscape Post Top Signage

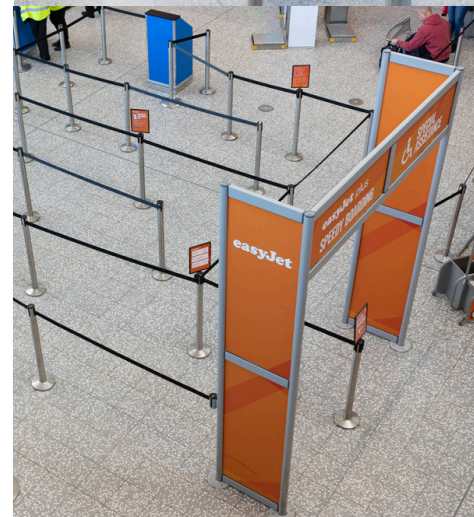
A simple and effective sign holder to guide and inform passengers in a queue. Great for advertising promotional campaigns. Available in 11.7 x 16.5 inches and 8.3 x 11.7 inches portrait or landscape.

Banners

Fully customisable banners can be printed on either side with eye-catching logos, graphics or instructional messages.

Tensabarrier®

A stylish and timeless design, the Tensabarrier® ensures accessibility for all. Enhance brand presence with fully customisable webbing.



WHY TENSABARRIER®

A stylish and contemporary design, the Tensabarrier® ensures accessibility for all.

Choose from a range of base options, post finishes, tape end options and webbing lengths.

Enhance your brand presence with fully customisable webbing.



Base Options



Socket Base



Surface Fixed



Magnetic



Universal



Rollabarrier®

360 Degree Rotating Head

Allows rapid re-alignment of queue layout without moving posts.



Rollabarrier® Bases:

Easily move up to 3 posts at a time without lifting. Save up to 50% more space with the nesting option.



MAGNETIC BASE

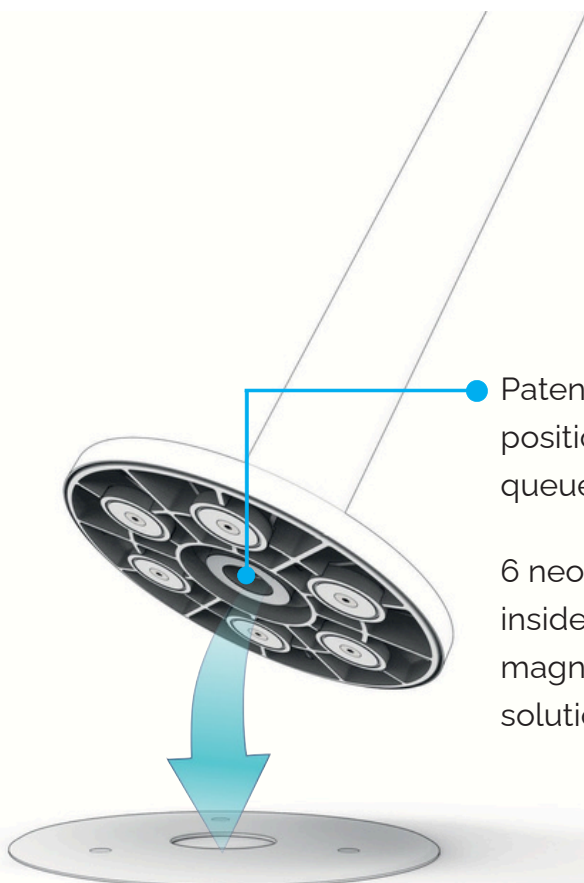
For a semi-permanent fixing without drilling into the floor, choose from the Tensator® range of magnetic base solutions.

The base attaches to a steel floor plate that is secured to the floor surface using a high strength adhesive.

The floor plate doesn't pose as a trip hazard due to its bevelled edge and can easily be removed from the surface and re-located without damaging the floor. Auxiliary screw fixing holes are present for added strength.



**SCAN ME FOR
MORE INFO**



● Patented locating mechanism for accurate concentric positioning of post to the floor plate ensures that queue lines always remain straight.

6 neodymium magnets are mechanically secured inside the base cavity with a screw fixing so that magnets cannot fall out, unlike lower quality, glued-in solutions.

CASSETTE & WEBBING

Brake Mechanism

Slowed webbing and tape end retraction upon release.



Anti-Tamper Locking Pips

Prevents accidental webbing release.

Belt

Woven from military grade fibres and designed for longevity.



Tensile Spring

Constant force reduces risk of stress fractures or fatigue failure.

Fully Customisable Webbing

High quality digitally printed webbing.



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Tape End Options:

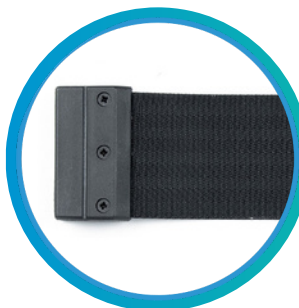
Anti-Tamper



Magnetic



Emergency Exit



Wire Clip



WALL MOUNTED UNITS

A long-lasting solution that removes obstructions and frees up space.

Maximize floor space by installing wall-mounted retractable barriers.

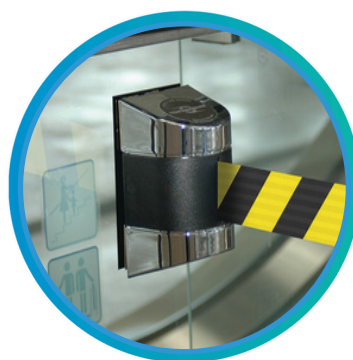


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Standard Mount

Fix onto most walls or sturdy surfaces with screws.



Glass Mount

Mount directly onto glass or other smooth, non-porous surface.



Magnetic Mount

Install onto metal surfaces without the need for hardware or drilling.

WAYFINDING & SIGNAGE

Integrate tailored signage and guidance products directly into your queues to create a unique passenger experience, reducing wayfinding stress and anxiety.

Tensator® provide customised wayfinding solutions unique to the needs of each location. Crucial for easing navigation issues, these directional signs provide clear and concise directions, helping passengers and making their journey as frictionless as possible.



Banners

Fully customisable banners can be printed on either side with eye-catching logos, graphics or instructional messages.

Fluted Totem

Offer clear directions and elevate the passenger experience with the Tensator® Fluted InQ- Totem®. Wrap around existing Tensabarrier® posts to create full-height, minimum footprint totemic signage.

Mobile Totem

Position at key locations for a high-visibility wayfinding and signage solution. Display impactful brand campaigns, directional messaging and passenger guidance.

Blade Profile Sign Holder

A slim-line, contemporary sign holder which attaches tool-free to the top of Tensabarrier® posts. The sleek design creates clear directional in-queue signage with a minimalist footprint.

A4/A3 Post Top Signage

A simple and effective sign holder to guide and inform passengers in a queue. Great for advertising promotional campaigns. Available in A3 and A4, portrait or landscape.





BRITISH
AIRWAYS

CHECK IN

We welcome
WORLD
TRAVELLER
PLUS

Executive Club
BRONZE

Priority



Products

CENTRAL SEARCH

Clear communication of security instructions can seriously improve passenger processing times and reduce queue lengths. Tensator® provide a full range of customisable solutions to guide passengers through central search quickly and efficiently.

Tensaguide® Plus

Modular and customisable aluminium post and beam solutions with a range of infill panels help separate airside and landside areas.

Banners

Highlight important checkpoint information throughout queues to reduce disruptions.

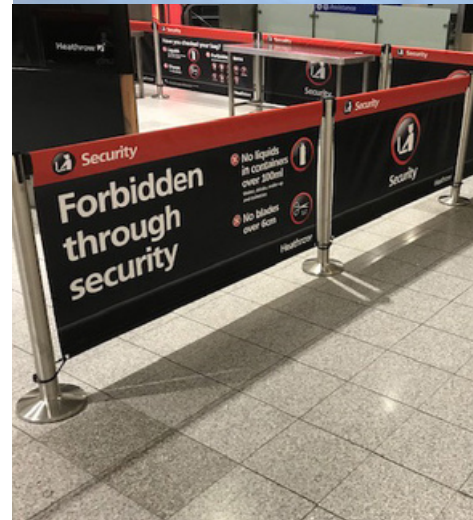
Sign Holders

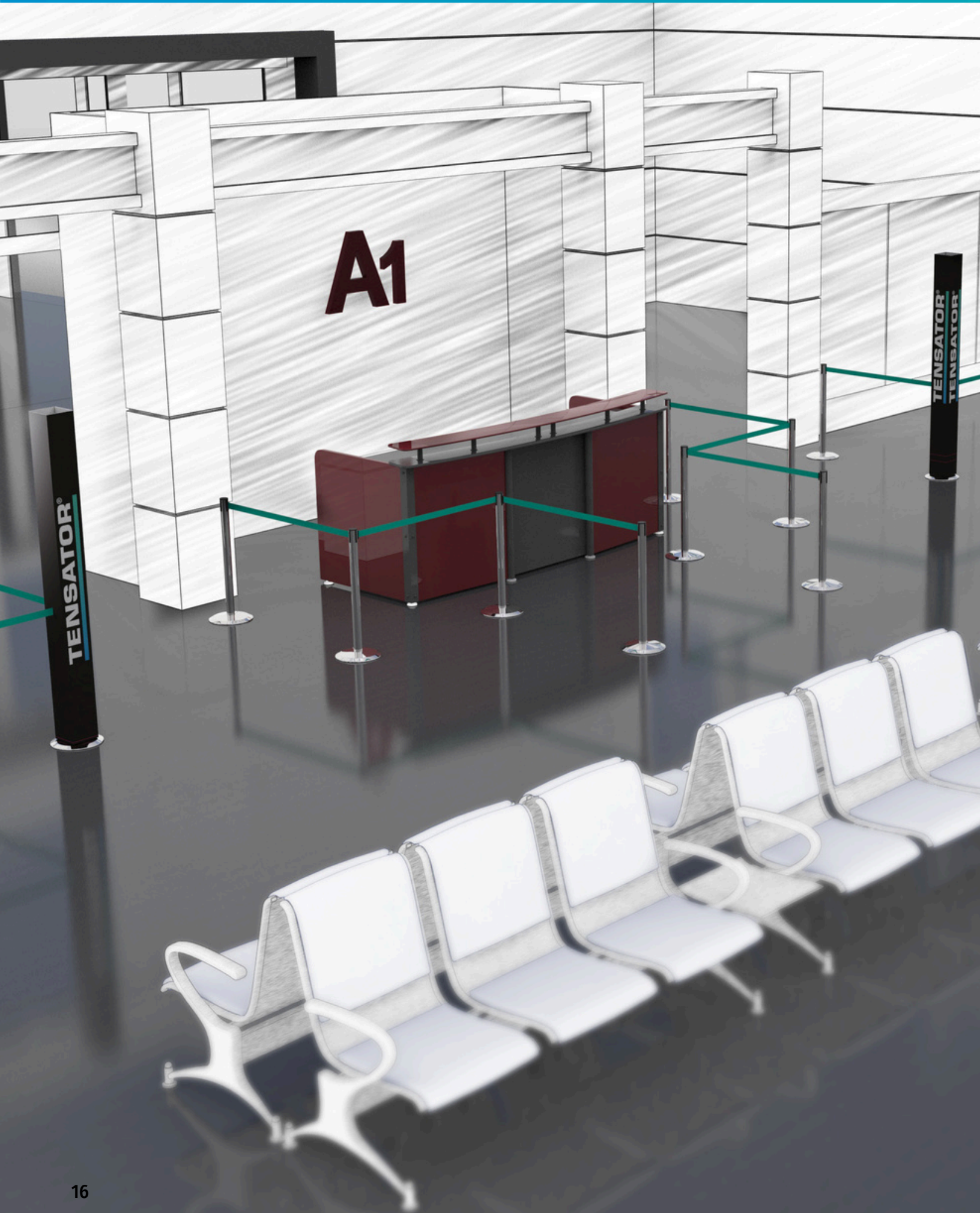
Communicate messaging by attaching sign holders to the top of Tensabarrier® posts.

Magnetic Base

Magnetic technology can secure queue barriers in place without damaging floor surfaces.

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DEPARTURE GATES & BOARDING

A well organised departure gate reduces passenger stress and ensures safe and efficient boarding. Eye-catching signage helps passengers locate their departure gate. Clearly identifiable boarding lanes for priority passengers minimises queue confusion and speeds up the boarding process for all passengers.

TensabARRIER®

A stylish and timeless design, the TensabARRIER® ensures accessibility for all. Choose from a range of base options, post finishes, tape end options and webbing lengths. Enhance brand presence with fully customisable webbing.

Banners

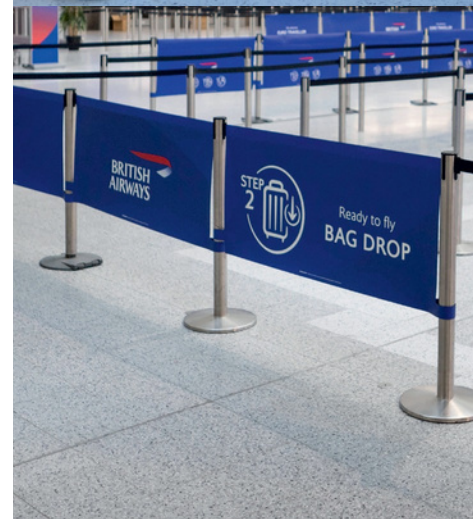
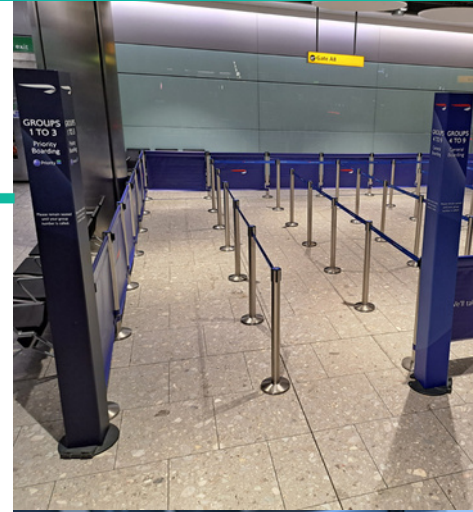
Fully customisable banners can be printed on either side with eye-catching logos, graphics or instructional messages.

Fluted Totem

Offer clear directions and elevate the passenger experience with the Tensator® Fluted InQ-Totem®. Wrap around existing TensabARRIER® posts to create full-height, minimum footprint totemic signage.

Sign Holders

Communicate messaging by attaching sign holders to the top of TensabARRIER® posts.



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BRITISH AIRWAYS

CHECK IN


We welcome

**CLUB
WORLD**

**CLUB
EUROPE**

Executive Club

**GOLD
SILVER**

 **Priority**



Products

LAWRENCE METAL® POST & ROPE

With a brand heritage dating back to 1881, Lawrence® is the original brass post and rope VIP queue barrier. Gracing the red carpet at movie premieres, award ceremonies and the lobbies of the world's finest hotels, a Lawrence® post will re-create the glamour of the VIP experience wherever it is deployed.

Combined with eye-catching and highly visible wayfinding signage, Lawrence® posts can aid navigation, guiding VIP passengers to the First Class Lounge area within a busy airport terminal.

Lawrence Metal® Post & Rope barriers are available in a wide range of finishes and materials to complement and enhance lounge areas.

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AIRPORT PASSENGER GUIDANCE

Restrict areas on the apron using the Airport Passenger Guidance System.

The APG (Airport Passenger Guidance System) is a high-visibility, all-weather solution that creates a rapidly deployed, physical barrier which safely guides embarking and disembarking passengers around the wings of a plane. APG keeps passengers away from restricted areas, helping to avoid accident or injury.

Quick and easy to roll-out and set up, the bright yellow finish combined with two reels of NightView™ webbing helps boost visibility in low light areas. Ideal for establishing a physical barrier on the apron.



NightView™

All APG units come with 23 Metres of high contrast chevron webbing with integrated NightView™ stripes as standard.







Remove
glasses and
headwear
*Put phones
in cameras
Thank you

Thank you
cameras and
*Put phones
and headwear
glasses
*Remove head
baseball caps
*Have your
Please
Welcome



Products

ARRIVALS & IMMIGRATION

Tensator® offer a wide range of both digital and static signage solutions to help passengers navigate the Arrivals/Immigration journey quickly and efficiently. The queuing process can be further accelerated with the use of an electronic call forward system which directs passengers to the next available service point as soon as it becomes free, minimising wait times. Call forward systems can be integrated with ePassport gates for a fully automated solution.

Electronic Call Forward System – Manual or Automatic

Manages the distribution of waiting passengers in a queue to the next available desk on a first come, first served basis, ensuring fairness.

Digital Totem

A stylish addition to the Electronic Call Forward System. When placed at the head of a single line queue, the digital screen directs waiting passengers to the next available desk. It can be used to deliver informational or promotional messaging, generating revenue.

TensabARRIER®

A stylish and timeless design, the TensabARRIER® ensures accessibility for all. Enhance brand presence with fully customisable webbing.

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CUSTOM DESIGN & ENGINEERING

At Tensator®, we understand that off-the-shelf products sometimes do not meet requirements. Our in-house team of experts can work with you to create a unique solution to suit specific needs.

Luggage Sizer

Allows passengers to measure their own luggage to ensure it is suitable to meet airline requirements.

Telescopic Posts

Height-adjustable signage designed for easy use by airport personnel. At maximum extension, information placed in the sign holder can be seen easily above crowd height.

Portals

Create impactful entry points to queues and other spaces with this highly visible, full-height signage solution that clearly defines separate queues.

Mobile Counter

Improve efficiency and enhance passenger experience by providing a manoeuvrable passenger service location.

Double Sign Holder

Display two messages side by side and on the reverse with this innovative sign holder.

ASIAD Compliance

Tensator® is experienced in developing products to ASIAD and other internationally mandated airport safety standards on a consultative basis.



OUR PARTNERS



TENSATOR®

Your local service partner.



New York, US

Milton Keynes, UK

Frankfurt, Germany

Dubai, UAE

Wroclaw, Poland

Paris, France

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