

Contactless food ordering lands at Bradley International Airport

Connecticut Airport Authority is pleased to debut new, mobile food ordering at Bradley International Airport.

Developed in partnership with Servy, the new service, BDL Market, powered by Servy's Grab Airport Marketplace technology, allows passengers to quickly and conveniently pre-order and pick up their meal from a growing list of airport restaurants.

Ordering is simple and does not require the download of an app. To browse menus, order and pay, passengers simply log on to www.BDLMarket.com or use their mobile device to scan one of the many QR codes on display throughout the airport. Once an order is placed, passengers receive updates on their device, letting them know when their order is ready for pick-up.

"We are very excited to join a growing list of airports in introducing contactless food pick-up at Bradley International Airport. This new service is another example of how we continue to evolve and embrace technology to elevate the customer experience at the airport. Bradley Airport is already known and recognized for making travel easy. Now, we are adding one more measure that enhances the overall convenience and ease of travel out of Bradley Airport," says Kevin A. Dillon, A.A.E., Executive Director, Connecticut Airport Authority.

"It is great to be partnering with Bradley International Airport to enable more people to benefit from our contactless order and pay technology. BDL Market offers a safe and convenient touch-free alternative to traditional payment options enabling travelers and airport staff to easily place meal orders from digital devices.

"As travel continues to return this summer, Bradley International Airport is providing passengers in New England a modern, contactless service that will enhance their overall experience during their journey," adds Jeff Livney, Chief Experience Officer, Servy.

Participating restaurants at launch include Black Bear Saloon, Jamba Juice, McDonalds, Phillips Seafood and Two Roads Tap Room, with additional locations being added over the coming months.

In addition to offering convenience, the new touch-free ordering service builds on the airport's commitment to passenger safety. During the COVID-19 pandemic, Bradley International Airport was one of the first airports to introduce a face covering requirement, voluntary on-site COVID-19 testing and receive the airport health accreditation from Airports Council International (ACI) World.