

01 Arriving at the airport



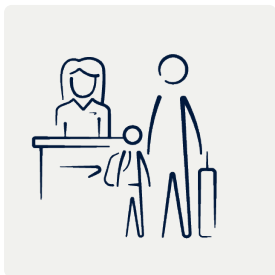
ARRIVING AT THE AIRPORT

- You might get to the airport by car and park in a large car park.
- You may also arrive by bus, train or taxi.
- **If you need help, press the button on the assistance point and talk to the operator.** They may ask you where you are and what help you need.
- You may have to wait for someone to come and meet you.



ENTERING THE TERMINAL BUILDING

- To get into the terminal you may use a lift, go up an escalator, get on a bus or a train.
- **If you need help, look for someone in a uniform.** They will be able to answer any questions you have.
- The airport is a busy place and might be loud with lots of people moving around.

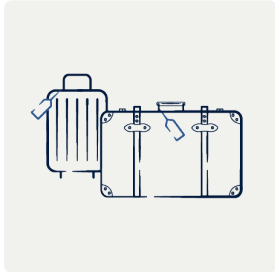


CHECK-IN AND BOARDING PASS

- You may have to join a queue to check in at a desk or to use a kiosk.
- There may also be an additional assistance check-in area you can use, too.
- Your boarding pass may be on your phone or be printed on a piece of paper.
- If you don't have a boarding pass, you'll need to know your booking reference or flight details.
- Show your boarding pass to the person at the desk, or scan it at the kiosk.

01 Arriving at the airport

(continued)



CHECKING IN YOUR BAGS

- If you are checking-in a bag, you will need to put it on the scales to see how heavy it is.
- If you are using a self-bag drop, watch the instructions on the screen to see what to do.
- We'll print a baggage tag which you need to attach to your bag. You will see your bag again when you arrive at your destination.
- You can take a small bag onto the aircraft with books, games or a tablet to use during your flight.
- **If you have asked for help to get through the airport, go to the Special Assistance desk.**



ASSISTANCE AT THE AIRPORT

- There may be a non-visible disability lanyard or badge that you can ask to wear. This means people will know that you may need extra time or help.
- If you need help, someone can escort you through security.

02 Going through security



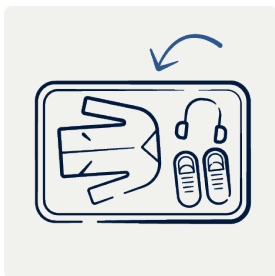
ARRIVING AT SECURITY

- Now that you have checked in, dropped your bag at the bag drop and have your boarding pass, you need to go through security.
- You will see a lot of people in queues as well as hearing loud voices and instructions.
- **You are not allowed to take photographs.**



GETTING READY FOR SECURITY

- Read the signs that explain what to do when going through security and what you are allowed to have in your bag.
- **If you have any liquids, you need to put them in a clear plastic bag which you can get at security.**
- Join the queue and listen to the security staff and do what they say.



PREPARING YOUR BELONGINGS

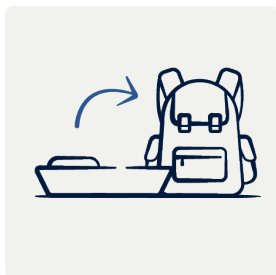
- You will need to take off your jacket, belt, watch or hat, in some airports.
- If you are wearing headphones, you will need to take these off, too.
- You may have to take your laptop, tablet and any liquids out of your bag and put them in a plastic tray separately.
- You may also have to take off your shoes.
- **Ask the security team if you are not sure what to do.**

02 Going through security (continued)



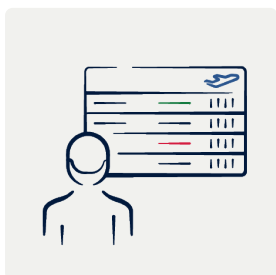
WALKING THROUGH THE SECURITY GATE

- The tray will move along a belt and through an X-Ray machine.
- The security staff will tell you when to walk through the security gate, or you may have to stand in a scanning machine.
- The security staff may pat you down and ask to search your bag.
- **It's ok to feel nervous, or ask questions.**
- You can ask for a private search if you want to.



AFTER THE SECURITY GATE

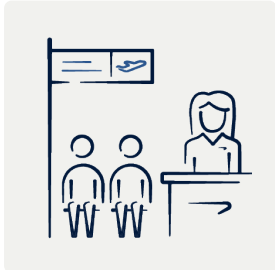
- Once you have passed through security, check that you have all of your things and put them back in your bag.
- You can put your jacket, watch, shoes or headphones back on.
- You can go into the departure area.



HEADING TO YOUR DEPARTURE GATE

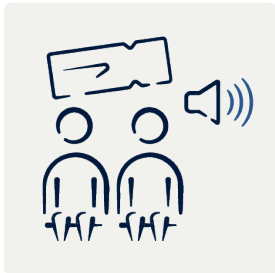
- Your gate number may be on your boarding pass, or look at the departures board to find out what gate your plane will leave from.
- If there is no gate number, don't worry, it will be updated soon.
- **Keep checking the departure board for updates about your flight. It will tell you when you need to go to the gate.**
- To get to your gate, you may need to walk along a long corridor, ride in a lift or on an escalator, or get on a train or bus.

03 At the departure gate



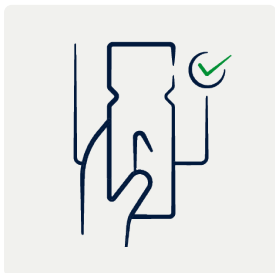
ARRIVING AT THE GATE

- When you arrive at the gate, you may need to wait for the aircraft to be ready.
- You can say hello to the staff who are there to help you.
- **If you need more time to find your seat on board, you can ask the staff to go on the aircraft first. This is called preboarding.**



WAITING TO BOARD

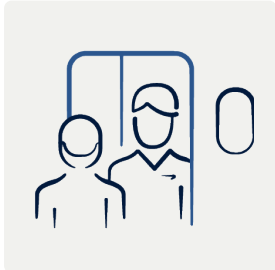
- **Listen to announcements to say the flight is ready to board and have your boarding pass and passport ready.**
- We may ask people to go onboard by seat number, or by group number.
- Check your boarding pass to see what your seat or group number is.



GOING THROUGH THE GATE

- Show your boarding pass and passport to the staff or scan them at the electronic gate.
- You may walk along a tunnel, go down some stairs or escalator, ride in a lift, or get on a bus to go to the aircraft.

04 Boarding and during take-off



ENTERING THE AIRCRAFT

- The cabin crew will be waiting for you at the aircraft door.
- You can say hello to the cabin crew.
- Check your boarding pass for your seat number. If you need help, you can ask the cabin crew.



YOUR SURROUNDINGS IN THE CABIN

- You might have to sit next to someone you don't know.
- You might be able to smell food cooking or hear noises.
- **Put your bag in the overhead locker, or under the seat in front of you.**



GETTING READY FOR TAKE-OFF

- The cabin crew are here to help you and keep you safe.
- Pay attention to the cabin crew's safety demonstration.
- The safety card is in the seat pocket.
- Carefully read the safety card.
- **Make sure you fasten your seat belt.**



DURING TAKE-OFF

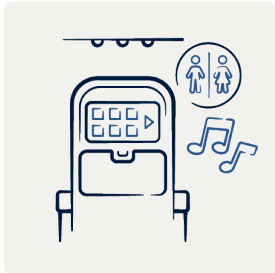
- We will be taking off from a long runway.
- Take-off will be noisy and shaky, and the noise of the engines might change throughout the flight.
- Your ears might feel strange.
- When the seatbelt sign turns off you can unfasten your seat belt and move around.

05 During the flight and landing



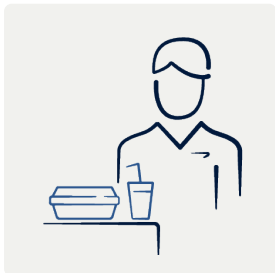
NOISES AND FEELINGS DURING THE FLIGHT

- It might be noisy and shaky during the flight and the seatbelt sign might come back on.
- If the seatbelt sign comes on, don't be scared, but sit down in your seat and fasten your seat belt. This maybe due to turbulence and is perfectly normal when flying.



SERVICES ON BOARD

- On some flights, you can watch a film or a tv show, or listen to music.
- You can also use your laptop or tablet.
- **If you need help, you can ask the cabin crew or press the button near your seat.**
- **The toilets are at the front or the back. they are small and might be noisy and loud. Stay in your seat until they are free.**

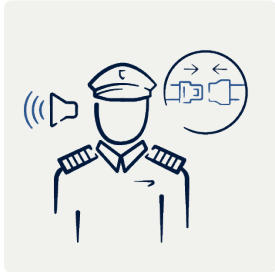


FOOD AND DRINK

- The cabin crew will offer you food and a drink. You might have to pay for this.

05 During the flight and landing

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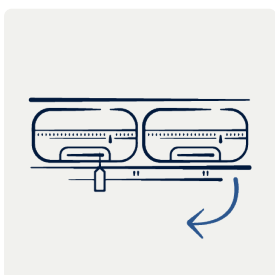
PREPARING FOR LANDING

- The Captain and crew will make announcements during the flight and tell you when you are going to land.
- **You may be given forms to fill out. If you need help, ask a member of crew.**
- Make sure you put your things away and fasten your seatbelt for landing.
- The cabin crew will walk through the cabin and make sure you are safe. They will also sit down during landing.



DURING LANDING

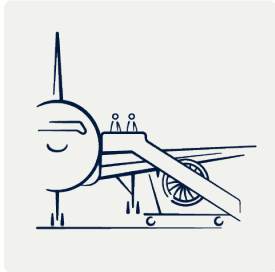
- Landing will be noisy and bumpy.
- Your ears might feel strange.
- **Stay in your seat and listen for an announcement from the cabin crew about when you can leave the aircraft.**



LEAVING THE AIRCRAFT

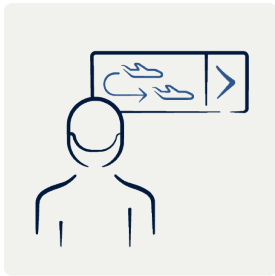
- When it's time to leave, get your bag from under the seat in front of you or the overhead locker.
- Check the seat pocket to make sure you have all your things, then you leave the aircraft.
- You can say goodbye to the crew and go into the airport.

06 On Arrival at the airport



AFTER LEAVING THE AIRCRAFT

- You may have to walk down some steps and get on a bus, walk along a tunnel or get on a train to get to the terminal.



IF YOU HAVE A CONNECTING FLIGHT

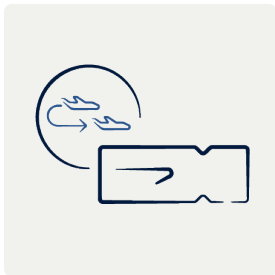
- If you are flying on another flight today, follow the signs for Flight Connections.
- If you have flown from a different country, follow the signs for Immigration and Customs.
- If not, follow the signs for Arrivals and Baggage Collection.
- **If you need assistance, look for a staff member in uniform and ask for help.**

07 Flight Connections



HEADING TO FLIGHT CONNECTIONS

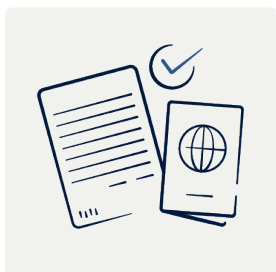
- If you are flying on another flight today, you need to follow the signs for Flight Connections.
- Check the information board to see which terminal or gate your next flight is flying from.
- **You may have to get on a bus, or a train and go to another terminal.**
- You need a boarding pass for your next flight. You might have this on your phone or printed on a piece of paper.



GETTING A BOARDING PASS

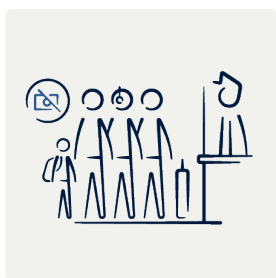
- If you don't have a boarding pass, you can use a kiosk to print one or go to a desk to check-in.
- **If you are unsure, speak to a member of staff who can help.**
- You may need to go through Immigration or back through Security.

08 Immigration and Customs



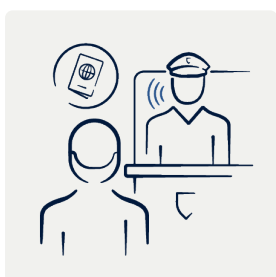
PREPARING FOR IMMIGRATION CONTROL

- If you were given a customs form or a landing card onboard the aircraft, make sure you have filled these in.
- **If you need help completing these forms, you can ask the Cabin Crew for help.**
- Follow the signs and instructions from the staff and join the correct queue.



ARRIVING AT IMMIGRATION CONTROL

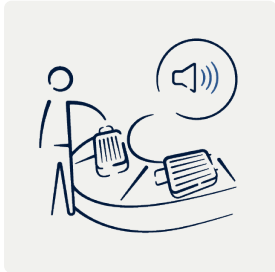
- You may use an electronic gate or kiosk, or see an Immigration Officer.
- When you get to the front of the queue, you need to **show your passport** to the Immigration Officer.
- If you are travelling with your family, you may be able to go to the desk together.
- You will need to take off your hat, sunglasses and headphones.
- You are not allowed to take photographs.



SPEAKING TO THE IMMIGRATION OFFICER

- The Immigration Officer may ask you questions and look at your passport.
- Answer any questions and wait until the Immigration Officer says you can leave, or the electronic gate opens.
- If you checked-in bags, follow the signs for Baggage Collection.

09 Baggage Collection



FINDING THE BAGGAGE BELT

- **Look for your flight number on the information board to see which baggage belt your bags will arrive on.**
- You may have to wait a little while for your bags to arrive.
- There might be a siren or a loud noise, and the belt will start moving.



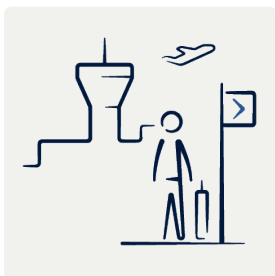
COLLECTING YOUR BAGGAGE

- When you see your bag, take it off the belt and check it is yours.
- There may be trolleys you can use to help you, and **if you need help ask a member of staff.**



GOING THROUGH CUSTOMS

- Make sure you have all of your belongings and walk through Customs.
- There may be coloured passages or doors to go through if you have things to declare. **Ask a member of staff for help if you're not sure.**
- You might be asked questions and Customs staff might ask to look inside your bag.



LEAVING THE AIRPORT

- Once you have gone through Customs, you can now leave the airport.
- We hope you have enjoyed your flight!