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.