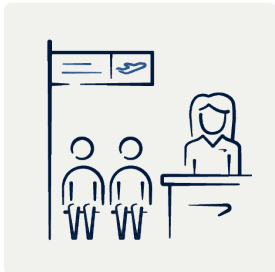


03 At the departure gate



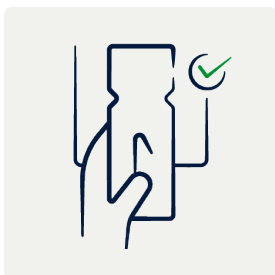
ARRIVING AT THE GATE

- 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.