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.