

# 01 Arriving at the airport



## ARRIVING AT THE AIRPORT

---

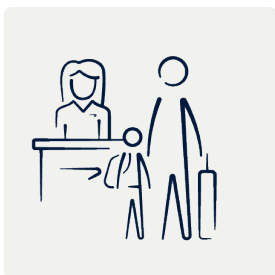
- You might get to the airport by car and park in a large car park.
- You may also arrive by bus, train or taxi.
- **If you need help, press the button on the assistance point and talk to the operator.** They may ask you where you are and what help you need.
- You may have to wait for someone to come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



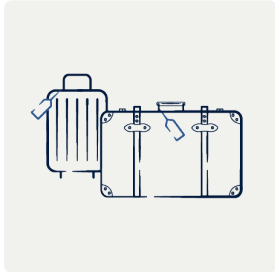
## CHECK-IN AND BOARDING PASS

---

- 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.