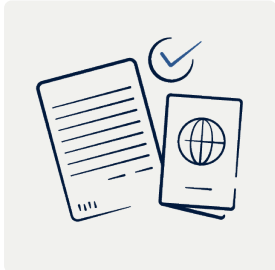


08 Immigration and Customs



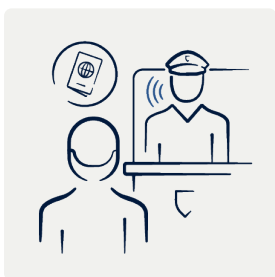
PREPARING FOR IMMIGRATION CONTROL

- 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.