

Guernsey Airport Travel Guide

A visual guide and tips for travellers
when planning a journey by plane.



In conjunction with



// This visual guide has been designed to help passengers on the Autism Spectrum prepare for a flight, hopefully reducing anxiety and assisting in making individuals feel as comfortable as possible.

Travelling can be stressful at the best of times - that stress is often significantly increased for individuals with autism. This leaflet will help these individuals, their families, carers, partners prepare for travel and reduce the number of unknown factors associated with it.

Whilst it was designed for people on the Autism Spectrum it could also support other individuals who may need reassurance or support. //

Your journey is just beginning

Introduction

We recognise that it can be a stressful time for anyone travelling through our airport. This is especially the case for people with non-visible disabilities e.g. autism, learning disability, etc.

We want to make sure all our customers feel as comfortable as possible during their time in the airport. This booklet acts as a guide to the various stages that you will encounter on your journey. It describes what you will see when you arrive at the airport, through security and on to the aircraft.

We acknowledge some of the difficulties you may face when journeying through Guernsey airport, so we will try to do as much as we can to assist.

Sunflower Non-Visible Disability Lanyard Scheme

Guernsey Ports offers customers with non-visible disabilities a complimentary lanyard or pin to wear whilst travelling through Guernsey and Alderney airports and St Peter Port Harbour.

Guernsey Ports and its business partners appreciate that not all disabilities are visible, some are not immediately obvious e.g. autism. If a customer is wearing a lanyard or pin, this helps airport staff to recognise that someone may require extra support whilst journeying through the airport.

If you require a lanyard, please visit our customer service information desk at the airport.

Desk Opening times 0900 - 1800 daily.

Email: airportinfodesk@gov.gg



Journey Planner

Name:

Travelling with:

Flying from:

Flying to:

Flying on to:

Write about your upcoming journey:

The things I like, and the things I don't like.

Ways to get to the airport

How did you get here?



- Give yourself plenty of time to get to the airport. We recommend you arrive at least 1 ½ hrs/90 minutes before your flight is due to depart.
- Plan your journey carefully.
- Consider whether to do a practice journey to the airport so that you understand what to expect.

I have arrived at the Airport

Inside the terminal



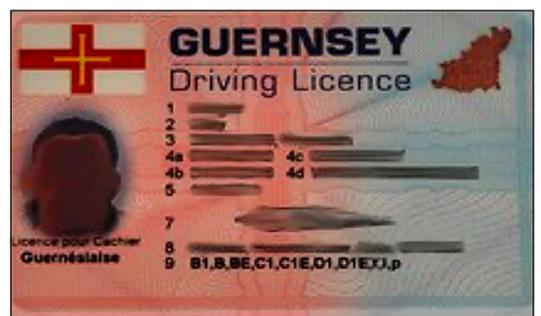
Things to try

- You could do a practice visit to the airport terminal so that you know what to expect.
- You could take some headphones or ear plugs to help block out loud announcements or noises.
- You could take some sunglasses to block out bright lights. (You may be asked to remove your sunglasses at check-in, at security or in departures prior to boarding the aircraft to check your identity)
- You could take a sensory toy or gadget to help to feel less anxious.
- **Remember please do not leave any of your baggage or personal items unattended.**

Check-In desks



- Make sure you have your airline booking documents ready just in case check-in staff need to see them.
- At the check-in desk you will need to hand over some identification, like a passport or, driving licence. Check-in staff will pass them back to you once they have checked them.
- Please check with your airline which identification document they will need before you travel to the airport.



This will ensure you have what you need on the day.

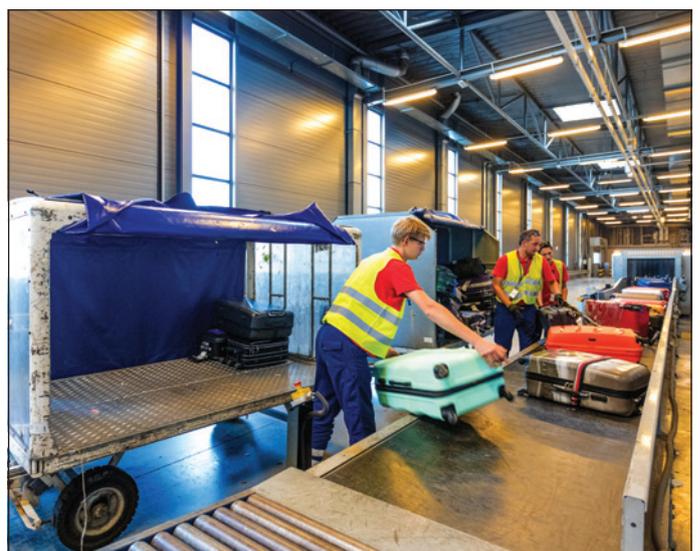
Check-In desks - continued



If you have baggage that will need to go into the hold of the plane, a label will be placed on all your bags / suitcases. The label tells everyone whose bag it is, which plane it is going on, where it is going. This is so it can be located if it gets lost.

Make sure your baggage is the right size and weight. If it is too heavy you made need to spend time at check-in repacking it.

Your baggage will get screened by security before it is loaded onto your aircraft by the airline ground handling staff.



I have checked in

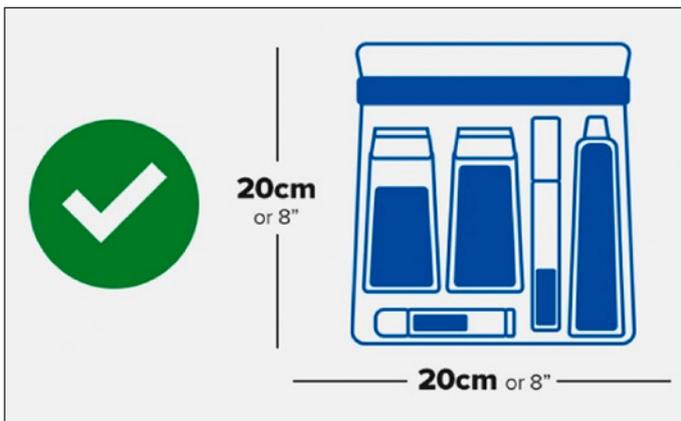


Going through security



Going through security is very important, but we know it can be stressful. The security checks make sure that you, your loved ones, and friends are safe on the aircraft.

Put any containers with liquid into a clear plastic bag.



Remember the Liquids, Gels, and Pastes rule for air travel:

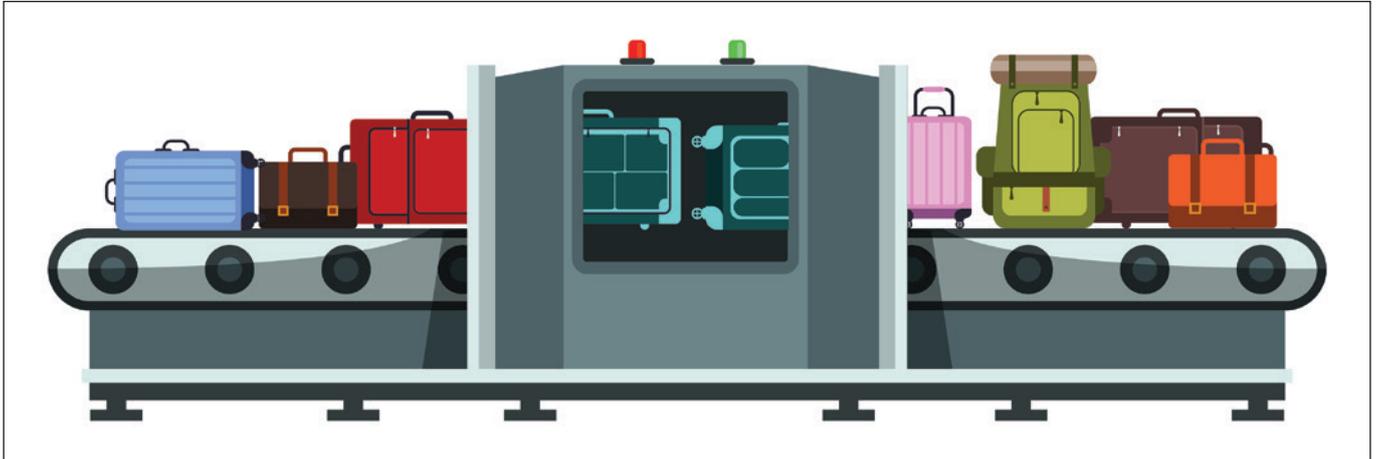
Liquids, gels, and pastes should be in containers of **no more than 100ml max**

Put all containers in a clear plastic, re-sealable bag, **no bigger than 20cm x 20cm**



You can get bags at the airport

Going through security - continued



Put your belongings into the tray, this includes any metal objects such as belts, and large electronic items, such as mobile phones, tablets, and laptop computers. The tray with your belongings will go through an x-ray machine.

You may need to go through a body scanner. This is another type of x-ray machine, which checks that there is nothing hidden under your clothing. You will be told where to stand.

The machine doesn't touch you. You won't feel anything.

However, if the body scanner detects any metal object, a member of staff will need to quickly check you with a handheld scanner.



Going through security - continued



Remember to collect all your personal belongings when they have been security screened. Sometimes your items may need to be hand searched by the security staff.

There is an alternative route into departures at the Airport if you want to avoid the noise, bright lights and smells from the duty-free shop.

Please ask one of the security officers in the central search area to assist you with this.

I have gone through Security



Departures



Once you have gone through the security area, you will need to wait in departures until you are called for your flight.

Whilst you are in departures you may wish to visit the café where you can purchase something to eat or drink, visit the shop or duty-free and choose from a range of products that are on sale.

If you need a quieter space, we have a special assistance area to sit in. This is situated at the end of departures.



I am in Departures



Delays to your flight



Unfortunately, sometimes flights get delayed. This can be for a number of reasons, one could be the weather. However, airline staff are there to help and will update you on any delays.

In instances like this, it helps to have brought something with you in your hand luggage to keep you entertained while you wait for an update.

Some examples that many passengers bring with them:

- A good old-fashioned book or magazine
- Music on your phone / MP3 Player
- eBook on a phone or tablet

Remember: if you listen to music while you wait keep the volume low, as you'll still need to listen out for announcements regarding your flight.

Occasionally flights can get cancelled. In these circumstances, the airport staff will let all passengers know what they need to do. They will be on hand to help you with any arrangements you need to make.

Boarding your flight



When it is almost time to board your flight an audio announcement will be made to tell you which door you need to go to. If you are hard of hearing or unsure which gate, a member of the airline staff will direct you.



Once you have been called, you will need to walk through a glass enclosed walkway until you get to the exit door.



You will then need to walk across the airport apron (the tarmac) to get to your plane. Sometimes there may be a raised walkway ramp to get on. The ramp is for use by any passengers on the flight who may not be able to walk up the steps.

Boarding your flight - continued

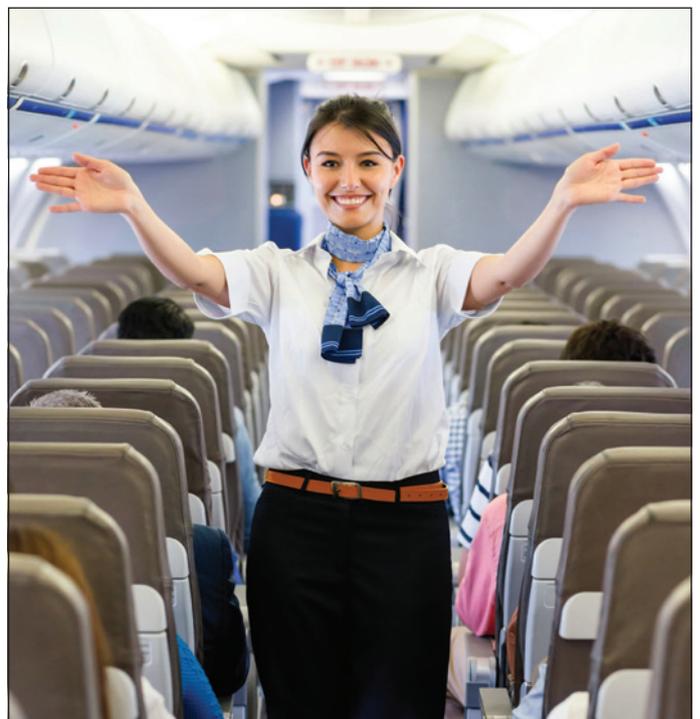


Once you have shown your boarding card to the cabin crew, you can find your seat.

Make sure you take from your hand luggage anything you might require during the flight before placing the luggage in the overhead locker.

The cabin-crew will carry out a safety demonstration.

They will ask all passengers to switch off their electronic devices (such as a phone or tablet) or put them in flight mode prior to take off.



I have got onto my plane



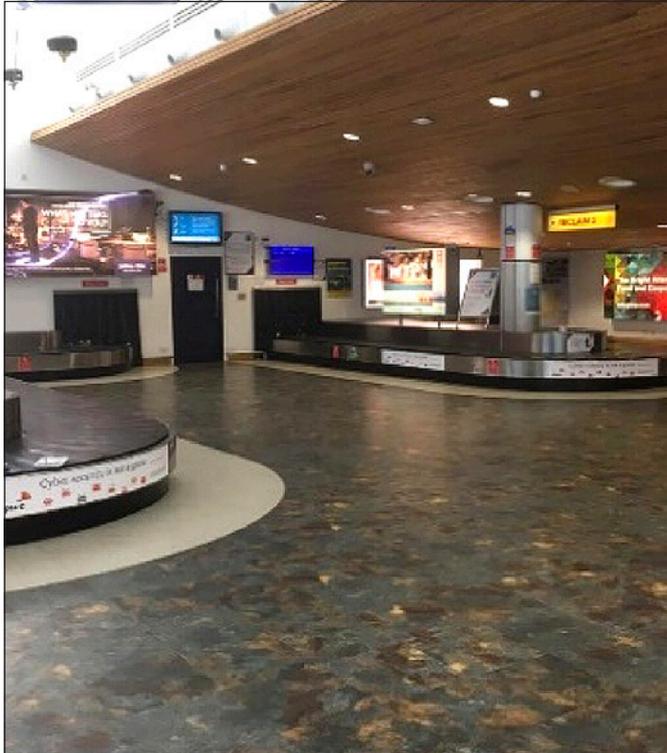
Taking off



- Once the doors are closed, the engines will start so the aircraft can taxi to the runway.
- You can think about taking something you can focus on during take-off, for example a book, music, toy.
- There will be increased noise levels when the plane takes off.
This is completely normal and will get quieter after a few minutes.
- Consider taking ear plugs to help with the noise.
- When the plane starts to come down ready to land, your ears might feel funny due to the change in pressure.
You can help by drinking something, swallowing or by sucking a sweet.

Have a great trip!

Returning home to Guernsey



- Once you get off the plane you will need to walk to the arrival's hall. This is the area where you will collect your hold baggage.
- You may need to go through border control where your passport will be checked.
- You will have to wait a short time for the airline staff to deliver your hold baggage.
- Once you have collected your hold baggage you will need to pass through customs.

Welcome Home!