

# VISUAL GUIDE TO PLANNING YOUR JOURNEY TO GLASGOW AIRPORT FOR PEOPLE WITH AUTISM/ASD



# TRAVELLING TO THE AIRPORT



# MY JOURNEY PLANNER

NAME \_\_\_\_\_

TRAVELLING WITH \_\_\_\_\_

FLYING FROM \_\_\_\_\_

FLYING TO \_\_\_\_\_

WRITE ABOUT YOUR JOURNEY HERE

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# TAXI & CAR PARK BUSES

## TAXI



I can travel to the Airport by (car, taxi or bus). I can be dropped off at the Pick Up / Drop Off (PUDO) point and walk to the Terminal Building.

## CAR PARK BUSES



My car can be parked in the car park with lots of other cars. I might need to wait at the bus stop for a bus to take me to the Airport.

# INDOOR & OUTDOOR CAR PARK

## INDOOR CAR PARK



There will be many other cars in the car park and it can be inside like this one...

## OUTDOOR CAR PARK



...or outside like this one.

# LUGGAGE TROLLIES & TERMINAL BUILDING

## LUGGAGE TROLLIES



When I get to the Airport, I can put my bags on a luggage trolley if they are very heavy.

## TERMINAL BUILDING



Once I have arrived I will enter the Terminal Building through one of the main doors and go to the Check-in area or to the Assistance Host desk if required where I can get help through my journey.

# FLIGHT INFORMATION & INSIDE THE AIRPORT

## FLIGHT INFORMATION



There will be screens and signs to help me find where to check in for my flight.

## INSIDE THE AIRPORT



The Airport is a noisy place with lots of people. Sometimes at the Airport I might hear sudden and loud noises like babies crying or a person talking on the loud speaker. People might push against me. People are in a rush and they might bump against me.

# ASSISTANCE DESK

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There is an Assistance Desk should I need help with anything on my journey in the Airport. They may also give me one of their Hidden Disability lanyards so that other people can offer me help as I travel through the airport.



The Lanyards make it easier for others to see when I need help through the Airport. They are available from the Assistance Desk in the main check-in area. I can keep it and use it when I fly again from Glasgow as well as Aberdeen and Southampton airports who use the same lanyard.

# AIRPORT AMBASSADOR

## AIRPORT AMBASSADOR



There are people at the Airport who are there to help me or my family. These people (Airport Ambassadors) wear white shirts and blue jackets. They are able to answer lots of questions about travelling through the Airport. I should ask the people wearing uniforms if I need help with where I should be going or help to get through security.

# SELF SERVICE KIOSKS FOR CHECK-IN

## SELF SERVICE KIOSKS FOR CHECK-IN



I might use a self service desk to check in and to get my boarding card. I will type my name into the kiosk and my boarding card will be printed. Boarding cards are very important. I need a boarding card to get through the security section and to get onto the airplane.



Then I will go to the check-in desks to give the person my bags. I will give my bag or suitcase to the person at the check-in desk and place on the conveyor belt so that the person can weigh the bag and if it is too big to travel with me it will be labeled and taken separately to the aircraft. It will be placed in the hold of the aircraft with all of the other bags. I will get it back again once I land again at my destination.

# DEPARTURES & PREPARING FOR SECURITY

## DEPARTURES



Once we have checked in I can then use the escalators or nearby lifts to go upstairs to the departures area where we will first pass through Security Screening.

## PREPARING FOR SECURITY



I may be asked to put certain items in a plastic bag and prepare for security. Staff in uniform will help me to do this if needed.

# SECURITY SCREENING

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To enter the Security Screening area I must first have my boarding card checked. This can be done automatically by holding it against the glass on the gate. I can also ask the Security Guard to help and do this for me.



I will stand in line and when asked by a member of staff I will place my bags, jacket and belt, as well as shoes if asked, into a tray so that the security person can check them.

# SECURITY SCREENING



I will then stand in line and wait until the security person asks me to walk through the metal detector arch. I must walk slowly through detector by myself. Sometimes it might beep and the security person might ask for another check to be done. I may be asked to stand in another machine with my arms as shown.



The security person may check my body by gently doing a hand search. This will happen to lots of people when they go through the security area. If I am feeling afraid, I will let someone know. If I wish I can opt for a private search at any point by asking any one of the security guards.

After I have these checks I will collect my bags, belongings and shoes and I can continue on my journey through the airport.

# DUTY FREE & SHOPPING

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Once I have left Security Search I will then pass through Duty Free and shopping area where I can stop to buy things if I want to and have time.

# FLIGHT INFORMATION LARGE SCREENS

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The large screens will tell me which gate my flight is leaving from or when it will be displayed if it is too early.



# DEPARTURE LOUNGE

## DEPARTURE LOUNGE



Whilst I am waiting for my gate I can sit in one of our lounges and relax for a while if I have time.



When it is time to be at the gate, I will go to the boarding gates for my flight. There are a lot of boarding gates at Glasgow Airport. I might have to walk for a long time. I can ask for additional assistance with this if required



# AIRPLANES

## AIRPLANES



There is seating in the waiting area. At most of the gates it is possible to look out onto the airfield and watch the aircraft getting ready for my flight.



When it is time to get onto the airplane, the person in uniform will call everyone forward. I may have my ticket and passport checked again before I'm allowed to board the plane.

# ARRIVALS



Once I arrive at my destination airport I may have to clear customs and immigration. After this check I can reclaim my baggage and carry on my journey.

