

A SIMPLE GUIDE WHEN TRAVELLING BY AIR



GLASGOW
AIRPORT

PROUD TO SERVE SCOTLAND



PREPARING FOR YOUR JOURNEY

Before you leave for the airport please ensure that you bring

- Your Tickets, E-Tickets or home printed boarding cards.
- Your Passport or Identification (if required)
- Your Travel Visa (if required)
- Your Travel Insurance if needed.
- Any other booking details that you may need at your destination (Hotel or Car bookings etc.)
- Any medication you require for your flight or your journey

You can only carry certain liquids in your hand carry.

- Liquids, gels, pastes and aerosol containers must be no larger than 100ml.
- They must all fit within a 1 ltr clear re-sealable bag.
- You are allowed one liquid bag per passenger (these are available at the airport if needed).



SPECIAL ASSISTANCE

This should be booked with your Airline or Travel Agent when you book your flight.

We recommend that you always do this as it helps to plan for your entire journey but you can still ask for this at the airport but may have to wait a little longer for it to be provided.

In particular if you have a hidden disability, are travelling with Autism or other needs we can provide additional help specifically tailored to the individual and we can provide a lanyard which identifies you to staff as requiring additional help. This will help when traveling through the airport and we can arrange this on an individual basis. We recommend arranging this prior to your journey. The lanyard is available from the Special Assistance Host Desk in the main check in area and can be collected once you have arrived at the airport and checked in for assistance.



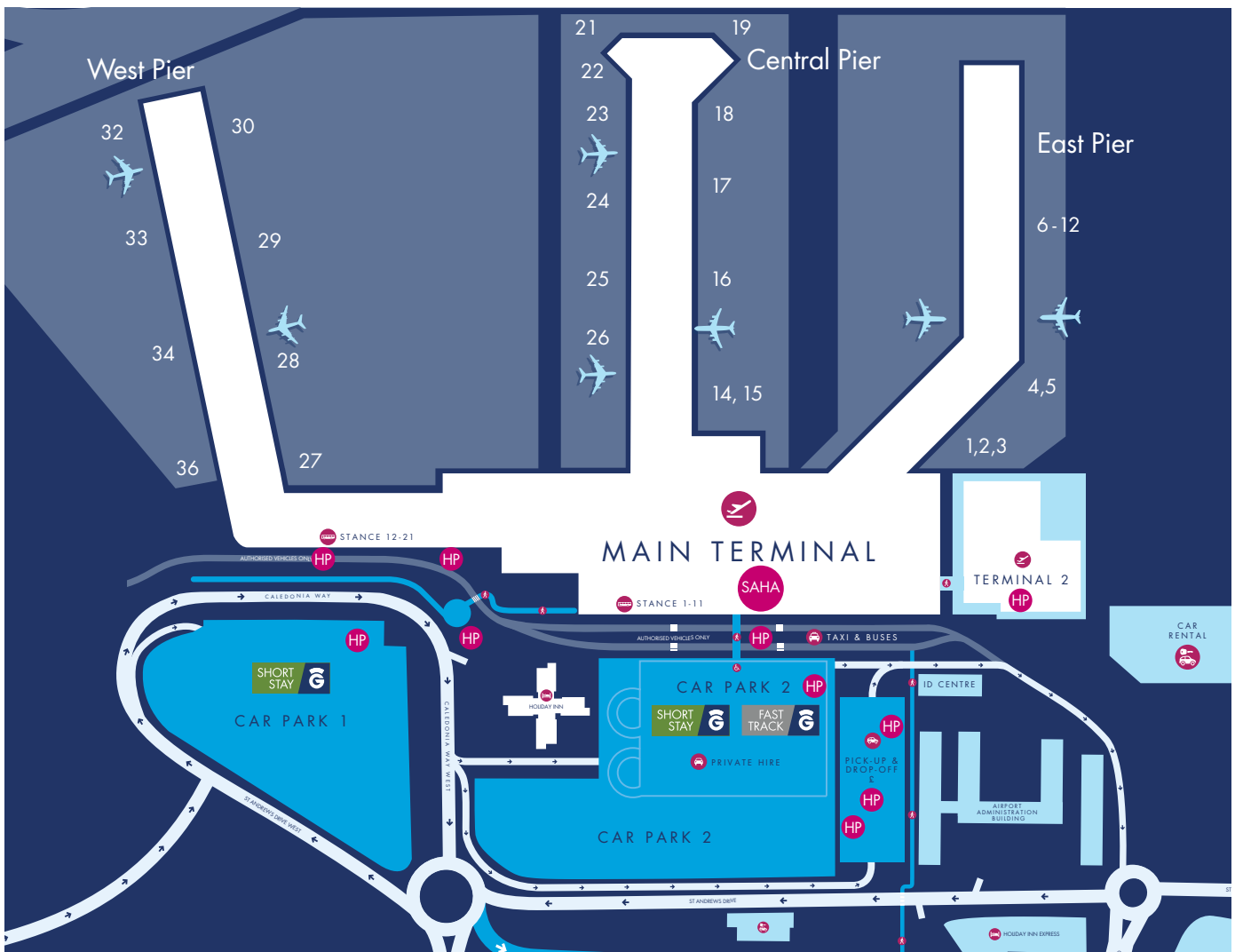
TRAVELLING TO THE AIRPORT

You can travel to the airport by :-

- Car
- Bus
- Taxi

You should arrive at the airport two or three hours before your flight departs and allow enough time for your journey to the airport. This should include any traffic delays, particularly if you have a longer journey to the airport.

At each of the arrival areas there will be a help phone if you require assistance. If needed this can be arranged before you depart by contacting our assistance provider on 0141 848 7700. Please check the map below.



If you are being dropped off by car or taxi there is a dedicated Pick Up / Drop Off area with help phones and signs to the check-in area. If you wish to take longer than 10 minutes to be dropped off and say goodbye, you should use one of our car parks.



ARRIVING AT THE AIRPORT

The airport can be a very busy place. There may be a lot of traffic. It may be very noisy and you may wish to bring ear plugs with you.

When you enter the building there is an Assistance Desk on the ground floor at check-in where you can get help if needed for checking in or for your journey at the airport.



CHECKING IN

To find out which check-in desk your airline is using please look at one of our information screens or ask a member of staff. If you need assistance to check-in the Assistance Desk will be able to provide a member of staff to help.

There may be a queue and if you are not able to stand in the queue an assistance staff member can help.

At check in you will be asked for your ticket or booking reference/name. You may also be asked for your passport or identification as well as any visas that are required.

You will then be asked to put your bag on the belt to be weighed. It must be within the weight limit allowed by your airline. Your bag will then be sent on to the aircraft and you can travel through the airport with your hand luggage.

If you have checked in on line and do not need to check in any bags you can proceed directly to Departures passing through Security first.

| Where to check in | | | Remarks |
|-------------------|----------------|---------|-------------------------|
| 16:35 | Cork | EI3833 | Open - Desks 06 |
| 16:45 | Dublin | EI3227 | Open - Desks 05 |
| 16:50 | Alicante | FR2522 | Mostradores 63-64 |
| 16:55 | Amsterdam | KL1478 | Use self service kiosks |
| 17:00 | Malaga | EZY6863 | Mostradores 29-30 |
| 17:10 | Islay | BE6927 | Use self service kiosks |
| 17:25 | Belfast City | BE131 | Check in opens at 15:25 |
| 17:25 | Leeds Bradford | BE6984 | Use self service kiosks |
| 17:30 | London City | BA2213 | Open - Desks 36-39 |
| 17:45 | Stansted | FR7497 | Check in opens at 15:45 |
| 18:00 | Bristol | EZY406 | Bag drop opens 16:00 |
| 18:00 | Gatwick | EZY886 | Bag drop opens 16:00 |
| 18:15 | Stornoway | BE6646 | Use self service kiosks |
| 18:30 | Manchester | BE6647 | Use self service kiosks |
| 18:35 | Heathrow | BA1495 | Check in opens at 16:35 |
| 18:40 | Alicante | TOM1222 | Check in opens at 16:10 |
| 18:45 | East Midlands | BE557 | Use self service kiosks |
| 18:50 | London City | BA8729 | Check in opens at 16:50 |
| 18:55 | Palma | EZY6895 | Bag drop opens 16:55 |
| 19:10 | Stansted | EZY214 | Bag drop opens 17:10 |

14:59



SECURITY

You are only allowed certain items in your hand luggage.

You can take small electronic items

- Phones
- Tablets or laptops
- E-readers
- Small music players
- Personal items.
- Any medication that you need for your journey. If these are liquid and above 100ml they will need to be prescription only.

You are not allowed certain items such as

- Scissors or sharp items over a certain size
- Liquids over 100ml

There will be signage outside to explain what you can take through the search area and an area for you to prepare before entering the search area.

If you require any further information please contact the airport prior to your journey.

At the entrance to the search area you will be required to scan your boarding card to enter the departures area. A member of staff will be there to help if needed. If you are using one of our Hidden Disability Lanyards then please speak to this staff member for access.



You will then walk on to the search area where you may have to wait in a queue with other passengers waiting to be searched.

In the search area you will be asked to remove all outer jackets and place these in a tray along with any hand luggage and personal items. Your liquid bag should be removed from any hand luggage and placed in the tray. You will also be asked to remove any tablet and laptop along with any belt and place these in the tray as well.

You may be asked to remove your shoes and place these in another tray.

The tray will then pass through and x-ray when you are ready.

At this point you will be asked to go through the passenger search process and may be hand searched by a guard if required.

The scanner may alarm as you pass through but this is nothing to worry about and the guard will help you as required.

You can ask for additional help if needed and you can ask for a private search if required. Once this is completed you should then collect all of your belongings and proceed to the departure lounge.

If you have a hidden disability or are travelling with a medical device or you are worried about any other issue please ask to talk to one of our guards and they can deal with this easily and discreetly.

After security you will pass through the Duty Free Shopping area where you can buy alcohol, perfume and many other items. It can be busy, bright and noisy and with perfumes being sprayed. You may wish to bring sunglasses or wear ear plugs traveling through. Where this is not possible or is enough to help, we can arrange for a member of the assistance team to take you through a different route avoiding the Duty Free shop. Please ask at the Assistance Desk before entering the search area if this is required.





DEPARTURE LOUNGE

In the Departure Lounge there are shops, bars, cafes and restaurants where you can wait until your aircraft gate is announced and then ready for boarding. There is a help point and a reserved seating area here if you require further assistance for your journey through to the departure gates or you can ask any member of staff to contact our assistance provider.



BOARDING THE AIRCRAFT

When the aircraft is ready to board you will be asked for your boarding card and to show your passport or identification as required. If you have requested assistance you may be asked to board first. If you have asked for help in boarding, an agent will arrive to help you onto the aircraft as required. Depending on where the aircraft is parked you may need to board a coach or a special assistance vehicle to help you board. Once you take your seat in the aircraft the flight staff will help you in preparing for the flight.



ARRIVING AT THE AIRPORT

When you arrive at the airport, depending on where the aircraft is parked you may need to travel on a coach or a specialist assistance vehicle if you have requested help to disembark. You can ask for Special Assistance if required for your entire arrival journey.

You may need to go through border control where you will have your passport or visas checked.

Once this is done you will next arrive at the baggage reclaim where you should collect any baggage that was checked into the hold of the aircraft.

You may then pass a customs check point. In this area you may be asked questions about where you have travelled from and what you are carrying in your case as certain items are prohibited to enter the country. The customs officer will explain the process and can help if required.

After this you will arrive back into the main airport building and can continue with your journey. This can be another flight or returning home.



If you need any further information on your journey or any assistance that we can provide please contact us through the details on our website at www.GlasgowAirport.com or email us at GLA.PRM@OCS.co.uk