

If you have any further enquiries regarding the assistance services at East Midlands Airport or anything you have read in this booklet please contact:

Passenger Services
Building 34
East Midlands Airport
Castle Donington
Derby
DE74 2SA

Email: paxserviceteamleader@eastmidlandsairport.com

Tel: 0800 083 8759

Some of the organisations we work with:



EAST MIDLANDS AIRPORT AIRPORT AWARENESS

Travel advice for travellers with hidden disabilities
and parents and carers of children with a hidden
disability

Welcome

Welcome to East Midlands Airport's Awareness booklet.

We realise that travelling through an airport can be an unfamiliar process and we are committed to making every passengers journey as easy and as stress free as possible so we've taken a few steps to make your journey though the airport simpler, quicker and easier.

This book will take you on your journey through the airport. It has been divided into the various stages, from arriving to going through security and returning home, explaining what will happen along the way.

There is section at the back for you to interact with and engage your child.

Have a Happy Holiday!

Answer Page

Dot to Dot:

A plane

Word Jumble:

plane, security, bags,
boarding card

Crossword:



Wordsearch:



Spot the difference:



Your Journey

Before you Travel

- ➔ Please make sure you book your assistance in advance with your airline provider so they can make us aware for when you arrive. Contact numbers can be found below:

Aurigny – 01481 822886

BMI Regional – 0330 333 7998

Flybe – 0207 308 0812

Jet2.com – 0800 408 5591

Ryanair – 0871 246 0003

Thomas Cook Airlines – 0800 1073 409

TUI – 0203 451 2585

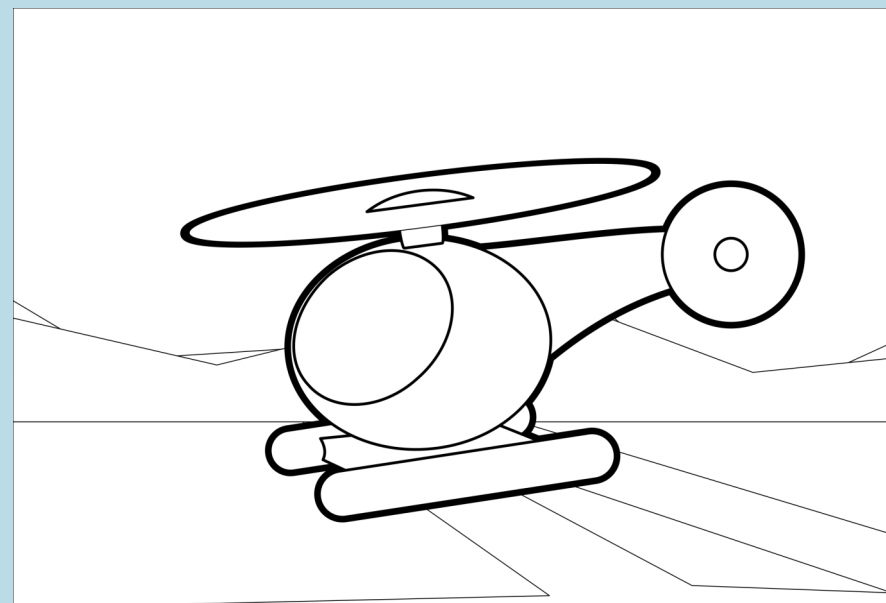
- ➔ If you have any mobility aids or equipment make your airline aware of this before you travel as there is a chance this may be declined for travel if not booked.
- ➔ We have a **green lanyard** which you can wear though the airport, this acts as a discreet indicator to our staff that assistance may be required.
- ➔ You can request a lanyard at the Passenger Services Desk located in the check in hall at the airport or before you travel by emailing pax-serviceteamleader@eastmidlandsairport.com to request one by post.

- If there is anything you would like to make the airport staff aware of but do not feel comfortable disclosing this verbally we have an **Assistance Passport** available both on the East Midlands Airport and at the Passenger Services desk, this allows you to disclose any information about yourself which you feel may make your journey through the airport easier.
- If you are nervous or apprehensive about flying through the airport, we offer **'Try Before You Fly'** days once a month. These give you the chance to walk through the airport before you fly, please visit our website for the next available dates.
- East Midlands Airport use steps to board all aircraft, if you are unable to use the steps make this known to the airline when you book and at Passenger Services when you check in so the right assistance can be arranged for you.

Getting to the airport

- Give yourself plenty of time getting to the airport, check in opening times vary depending on your airline:

Aurigny – 2 hours	Ryanair – 2 hours
BMI Regional – 2 hours	Thomas Cook – 3 hours
Flybe – 2 hours	TUI – 3 hours
Jet2.com – 3 hours	
- We have multiple car parks on the airport site, some of which require walking to the terminal and some require getting an airport bus. Car parks serviced by bus are Jet Parks 1 & 2, Long Stay 1 & 2. The buses run every 10 to 15 minutes are wheelchair accessible and have a storage area for suitcases.



Spot the difference

Find and circle 8 differences between these two pictures



The Terminal

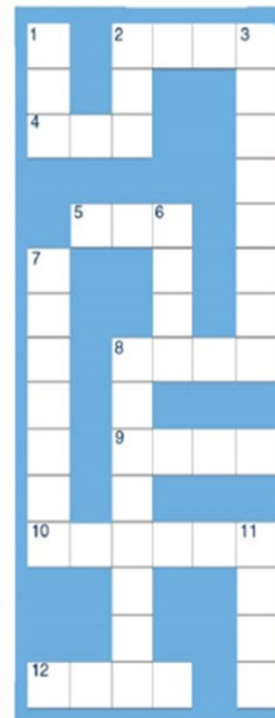
- The Terminal can be very loud and busy at times, please speak to a member of passenger services if you require a quieter area.
- Aim to arrive when your check in desk opens to give yourself more time to get through to departures.
- If you require any assistance travelling through the airport or onto your aircraft go to the Passenger Services desk located in the check in hall, opposite check in desk 32.



- There is one set of toilets in the check in hall, as you enter the building these are located to the right.

Check In

- If you have bags to check in or require a boarding card, you will need to go to check in. If you need assistance with queuing or with checking your bags in please go to the Passenger Services desk to request this.
- To save time and make it easier checking in, make sure your bags are the right weight and have your passports and documents ready for when you get to the desk.
- If you have any liquids/cream/gels or aerosols over 100ml/100g or any sharp items in your hand luggage please check these in as they will not be allowed through security in your hand luggage. Prescription medication over the 100ml/100g is allowed as long as the prescription label visible or is supported by a doctors letter.



Crossword

Use the clues below to fill in the words in the grid.

Across

- 2 Where you will sit on the plane.
- 4 X-____, the machine used in the security process.
- 5 This is what you carry all your belongings in.
- 8 At the Check-in ____ you hand in your passport and tickets to be checked.
- 9 You check to see what ____ your flight departs on the flight display screens.
- 10 You bring this with you to hand in at the check-in desk with your passport.
- 12 At check-in you are given a boarding ____.

Down

- 1 You might travel to the airport in one of these.
- 2 You can walk through the ____link to reach Terminal 1 or 2.
- 3 If you need to get a taxi, you need to wait here (4,4).
- 6 You will be told to go to one of these to board your plane.
- 7 You travel here to get your flight.
- 3 You go through a metal _____ in security.
- 11 You put your bags in one of these to go through the X-ray machines.

Word Jumble

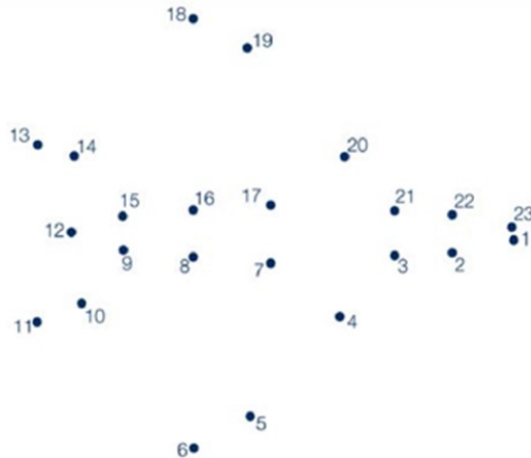
Can you unjumble these letters to form words to do with the airport?

aplen _____
 syeuritc _____
 bsag _____
 gbroadin road _____

Games

DOT TO DOT

Join the dots to reveal the shape of something you would find at an airport.



X	O	R	B	T	G	C	B	T
E	T	X	P	L	A	R	C	E
N	A	R	L	O	T	T	L	R
A	N	A	A	T	W	I	G	M
L	N	Y	X	I	L	C	O	I
P	O	S	C	K	N	K	E	N
S	Y	G	A	T	E	E	S	A
P	S	E	O	X	L	T	R	L
T	R	O	P	S	S	A	P	Y

Word Search

All the words below are hidden in the grid. Look for words diagonally, left to right, right to left, and up or down.

Gate
Passport
Plane
Tannoy
Terminal
Ticket
Train
Xray

Security

- To reduce queuing time in security you can use our dedicated Family Lane which is for use by assistance passengers and families with children under the age of 2. Access to this is by a **pink sticker** which can be collected from the Passenger Services desk.
- Take any liquids/creams/gels or aerosols out of your bag and place them inside a liquid bag separately into your tray. Liquids bags can be collected before you go into security.
- Remove any outer coats, jackets and belts and place these separately into your tray.
- Remove any large electrical items (anything larger than a mobile phone) and place these into a separate tray.
- If security are unsure about any of your items going through the x-ray machine, they may want a further look so your bags may need to be searched once through the x-ray machine.

Security

- We have two types of scanner at Security, a metal detector and 3D Body Scanner. Please wait to be directed through by a member of security.



Metal Detector



3D Body Scanner

- If you are requested to go through the metal detector please ensure any metal items e.g. large watches, bracelets are taken off and placed in your tray. The scanner might beep when you go through, this may require the security staff to give you a body search.
- If you are requested to go through the 3D Body Scanner you will be asked to enter the scanner, raise your hands above your head and place your feet on the footprints on the floor until called through. You may also require a body search.
- If you are travelling with a child or someone with autism, allow an adult to go through the scanner first so they can see what to expect and when they go through they see someone they recognise.



- The first toilet facilities after security are located on the right of WHSmith's before you enter World Duty Free.

Returning Home

- If you need assistance through Immigration our team will meet you on the aircraft and escort you through an express route.
- Have your passports ready for when you get to the front of the queue. If you are travelling together please stay as a group when you go to the desk.
- Your bags may take a while to come through; there is seating in the hall whilst you wait.
- If you require a trolley these cost £1/€1 which is refundable on return of the trolley to one of the trolley bays.



- The first toilets are in the baggage reclaim hall which is after Immigration. During busy periods it can take a while to clear Immigration.

Boarding the Plane

- Your boarding gate will show on the departure screens 45-35 minutes before you flight, we recommend getting to your gate at least 40 minutes before your departure time.
- Make your way to the front of the queue and wait for a member of Passenger Services who will assist you to board your aircraft. If you prefer to board first or last please let us know.



Take Off

- When your aircraft is ready to depart, it will be pushed backwards and the engines will start. You will then make your way to the end of the runway to take off.
- Shortly after take off the wheels will stowed, you may hear or feel this.



Departures

- Seats are located throughout the departure lounge, and our assistance lounge is located by gate number 8. We have a help point which calls directly to a member of Passenger Services if you need further assistance.



- You must pass through Duty Free to get to the boarding gates, if you would prefer to take a quieter route away from this please ask at the Passenger Services desk a member of our team will need to escort you through.
- In the shops airside, you can buy any liquids over 100g/100ml that you were unable to take through security.

Departures

- There is a play area in the upstairs seating area, access to this can be via stairs, escalator or lift which are located by gates 8 and 9.



- We have a Changing places room which is also located upstairs, follow the signs for the toilets to locate this. The room is accessed by a Radar Key which is in a locked box outside the room. The code to access this is 2801#. There is a phone number on the door if you need further assistance.



- Toilets located near the following:
Departure Gate 5, Gate 8, Gate 14, Gate 18, Upstairs at the back of Castle Rock bar.

Departures

Shopping

- Accessorize
- Dixons Travel
- Superdrug
- Traveller
- Cloud Spa
- WHSmith
- World Duty Free



Restaurants

- Burger King
- Castle Rock Tap Room and Kitchen
- Frankie and Bennies
- Grab and Fly
- Pork and Pickle
- Starbucks



Escape Lounge

Whether travelling for business or pleasure, enjoy complimentary refreshments and unwind before you fly, in our Escape Lounge, a tranquil environment away from the hustle and bustle of the terminal.

- Complimentary freshly prepared food.
- Complimentary alcoholic and soft drinks.
- Complimentary Wi-Fi, newspapers and magazines.

All from only £25.00 per person (£30.00 walk up price).