



**Leeds Bradford**<sup>®</sup>  
Yorkshire's Airport



## **An Easy-read Guide To Travelling By Air**

This guide is designed to inform you about what you can expect when flying from Leeds Bradford Airport. Helping you prepare for your trip, from planning your journey, to arriving at your destination

## GETTING READY TO GO TO THE AIRPORT

Before you leave check that you have all your travel documents ready. This means your:



E-Ticket/ Online Boarding Pass



Valid Passport

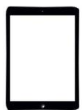


Travel visa - *if required*



Travel insurance

You will need to carry these items in your hand luggage. You might also want to carry items which help you relax in your carry-on bag. This could be things like:



iPad or tablet



Books or Puzzle books + pens / pencils



MP3 Player + headphones



Neck pillow



Mobile phone

## GETTING READY TO GO TO THE AIRPORT (continued...)

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The airport can be a busy place so you may also want to bring some earplugs or ear defenders in your hand luggage



Remember to charge any mobile phones/ laptops or tablets before you set off for the airport

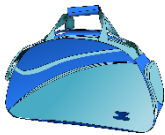
If you are carrying liquids in your carry-on bag you must make sure that:



Containers are no larger than 100ml and all items do not exceed 1 litre



They are placed in a small, sealable plastic bag. Bags are available at the airport



They are placed near the top of your bag so they are easy to reach

Your other luggage, such as your suitcase, will need to be 'checked in' – There is a section about 'checking in' later in this leaflet. For luggage which you are checking in, we suggest that you:



Label your luggage with something distinctive like a secure strap or brightly coloured sticker. This allows you to easily recognise it when collecting it at your destination

## YOUR JOURNEY TO THE AIRPORT

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Plan your trip in advance and consider which mode of transport you will use to get to the airport:



**Car**

You will need to plan where you will park your car whilst you are away. You can pre book your car parking space by visiting:

[www.leedsbradfordairport.co.uk/airport-parking](http://www.leedsbradfordairport.co.uk/airport-parking)



**Train**

You will need to check the train times and allow enough time for delays. If you are travelling from Leeds Train station you will need to catch a bus to the airport



**Bus**

You will need to check which buses run to the airport. Please visit Yorkshire Tiger's website at [www.yorkshiretiger.co.uk](http://www.yorkshiretiger.co.uk) for times and ticket information



**Taxi**

This may be expensive and it is a good idea to pre-book a time in advance



**Lift from family member or friend**

Ensure they are aware of what time you need to be at the airport and plan it with them in advance

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## ARRIVING AT THE AIRPORT

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Find out what time you will need to arrive at the airport. You will usually need to arrive 2-3 hours before your flight departs



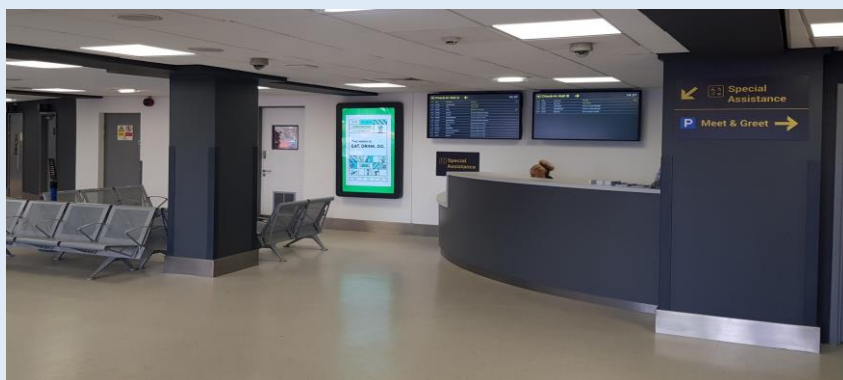
**Help**

Most airports have a help point for people who need assistance. Here's how to find help at Leeds Bradford:



If you need help as soon as you arrive at the airport there are help points on all entry barriers to the Express Car Park and also located next to the disabled parking bays in the Short Stay Car Park. Within the Long Stay Car Park, help points are located in all bus stops.

If you need help once you get into the airport go to the special assistance desk at the main entrance



# CHECK IN

The first thing you will need to do after you arrive at the airport is check in. This is where they will take your luggage to put on the aircraft. By checking in, lets the staff at the airport know that you have arrived for your flight.







You can check in online – if you do this you can skip this step, although you will still need to drop off your luggage



Jet2.com check-in is located in Hall B (B40-B55) and all other airlines in Hall A (A1-A26)

To find out which desk you need to check in at look at the two screens just inside the terminal doors. The screens look like this:

	10:55	ABERDEEN	T34714	DESKS OPEN A4
	11:05	BELFAST CITY	BE732	DESKS OPEN A3
	13:25	AMSTERDAM	KL1548	CHECK-IN OPENS AT 11:25
	13:35	PARIS CDG	LS315	DESKS OPEN B40-B55



If you need help to find your check-in desk you can ask a member of staff. You can tell who is a staff member as they often wear a high visibility vest



There may be a queue of people waiting to check in at the check-in desk. Wait in line until you reach the front. If you have trouble with queuing, let a member of staff know so that they can assist you.

## CHECK IN (continued...)

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The member of staff behind the desk will ask to see your passport, ticket and/or booking confirmation. At check-in you will probably be asked some security questions which may include things like:

Have you packed the bag yourself?

Has anyone asked you to carry anything on board for them?

Are you carrying any items that are prohibited?

Have you left your bags unattended at any time?

Try not to worry about being asked these questions, just answer them as honestly as you can.



Once all of these steps are completed you will be handed your boarding pass (you may have already printed this off at home) your boarding pass is what you'll need to get onto the aircraft. Keep this safe and make sure you can reach it easily as you'll also need it when you are going through security

## SECURITY

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After you've checked in you'll go through airport security. Airport security is there to keep people safe and ensures that all passengers and the belongings are safe to enter the airside area

Even though there is a fast track lane it can still take time to get through security but we will get you through as quickly as we can

There are two routes available at security. These are called 'all flights' and 'fast track'

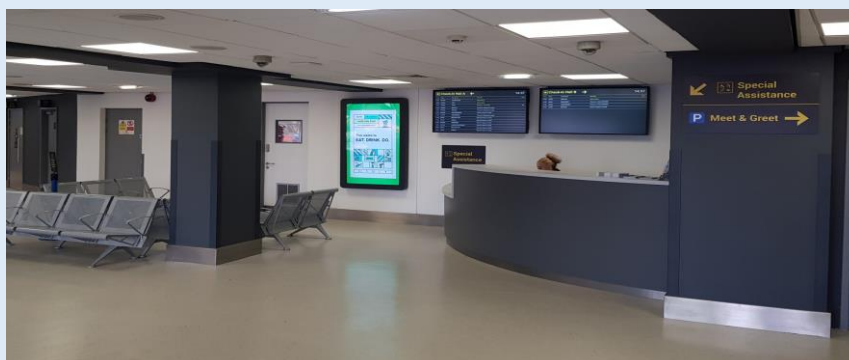


You will reach a desk and hand your boarding pass to the security officer to be checked

There can be queues at security. If you are going through without help, use any of lanes available. If you find you might need some help when in security, speak to a member of staff who will be able to assist you.

If you need some help the Special Assistance Team can guide you through the 'fast track' lane

You can ask for help from the Special Assistance Team by visiting their desk at the main entrance to the Terminal,





## SECURITY (continued...)



There will be signs at security showing items that you must not take in your hand luggage

If you've got any of these items in your hand luggage put them in the bins which are provided or give them to a member of staff

When you get to the front of the queue follow the instructions from the airport staff

You will be asked to put some items into a tray to go through the x-ray machine

### Items that need to go through the x-ray scanner:



Electronic items like laptops, iPads or Kindles, including headphones- You will need to take these out of your bag and put them into a grey tray. You may want to take a pair of ear plugs

Jackets, belts and items in your pockets- These will need to be removed and placed into the grey tray



Liquids in a sealed bag- These will need to be taken out of your hand luggage and placed into the grey tray

You might also be asked to remove your shoes. If you want to cover your feet you can ask for foot covers from the security staff



You will need to put your hand luggage on the same conveyer belt as the trays

## SECURITY (continued...)

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The items you have put in the trays will be sent through the x-ray machine

Your belongings will be safe and you will get them back after they have been checked

After you have put your items in the tray you will join another queue to go through the passenger screening gate



The passenger screening gate is to make sure people are safe to go into the departure lounge and on board the aircraft

When it's your turn you will walk through the passenger screening gate

When you walk through an alarm might go off. Don't worry if this happens, it doesn't mean you have done anything wrong

If the alarm goes off, you may be asked to remove your shoes (if you haven't already) and you may be asked to step through a 'body scanner'

## SECURITY (continued...)

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The body scanner will tell the security staff which area of your body needs to be checked

A member of the security staff may need to give you a pat down to make sure you are safe to enter the departure lounge and the aircraft

The body scanners do not take pictures of people and no information from them is saved anywhere

Sometimes before you leave security the security staff will need to look through your bag to check there isn't anything in there that shouldn't be

If you feel uncomfortable about any of this, please let the security staff know about any fears you have and let them know if you have a condition or disability which affects you.

Please visit [www.leedsbradfordairport.co.uk/at-the-airport/security](http://www.leedsbradfordairport.co.uk/at-the-airport/security) before travelling for more information about airport security

## DEPARTURE LOUNGE

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After you've been through security you usually have to walk through the Duty Free section

Duty Free is a big shop which sells items like perfume, alcoholic drinks, tobacco and travel items

In Duty Free it can be noisy, bright and busy. There may also be strong smells

If you think this may cause you any problems you can use ear defenders, sunglasses, nose pinches or any other items which help you to manage



If you are having help from one of the special assistance team will take you on an alternative route to the waiting area which is quiet



Once you have arrived at the waiting area you can use the bars, cafes or restaurants if you want

## BOARDING THE AIRCRAFT

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If you are having help from the special assistance team you can board the aircraft before everyone else

This will usually happen around 45 minutes to 1 hour before your flight is set to depart

If you prefer you can choose to board the aircraft after everyone else – just let the staff know

Depending on where the aircraft is parked you will either walk to it or be taken on the airport bus

The airport bus can be very crowded and busy

If you think the airport bus is going to be too much to cope with tell a member of the special assistance team. They can arrange a mini-bus to take you to the aircraft

## BOARDING THE AIRCRAFT (continued...)

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When you are getting on the aircraft the airline staff will ask to see your passport and boarding pass

Once they have seen your passport and boarding pass you can go to your seat

There are overhead compartments that you can store your hand luggage in

If you want to store your hand luggage in the overhead compartment, make sure you take out anything you will need during the flight first

Try not to put items you will need during the flight in the overhead compartments – they may be difficult to get to once the aircraft has taken off

Some people pack their items for the flight in a smaller bag which they put in their hand luggage. This can make it easier to find them

## GETTING READY FOR TAKE-OFF

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The people who work on the aircraft are called the 'cabin crew'

Once you are in your seat, the cabin crew will go through some safety instructions

It is important that you try to stay quiet and listen to the cabin crew

The cabin crew will ask people to turn off any electronic items before take-off. It is important that you do this

You will also have to make sure that you have your seatbelt on

The cabin crew will walk along the aircraft to check that everyone has their seatbelt on. They will help you to fasten it if needed

## TAKE-OFF

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Soon after take off, you will be allowed to take your seatbelt off

During take-off and landing the engines on the plane will be loud

You will also feel the aircraft move much faster just before it takes off

You might want to use earplugs, ear defenders or headphones to help with the noise

You cannot take your seatbelt off or get out of your seat while the aircraft is taking off or landing

You will know when it is safe to take your seatbelt off when the seatbelt lights will go off

The seatbelt lights can be found in front of you, above your seat

Once you have taken off your seatbelt you can get anything you need out of your bag

You can also get up and go to the toilet once your seatbelt is off

During the flight you can turn your electronic devices back on and use them if you want to

You may experience turbulence during the flight but this is nothing to worry about. You may be asked to put your seatbelt back on if there is turbulence



## LANDING

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When the aircraft is getting ready to land, the seatbelt lights will come back on

When the seatbelt lights come on, you will have to put your seatbelt back on

The cabin crew will walk along the plane to check that everyone has their seatbelt on. They will help you to fasten it if needed

You will also need to turn off your electronic equipment again

When the plane lands it might feel a bit like a bump. This is completely normal and you don't need to worry about it

The seatbelt lights might stay on for a while after the plane has landed. You should stay in your seat until the cabin crew say it is time to get off

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## ARRIVING AT YOUR DESTINATION

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Once you get off the plane you will have to go to the airport terminal

You might walk to the terminal or get on a bus depending on the airport



When you get to the airport terminal you will need to go through border control

Border control is there to make sure people are entering a country correctly



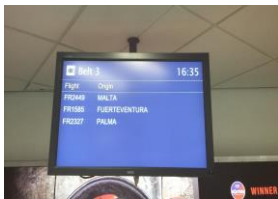
There may be a queue at border control; when you reach the front you will need to hand over your passport

## ARRIVING AT YOUR DESTINATION (continued...)

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If you have luggage to collect, follow the signs to the baggage claim area



When you arrive at the baggage claim area there will be signs or a screen telling you where to collect your luggage

Make your way to the correct collection point

Wait until you see your bag and then take it



Once you've got your bag, follow the signs to the exit

If you can't find your bag ask a member of staff to help you

## GOING THROUGH CUSTOMS

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Before you leave the airport you may need to go through customs

Customs is where people make sure that nothing is being brought into the country which is not allowed

If the customs officials ask you any questions you should answer them as honestly as you can

If the customs officials ask to look through your belongings please follow their instructions

When you have been through customs you can leave the airport

**We hope you enjoy your trip!**