

Airport Awareness

T1

Travel advice for parents and carers of children on the Autistic Spectrum

FREE





Customer**first**



Tel: 0161 866 8483
information@asgma.org.uk

Bolton **Kidz2gether**

Tel: 07919 864784 or 07919 871014
boltonkidz2geth@aol.com



Tel: 0845 070 4004
nas@nas.org.uk



Ian Howarth
Photography

Tel: 07958 876467
info@ianhowarthphotography.co.uk



We have created this book in conjunction with advice from the National Autistic Society, Autistic Society Greater Manchester Area and Bolton Kidz2gether.

INTRODUCTION

Welcome to Manchester Airport's 'Airport Awareness' book to help parents and carers of children on the Autistic Spectrum understand what will happen on their journey through Manchester Airport.

We realise here at Manchester Airport how stressful travelling through an airport can be for children on the Autistic Spectrum, especially when it's a break in their routine and they are unsure of what to expect.

This book will take you on the journey through Manchester Airport, using photographs to explain the process you will take. It has been divided into the various stages of your journey through the airport, describing what you will see and hear, from arriving at the airport, going through security and through to returning back home.

In each section there is a tick box for you to interact and engage with your child in the sights and sounds along your journey through the airport. We have now launched an accompanying video we can be viewed at www.manchesterairport.co.uk, where an online version of this booklet can also be downloaded. There is space at the back of this book for your child to jot down any worries they may have and also a fun zone to fill time when you may be waiting around.

We are committed to making every passenger's journey as easy and stress free as possible. We have many different passengers who pass through Manchester Airport, all with different needs, and this book is just one of the ways we can help with their experience of the airport.

We understand the difficulties you may face when coming through the airport with a child on the Autistic Spectrum and we will do as much as possible to help you travel through quickly and easily.

To make it as stress free as possible for you and your child, you can now request a free wristband for your child to wear which entitles the child wearing it, and all accompanying members of the party, to use the fast-track security lanes in each terminal. Simply call 08714 777 747 or email customer.relations@manairport.co.uk to request one. We also welcome any feedback you may have about this book or suggestions on how we can make your journey easier through Manchester Airport to this address.

Tricia Williams, Customer Services Director at Manchester Airport

In each section we have included travelling tips for parents and carers to help make your journey easier. Follow the key (shown left) on each page to see our top tips on pages 23 and 24.



INDEX OF YOUR JOURNEY

Ways to get to the airport



PAGE 1



PAGE 6

Making your way to the terminal

PAGE 8



The check-in process

PAGE 10



Going through security

PAGE 12



Departure Lounge

PAGE 14



Boarding the plane

PAGE 16



Returning home

The journey of your suitcase



PAGE 18

WAYS TO GET TO THE AIRPORT

There are many ways to get to Manchester Airport such as by train, car, taxi and bus.

TIP
1

What you see when you first arrive at Manchester Airport depends on how you got here.

Manchester Airport train station is linked to over 100 destinations. From the station you will walk through the skylink to get to either terminal 1 or 2.

The skylink is a connected walkway with travelators, like flat escalators, for you to walk on.

Outside each terminal is a taxi rank and there are also shuttle buses, which take you to and from the larger car parks.

We have multi-storey car parks for a shorter stay or larger car parks for a longer stay.

A train at the station



Passengers in the skylink



A taxi in the taxi rank



The train station

DID YOU SEE OR HEAR?

(Tick when you see or hear them)

- > Destinations board at the train station
- > The skylink
- > The taxi rank
- > Tannoy announcements
- > A bus stop
- > Signs to the terminal
- > Zebra crossing



Car park entrance

Manchester Airport entrance sign



MAKING YOUR WAY TO THE TERMINAL



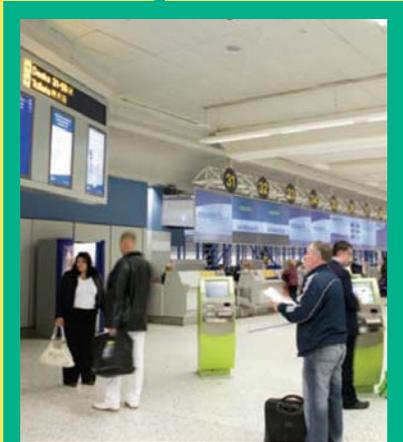
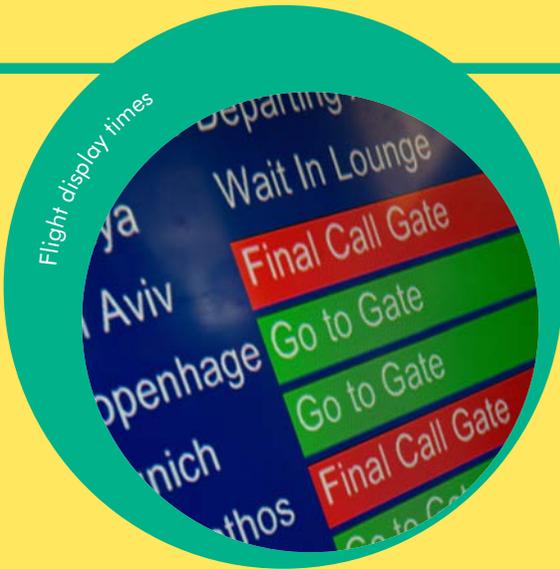
We have three terminals at Manchester Airport, all home to many different airlines, which fly to lots of different destinations.

In each of the terminals large screens display your flight details and what number your check-in desk will be.

You can use trolleys to put your suitcases on.



Suitcases



Terminal 1 check-in



Check-in desks

DID YOU SEE OR HEAR?

(Tick when you see or hear them)

- Tannoy announcements in the terminal
- Trolleys with suitcases on
- Flight display times
- Lifts
- Escalators
- Check-in desks
- People with suitcases



Express check-in



THE CHECK-IN PROCESS

TIP
3

Once you are in the correct terminal and you have your check-in desk number, you need to make your way to that desk once it is open

At the check-in desk you will hand over your passport and tickets to the staff behind the desk. The staff will hand these back after they have looked at them.

You will need to put your suitcase on the conveyor belts next to the desk so they can be weighed and sent off to be loaded onto the plane.

You will then be given your boarding card and can go through security from here.



Passport check at check-in

Passengers checking in



Tickets



Check in desk numbers

DID YOU SEE OR HEAR?

(Tick when you see or hear them)

- Your check-in desk numbers
- Your passport, ticket and boarding card
- The baggage belt for your suitcase
- The check-in staff
- Any tannoy announcements
- People with suitcases
- The signs to the security process



Baggage labels



Signs to the security process

GOING THROUGH SECURITY

The security process can be one of the more stressful areas of the airport, but it is very important. This makes sure that you, your family and friends are safe on the plane



Liquids, gels or pastes of 100ml or less need to go in a clear plastic bag. This bag has to go through the X-ray machine. You will also need to show your boarding card.

You will need to take off outer garments and place them on a black tray, which gets passed through the X-Ray machine. These items will only be away from you for a matter of minutes and you can even see your tray come through the other side.

Every person going through security will need to go through the metal detector on his or her own.

Once you walk through you will see a light above your head.

Green light =
Go and pick your bag up

Red light =
Go to the bodyscanner

The bodyscanner is another type of x-ray machine that checks that there is nothing hidden on you that could be dangerous. If the machine beeps then security staff may need to search you.

This will take a few seconds and they may ask you to remove your shoes to go through the smaller x-ray machine.

Boarding card reader



Plastic bags



Metal detector

Body scanner



DID YOU SEE OR HEAR?

(Tick when you see or hear them)

- The clear plastic bags to put liquids under 100ml in
- The security staff
- The bottle disposal area
- The walk-through metal detectors
- The black trays
- The machines beeping
- The roller machines, which move the tray along
- Your bag coming through the X-ray machine
- The area to pick up your items out of the tray
- Any police officers or specially trained police dogs
- Any tannoy announcements



X-Ray machine



Shoes going through the X-ray machine

DEPARTURE LOUNGE

TIP
5

This is the area you will go to after the security process -here your holiday can start whilst you are waiting for your flight to board

The departure lounge offers different things for different passengers. So if you want to do some shopping, have a sit down meal or light snack or to relax and prepare for your flight it is all here for you.

There are tax and duty free shops where you can buy things you might need for the plane or your holiday. You will need to show your boarding card if you buy anything in the shops.

Around an hour before your departure time keep watching the flight information boards.

When your flight number says go to the gate that is when your plane is nearly ready to board.

Once you have reached your gate you will find seats to use before you can start boarding the plane.



Passengers eating in a restaurant



Restaurant



Gate numbers

DID YOU SEE OR HEAR?

(Tick when you see or hear them)

- > The shops
- > The restaurants
- > Seats
- > Screens with the boarding details on
- > Tannoy announcements
- > Aeroplanes out of the window
- > Signs to your boarding gate



Shops

Escalators in Terminal 1



BOARDING THE PLANE

TIP
6

Once you have handed your boarding cards to the staff at the gate you will make your way onto the plane.

To get to your plane you might go down an airbridge, which is a tunnel that connects the plane doors to the terminal doors.

Or you might get a bus and be driven for a short while to the steps on the plane.

Or you might walk out and straight up the steps to the door of the plane.





Passengers boarding the plane

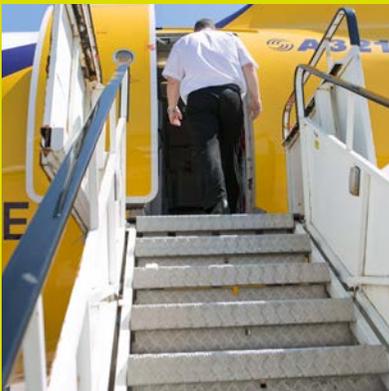


Seats on the plane

DID YOU SEE OR HEAR?

(Tick when you see or hear them)

- > Steps to the plane
- > An airbridge
- > Handing your boarding card over
- > Getting on a bus to the plane
- > Planes on the airfield
- > Your seat on the plane
- > The cabin crew on the plane



Steps to the plane

Cabin crew on the plane



RETURNING HOME

Returning back to the airport is the last part of your journey.

TIP
7

When you land be prepared for the plane to be quite noisy as all the passengers make their way off. Make sure you get all your personal belongings before leaving the plane. You will either get off the plane onto steps, by bus, or through the airbridge.

Once you are in the terminal you have to go through immigration. This means showing a member of staff your passport so they can check it and let you through to the baggage reclaim hall.

This is the area for you to pick up your suitcase which will have been taken off the plane. Look at the information screens to find out which carousel relates to your plane. You may need

to get a trolley ready and wait for your bag to come round.

After collecting your bags you will go through customs, this is the area which stops people bringing illegal items into the U.K. In this area you might see uniformed staff with sniffer dogs waiting for passengers to come through. These well-behaved dogs are specially trained to sniff out illegal items in people's bags.

Follow the signs to get into the arrivals area. Here you will find the information desk if you need any help and signs to the taxi rank, shuttle buses and the train station.

Passenger at border control



Passport check



Passengers collecting their bags

Information desk

Information Desk



DID YOU SEE OR HEAR?

(Tick when you see or hear them)

- > The pilot on the plane telling you that you have landed
- > Steps from the plane
- > Signs to the immigration hall
- > Showing your passport
- > Your suitcase on the carousel
- > Trolleys with suitcases on
- > Sniffer dogs at customs
- > People waiting in arrivals with signs
- > Any tannoy announcements
- > The information desk in the arrivals area



Baggage Carousels

THE JOURNEY OF YOUR SUITCASE

Whilst you are going through the airport your suitcase also has to go on a journey to meet up with you when you land.



At check-in you will hand over your suitcase where it will be sent off on a conveyor belt for the start of its journey onto your plane.



As you go through security your suitcase gets X-rayed and sent through the baggage system.



When you have entered the shops, food and seating area your suitcase will be packed up with the other cases for your flight.



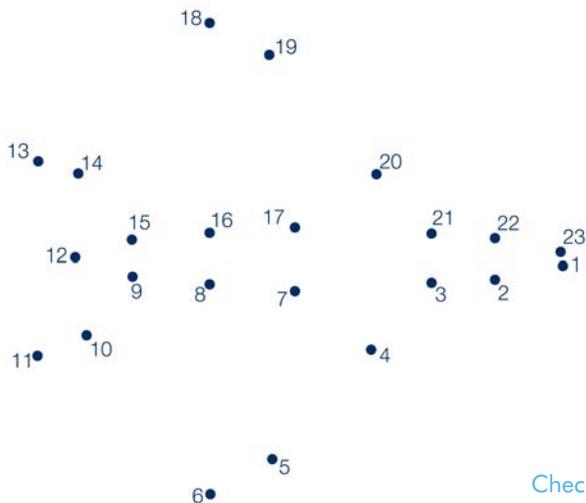
When you are called to your boarding gate and ready to board the plane, your suitcase will be on a baggage truck and driven out to your plane to be loaded.



Before the plane takes off, you and your suitcase will be on the same plane ready to meet again when you land.



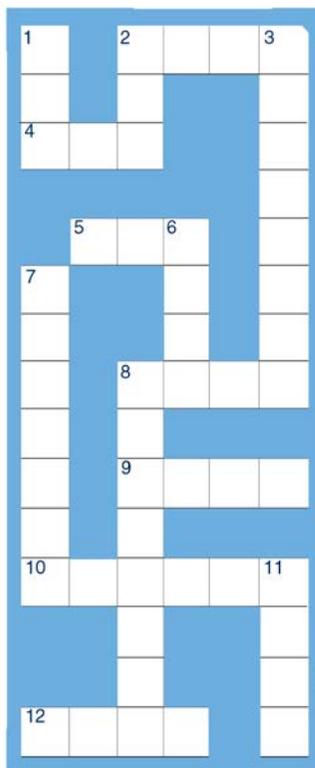
You will pick up your suitcase when you get off the plane and get into the baggage hall.



DOT TO DOT

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

Check your answers on page 25



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.

Check your answers on page 25

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

Word Jumble

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

aplen _____

syeuritc _____

bsag _____

gbrodain road _____

Spot the difference

Find and circle 8 differences between these two pictures



TRAVELLING TIPS

For parents and carers of children on the Autistic Spectrum

TIP 1

Page 4
Ways to get to the airport

- The travelators in the skylink may be unusual for young passengers to walk on but there is space either side to walk normally.
- If you park in a long stay car park you will get a shuttle bus to the terminal, these have lots of room for suitcases and say on the front of the bus where they are heading to.
- Give yourself plenty of time to get to the airport.
- Use your journey to the airport to reinforce what you can expect to happen when you arrive.

TIP 2

Page 6
Making your way to the terminals

- The terminals may be busy or quiet depending on the time of year and the time of your flight, so prepare for this.
- Aim to arrive when your check-in desk opens to give yourself the maximum time so you are not rushing.

TIP 3

Page 8
The check-in process

- Many airlines now have online check-in where you print off your boarding card before you come to the airport. Please check with your airline if you can access this procedure.
- There are also express check-in machines in the check-in hall for you to use. You can print off your boarding card here and just need to take your suitcases to the bag drop.
- At check-in you may want to think about asking for an aisle or window seat and if you would prefer to sit nearer the toilet in the plane.

TIP 4

Page 10
Going through security

- Allow an adult to go through the metal detectors first so when the child goes through they can see someone they recognise.
- Remove every outer garment of clothing, including shoes and belts, before going through the metal detectors.
- You might be going through security at the same time as lots of people or it might be quite quiet.
- Let a member of staff know that you are travelling with an autistic child and they will be able to help.

TRAVELLING TIPS

For parents and carers of children on the Autistic Spectrum

TIP 5

Page 12
Departure lounge

- You may find it helpful to find seats together and set up a place where you can wait until your flight.
- In the shops you can buy liquids, gels or pastes over 100ml for you to take on the plane.

TIP 6

Page 14
Boarding the plane

- Let the boarding staff know you are travelling with a passenger on the Autistic Spectrum and they will be able to help you.
- Ask at the boarding gate which route you will take to get to the plane so you can prepare.
- You may decide to wait and board near the end to minimise the amount of time spent on the plane. However, please note that some airlines do not allocate seats.
- Or you may prefer to board first so you can get to your seat and prepare for the flight before the plane gets busy.

TIP 7

Page 16
Returning home

- Immigration may be busy or quiet depending on other flights which are landing at the same time, so be prepared to wait in a queue.
- All the baggage carousels have estimated times for the last bag to arrive.
- Make a game out of spotting your suitcases.
- If you have anyone meeting you in arrivals let the child know to expect to see them.
- Customs have different exits for you to go through:

Green: nothing to declare
Blue: passengers arriving from the E.U
Red: items to declare

ANSWER PAGE

Dot to Dot:

A plane

Word Jumble:

plane, security, bags, boarding card

Crossword:

1C		2S	E	A	3T
A		K			A
4R	A	Y			X
					I
	5B	A	6G		R
7A			A		A
I			T		N
R		8D	E	S	K
P		E			
O		9T	I	M	E
R		E			
10T	I	C	K	E	11T
		T			R
		O			A
12C	A	R	D		Y

Wordsearch:

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

Spot the difference:





PART OF M.A.G

Customer Contact Centre
2nd Floor, Olympic House
Manchester Airport
Manchester
M90 1QX

Tel: 0871 477 7747

Version 3.0