



GUIDE TO TRAVELLING THROUGH BOURNEMOUTH AIRPORT

This guide has been produced for those passengers with hidden disabilities and those who have reduced mobility.

PRM stands for **People with Restricted Mobility** – The staff are there to help you.

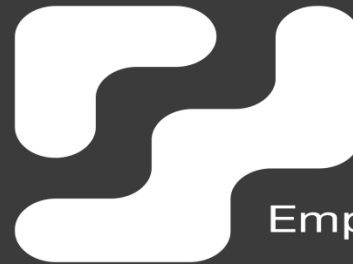
Bournemouth Airport is working closely with the following registered Organisations:



Autism Wessex

www.autismwessex.org.uk

Tel 01305 213135



**Autism
Wessex**

Empower. Inform. Inspire

Bournemouth Blind Society

www.bournemouthblindsociety.uk

Tel 01202 546644



**Bournemouth
Blind Society**

**Reduced Mobility
Rights Limited**

Reduced Mobility Rights Limited

Access to Air Travel Experts

2 Woodberry Grove
London, N12 0DR

+44.(0)7786.993741
www.reducedmobility.eu

Things that might make you anxious



Going to the airport

Going on a plane

People and crowds

It will be noisy on and off the plane

Going to a different country

Going through Security and may be searched

It is ok to feel anxious and ask for assistance

In the following pages you will find information to help you through your journey

Things to do before you travel.

- Tell the airline the type of assistance you will need, at the time of booking or at least 48 hours before your flight .
- Check you have the correct date and time for your flight.
- Print your boarding card.
- If traveling with children and you have any concerns please contact 01202 364000 and they will be able to direct you to the relevant department.

Main Airlines that fly from Bournemouth:

THOMSON

RYANAIR

EASY JET

This is the start of your journey through the airport



If you require assistance you can use the phone in the blue box.

Inside the terminal



The pink areas are where you go to wait for assistance. You can use the white phone to let them know you are here.

Checking in your luggage.

Once you have phoned and told the **PRM** assistance team that you are here they will come and meet you.

One of the **PRM team** will then take you to the front of the check in queue where your bag will be weighed and tagged in preparation to go on the plane.

The bag will then go off on the conveyor belt where someone will take it to the plane.

If you have any liquids (Over 100ml) these need to go in your checked in luggage. If you have some small liquids gels and pastes (100ml or less) that you want to take through security, you will need to put them in a small clear bag which the airport can provide for you.



BE PREPARED



Please have all toiletries, make-up, aftershaves and perfumes that are each

100ml OR LESS

in a resealable bag and removed from hand luggage ready for inspection

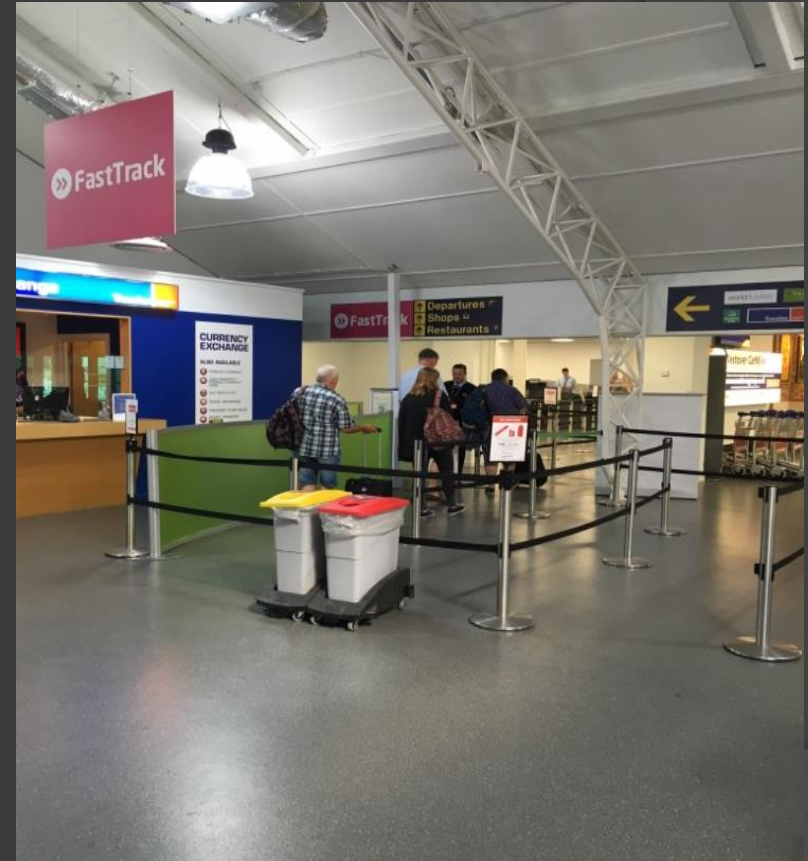
Thank you

 bournemouth
airport

PART OF M.A.G

Going through Security

This is where you go through Security. They will check your boarding pass but the **PRM team** will be with you all the way through Security.



You will be asked the following questions:

Do you have any liquids in your bag, any laptops or electronic tablets.

If so they will need to be taken out of the bag when you are asked to take them out.

Inside Security



Things to know about going through Security.

It may be noisy.
There maybe lots of people.
It may be very warm and bright.

But the PRM team will help you with all of this.

- You will be asked to put your liquid bag and computer or electronic tablet separately in one of the trays.
- You will empty your pockets take off your belt and put your coat in another tray with your bag.
- When you are called through you will walk through the grey archway. This may beep and you may have to be searched.

If you need to be searched.

If the grey archway beeps (You do not need to be scared it will not hurt you) the Security staff may ask you to take your shoes off as they will need to be x-rayed. The staff member will ask you some questions and then search you. This will mean they will need to touch you. They will tell you what they are doing and will use a hand held metal detector , they will ask you to put your foot on a stool when using the metal detector.

If the grey archway beeps the security person may ask you to put out your hands so they can swab them. They will also swab your waist band. You will then be told when you can go and collect your bag.



Collecting your bag once it has been x-rayed.

Your bag may need to be searched as you may have something the Security staff need to check.



You will be asked the following questions:

- Have you packed your bag yourself?
- Have you been asked to take something for someone else?
- Have you left your bag unattended?

You will then be asked to open your bag and the security staff will look through it. After this they may need to X-ray your bag again.

You may have items you can not take with you which Security will have to hold but you can collect when you get back or have someone collect for you.

Things to be aware of.

Items not allowed in either hold or hand baggage.

Acids
Batteries
Bleach
Compressed gas
Incapacitating Sprays

Explosives
Flammable Liquids
Ignitable Gas
Matches/Lighters
Poisons



Example of items that are permitted in hand luggage only:

Thermometer

Ion and Lithium batteries

Electronic cigarettes

For further guidance contact your airline

Going through to the departure lounge.

When you leave the Security area
the PRM team will take you
through to the Departure lounge.



Things to do:

- Relax for a light bite or meal in The Olive Tree restaurant
- Shop in our Duty Free
- Purchase items to read or help occupy your time from retail outlet

Areas where you can wait



Remember to listen out for announcements and also check screens or ask a member of staff if you are unsure when you need to board the plane.



Please let **The PRM team** know if you need assistance making your way on board the plane and to your seat.

If you need assistance boarding the aircraft.



The ambi-lift is available if you struggle to walk up stairs and will help you onto the plane.

The PRM team will help you

Boarding the plane.



Boarding the plane



Inside the plane

On your return.

When you fly back into Bournemouth you will be assisted off the plane by **the PRM team**. They will take you to Arrivals where UKBA will check your passport and may ask you a few questions.

You can then go through and wait to collect your case and **the PRM team** will see you out.



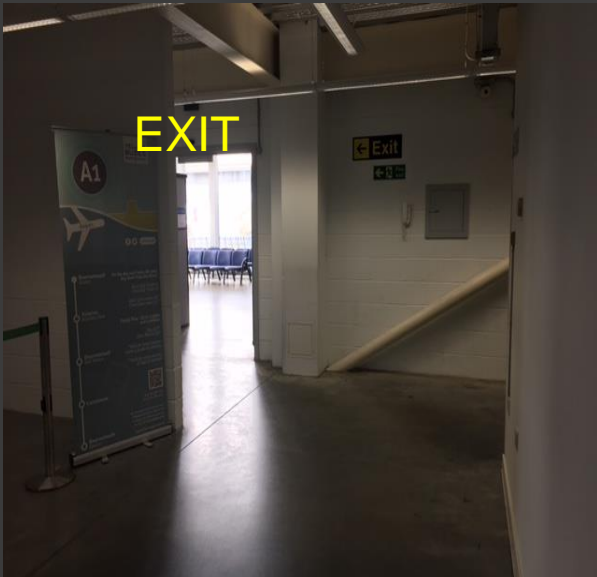
Passport area



Baggage reclaim

After collecting your luggage UKBA may ask to check inside your bags.

Leaving Arrivals.



Once you have left the Baggage Reclaim area you can not return inside the Arrivals area so please make sure you have collected all your luggage.

Then you can return to your car or wait for a bus or taxi.

Thank you for making Bournemouth Airport your Airport of choice.