



# Bournemouth Airport

Part of **Regional & City Airports**

## **Bournemouth 360 virtual tour - script**

### **General script**

Departures

#### **D0- Introduction**

Hello and welcome to this 360 virtual tour for your upcoming journey from Bournemouth Airport. My name is DAMON, and I form part of the Passenger and Special Assistance Team, and I will be your guide to help you through the airport, showing you where you need to go, and what you can expect to find on your journey.

If you are using a computer, you can 'look around' at any point by clicking and dragging your mouse on the video. If you are using a smartphone or tablet, you can use your finger to look around, or rotate the screen around you to look in the direction you want to see.

#### **D1- Outside Departures**

If you are arriving at Bournemouth Airport by car or taxi, cross the road and make your way to the front of the Departures building up the short ramp. If you are arriving by bus, turn left and walk along the path and up the same ramp to the front of the Departures building. Baggage trolleys are free and located in the car park or at the front of the terminal.

#### **D2- Coffee shop**

Inside, you will find the 'Coffee Pantry' serving artisan barista coffee and a range of hot and cold drinks and snacks

Free wi-fi is provided throughout the airport, simply connect to BIA Passenger WIFI

If you need to check in any luggage, have booked assistance, or wish to speak to anyone at the Information Desk, turn left as you come through the doors and follow the corridor along the left-hand wall.

#### **D3- Special Assistance Point**

If you need special assistance to help you through the airport, simply pick up the phone on your right-hand side near the pink 'Passenger Assistance Help Point' sign. This will automatically connect you to a member of the team, who will then come to meet you.

Please remember to book your special assistance with your airline before you arrive at the airport, so we know to expect you.

We're now going to carry on down the corridor towards check-in.

#### **D4- Information Desk**

The airport information desk is located on your lefthand side, where there will be a member of staff to help you. A second passenger assistance help point is located here as well. The check-in desks are located to the right of the information desk at the end of the corridor. The information screens will tell you when check-in opens, and which desk you need to go to. If you do arrive before check-in for your flight opens, please be aware of other passengers who may need to check in for their flight before you.

#### **D5- Check-in**

Before you travel, please make sure that your passports are valid for your specific destination. You will need to have your passport ready to show the member of staff behind the desk. Once it is time to go to check-in, go to the desk indicated on the information screens.

In most cases you will also need to have checked-in online with your airline before arriving at the airport, and have your boarding pass already printed or available on your smartphone.

Also, remember to weigh your bags at home just to make sure they are under the weight limits set by your airline.

Once you have checked-in, head to the right-hand side to pass through security.

#### **P6- Boarding pass check**

If you need to check in any large or oversized luggage like golf clubs or snowboards, you will be asked to bring these to the belt on your left-hand side. There are male, female and accessible washrooms and baby changing facilities to your right-hand side

There is also an ATM here for cash withdrawals.

When you are ready to head through to security, please have your boarding pass ready to show the member of staff behind the desk. If you would like to make sure you avoid any queues, you can also pre-book the 'Fast-Track' security lane via the Bournemouth Airport website.

#### **P7- Pre-Security**

At security you will need to place your bags on the conveyor belt to be x-rayed. Please remember to take off your belt, and place any wallets, laptops, phones or other metal items

into the plastic tray. Any liquids you have with you will also need to be placed in containers of 100ml or less. These will then need to be placed inside one sealable see-through plastic bag available from security and placed in the plastic tray with your other items.

### **P8- Post Security**

In some cases, a member of the security team may need to search through your bag or items. They may also need to conduct a quick body search of you to make sure that you are not carrying anything prohibited. Once you have collected your items at the end of conveyor belt, you can then head to your right towards the boarding gates.

### **P9- World Duty Free entrance**

Now make your way through our World Duty Free shop to reach your departure gate.

### **P10 &11- World Duty Free**

Our World Duty Free store offers a selection of premium products including fragrances, confectionery, cosmetics, liquor, sunglasses and tobacco. World leading brands with great savings against UK High Street prices.

### **P12- Entrance to Departure Gates**

Once you have passed through our World Duty Free store, you will reach the Departure gates. Here, there is a large seating area, a dedicated smoking area as well as retail outlets and a restaurant and bar. Let's head over there now.

### **P13- Restaurant/Bar and washrooms**

'The Navigator' Pub and Dining serves a range of hot and cold food, as well as hot drinks, alcoholic and non-alcoholic beverages. Take a seat, make a note of your table number, and then come and place your order at the bar.

To the left of the restaurant there are also male and female washrooms, an accessible washroom, and baby changing facilities.

### **P14 – Seating area**

In the departure area, you will find a WH Smith store for making all of your last minute essential purchases.

Please make sure you keep an eye on the information screens to track the status of your flight and your gate number. Audio announcements will also let you know when it is time for you to board your flight.

### **P15 – Special Assistance Area**

If you or a member of your party is travelling with special assistance, you will be able to wait in our dedicated Special Assistance lounge. When it is time for you to board your flight, a member of the team will come and assist you.

### **P16- Boarding Gate**

When it is time to board your flight, please come forward to your boarding gate and have your passport and boarding card ready to show the member of staff at the desk.

It's now time to head off on your trip. Thank you for choosing to fly from Bournemouth Airport, and we look forward to welcoming you back very soon!