

Step by Step Guide to  
**Domestic Departures**

# Domestic Departures

Airports are busy environments and travelling can be a stressful experience, especially if you or someone with you has a sensory disorder or other hidden disability.

This document has been put together to help with planning your journey by taking you through the departure process for a regional flight from Auckland Airport.

Once you are at Auckland Airport, if you have any questions or need assistance, please ask our team. You will see some of us in Blue Auckland Airport Jackets, others will have Airport Lanyards – but each of us are here to ensure you feel welcome and to help you through your journey at Auckland Airport.

All the airlines operating from Auckland Airport offer wheelchair and mobility assistance to help customers with reduced mobility. If you have limited mobility or a disability it is important that you inform your airline and speak to them about the kind of assistance you need. Please do this either when you book your flight or at least 48 hours before you start your journey. This will help ensure that they are able to provide you with the right support within airport terminals and onboard the aircraft.

Auckland Airport is now proudly participating in the Hidden Disabilities Sunflower Lanyard scheme. This means that those with a hidden disability can wear a Sunflower Lanyard to make their disability visible to those around them while at Auckland Airport. Please get in touch to request a lanyard if this program is right for you.



## Need help?

*Just ask me or anyone dressed like me.*

**A** Auckland Airport

# Domestic Departure Travel Path



## Preparation before you leave home

Take time to read the information sent by your airline and plan your journey before the day you need to fly.



## Arriving at the Airport

Ensure you arrive at least one hour before your domestic flight.



## Check-in

To check in you will need your ticket and/or booking reference  
You may need to queue at check-in



## Xray Screening & Metal Detector

Your bag, computer and other loose items need to be put into a tray for screening. You will lose sight of your things for a moment while they go through the X-ray.

If the metal detector beeps as you walk through it the security officer will need to do further checks.



## Security

Once you have your boarding pass and have checked in you will need to go through security.

You may need to queue at the security checkpoint.



## Departures Lounge

Once you have gone through security you should go to the departure lounge.



## Board the plane

When the airline staff call your flight forward to board the plane, join the queue and have your boarding pass ready.

# Arriving at the airport

Allow plenty of time to get to and travel through the airport so you don't have to rush.

You should plan to arrive at the airport at least one hour before your domestic flight.

## Being dropped off

- The pick-up and drop off zone is in front of the domestic terminal
- Let the Forecourt Attendants know if you need more time.



## Parking the car

- Carparks close to Auckland Airport have walkways that connect them to the terminal buildings
- Follow the pathways and signs to the domestic terminal
- If you have parked in the Park and Ride carpark you will need to catch a transfer bus.



## Arriving by bus/shuttle/taxi

- Buses, airport shuttles and taxis will also drop you off in the forecourt in front of the Domestic Terminals.



# Check-in

Checking in tells the airline that you have arrived.

The airline will give you a boarding pass which allows you to travel through the airport and board your aircraft.

You will need your ticket and/or booking reference. Have these documents either printed out, or available as a screen shot on your phone.

## Check in at a counter

- You may need to queue
- Give the staff at the counter ticket or booking reference
- Put your check-in bags onto the conveyer belt
- Staff will print your boarding pass. Keep it handy as you will need it to board the aircraft
- Your checked-in bags will be tagged. Keep the receipt from the bag tag safe until you collect your bags at your destination.



## Or check-in at a kiosk

- You may need to queue
- Follow the instructions on the kiosk screen to print your boarding pass. Keep it handy as you will need it to board the aircraft
- If you are travelling with a bag the kiosk will also print a bag tag. Attach this tag around the handle of your check-in bag
- Keep the receipt from the bag tag safe until you collect your bag at your destination.



## and then drop off your bags

- You will now need to take your check-in baggage to the bag drop
- You may need to queue
- Check that your bag tags are secure before putting your bags onto the conveyor one at a time
- Your bags will be loaded onto the same aircraft you are travelling on.



# Security

Now you have checked in and have your boarding pass you will need to go through security.

You may need to queue

Sharp items, such as nail clippers, scissors and pocket knives should not be packed in carry-on luggage.

Do not carry any inflammable liquids gasses or other dangerous goods with you or in your bags.

Any dangerous items will be removed by security staff.

## X-ray screening your carry on

- Take off any metal items like belts and watches and put them into a tray along with any other loose items
- Computers and phones must be taken out of your bag and screened on a separate tray. Electronic equipment will not be damaged by x-ray screening
- You will lose sight of your things for a moment while they go through the X-ray – but can collect them once you've walked through the archway metal detector.





## Walk through

- An officer will call you forward to walk through an archway metal detector
- If there is no beep the officer will direct you to collect your bag and other possessions from the conveyer belt
- If the detector beeps when you walk through the officer will need to do further security checks.



## Body scanner/Pat down

- If the scanner picks up possible objects a security officer may need to pat you down
- They will ask you first, and then pat around the area that was identified by the metal detector.



# Departures lounge

Once you have gone through security you should go to the departure lounge.

The departure gate where you board the plane will be clearly identified by a number on the wall. Your boarding pass and the digital flight information displays will tell you which gate to go to.

The departure lounges can get busy, especially early in the morning and in the evening when a lot of flights are leaving.

## Boarding the aircraft

- You will need to wait in the departure lounge until the plane is ready to board
- Listen and watch the digital displays for announcements about your flight
- When the airline staff call your flight to board the plane, join the queue and have your boarding pass ready.



## Scan or show your boarding pass

- There will be a staff member standing behind a scanning machine at the front of the boarding queue
- You need to scan the barcode on your boarding pass, or you can hand the staff member your boarding pass and they will scan it for you
- Keep your Boarding Pass close to hand because you will need it again shortly.



## Board the aircraft

- There might be a walkway that will take you directly to the door of the plane.
- Or you might need to board a bus that will take you on a short drive to aircraft where you will board using some steps
- When you get to the door of the aircraft the cabin crew will check your Boarding Pass again and direct you to your seat.

