

Step by Step Guide to
Regional Departures

Regional 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.

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. hiddendisability@aucklandairport.co.nz



Need help?

Just ask me or anyone dressed like me.

A Auckland
Airport

Regional 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

When checking in you must have the following documents: Travel documents, including ticket and or booking reference



Scan your boarding pass

When your flight is called to board the plane join the queue and have your boarding pass ready.

You can scan your own boarding pass or the airline staff will help you.



Departures Lounge

Once you have checked in and dropped off any check in bags you should go to the departure lounge.

You will need to wait in the departure lounge until the plane is ready to board.



Board the plane

Follow the walkways and airline staff instructions to make your way to the aircraft.

Cabin crew will check your Boarding Pass at the door of the aircraft and direct you to your seat.

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 your 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 bags on the conveyer will be tagged. Keep the receipt from the bag tag safe until you collect your bag 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.



Departures lounge

Once you have checked-in you should go to the regional departure lounge.

The departure lounge waiting area has lots of seating and there is a desk on the back wall with powerpoints.

The departure lounge can get busy, especially early in the morning and in the evening when lots of flights are leaving.

Get ready to board the aircraft

- You will need to wait in the regional departure lounge until your 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 your boarding pass

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



Board the aircraft

- Follow directions and go through the covered walkway to your gate
- Follow the instructions of staff as you cross the tarmac out to the stairs to board your plane
- At the top of the stairs cabin crew will check your Boarding Pass and direct you to your seat.

