

Birmingham Airport Guide

A guide for children with autism



In partnership with



autism
west midlands

Introduction

We want to make sure that you feel as comfortable as possible during your time in the airport. We have teamed up with Autism West Midlands to create a guide that can also be used as a tool to help you prepare you for your journey to and through Birmingham Airport.

You can collect a sunflower badge and lanyard from our Assisted Travel help desk. When you wear these, our Assisted Travel team and airport staff will make sure you have the best experience possible and do not have to wait in the busiest areas.



When you begin to make your way to security from check-in, can you spot this sunflower symbol on airport signs?



Going to the airport



You are going to Birmingham Airport because you are going on an airplane to

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Who will be travelling with you when you go to the Airport?

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There are lots of ways that you can get to the airport

Tick the box on the photo that shows how you are getting to the airport.

Bus – You will get off the bus outside the airport.



Taxi – You will get out of the taxi outside the airport.



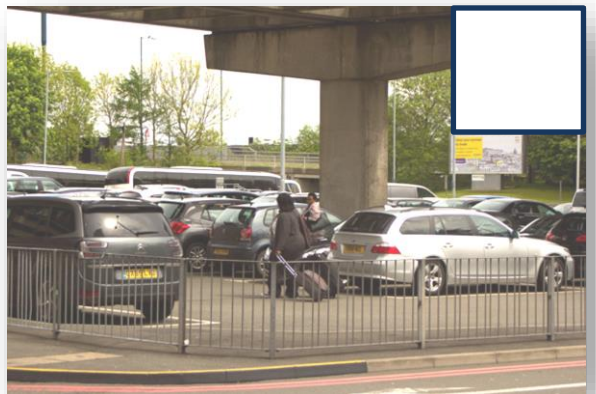
Train – You will take the air rail link from the train station to the airport. There will be a recorded voice telling you what is happening and there might be music playing. You will get off the air rail link at the airport.



Car – You will be parking in an indoor car park.



Car – You will be parking in an outdoor carpark.



You will park your car with lots of other cars and then you will walk to the airport; each carpark has a sign to tell you how long it will take to get to the airport entrance.



You might have heavy suitcases or bags. To help you carry these you might put them on a trolley.



Inside the airport terminal



The airport can be a very busy place. There might be loud announcements or other loud noises such as babies crying.

The airport terminal is busy with lots of people in it so you will stay close to and tell them if you feel worried.

I can use to help me to stay calm.

Fun Fact

Did you know there are now 2 areas where you can play before you fly? Check out SkyZone at gate 55 and adjacent to gate 3!

Assisted Travel Service

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If your family need help while you are in the airport they might find an Assisted Travel Customer Care Agent.

Customer Care Agents wear yellow vests that say OCS on the front and back. Can you spot the OCS Assisted Travel help desk like the one in the photograph?

Yes

No

Fun Fact

Did you know that the runway at Birmingham Airport is 3003 metres long. That's the equivalent of 25 football pitches!

Check-in



You will need to tell the airport staff you are here and ready to get on the plane.

You can do this by using a self-service kiosk or you can go to the check in desk. You will need to take your large bags and suitcases to staff at the check in desk.

How many large bags do you have?

The large bags will then go on a special conveyor belt. Airport staff will put them on the plane, along with the other passengers' bags.

Security screening



Next you must go through security. There may be a lot of people queuing here at the same time and there may be some loud noises from the machines.

- ✓ You will need to wait in a queue until it is your turn.
- ✓ When it is your turn you will put your coat and bags into one of the grey trays, you may also be asked to take your shoes off and place them into a tray.
- ✓ The conveyer belt will take the tray through a small scanning machine that looks inside your bags. You will get everything back at the other side.

Fun Fact

Bigger flights take around 2.5 hours to get ready for the next flight, but some flights can take just 25 minutes!

Security screening continued



You will wait until it is your turn to walk through the metal archway. The archway is a special scanning machine.

The Security Officer will call you one by one. When it is your turn you will need to walk slowly through by yourself.

You may hear a short bleeping sound when you pass through the archway. This means that you may need an extra search by a security officer. This is normal and does not mean anything is wrong. A friendly security officer will talk you through what will happen next and you can wait for your parent or carer to be with you before the additional search is completed.

If the alarm sounds or beeps, you may feel afraid. If you feel afraid you will tell

Waiting to board the plane



You will need to wait before you get on the plane. There are lots of things to do while you are waiting. There are shops to visit and places to eat. There are also 2 SkyZone areas, one close to gate 55 and the other near gate 3.

While we are waiting we are going to:

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Remember always stay close to the people you are travelling with so you do not get lost.

Fun Fact
Did you know it only takes 90 seconds from the train station to the terminal on the air rail link?

Boarding the plane



You will need to wait at the Boarding Gate until you are told you can board the plane.

You will join a queue to give your documents to the airport staff at the boarding gate. You might walk onto the plane through a tunnel or you may catch a bus and walk up steps to the plane.

Did you walk through a tunnel or did you walk up some steps to the plane?

Tunnel

Steps

When you get on the plane, there will be friendly staff there who will say hello. When you get to your seat your parent or carer will help put your seatbelt on. The onboard staff will go through the safety procedures.

There may be loud announcements before the plane takes off.

Taking Off



When the plane is ready for take off, it will then start to move along the runway like a car on the road.

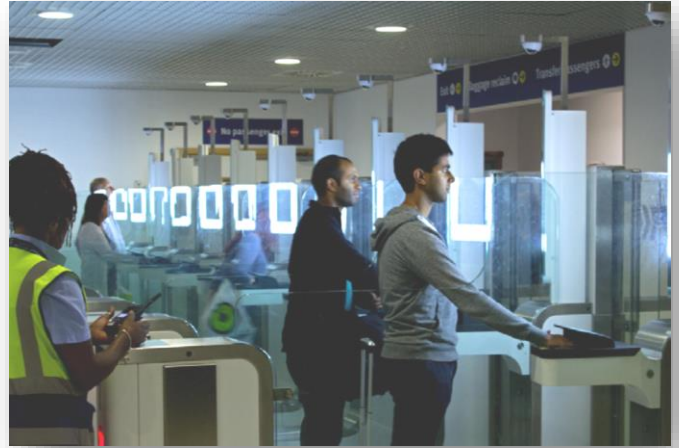
- ✓ The plane will be pushed backwards so that it is in the right direction to taxi to the runway.
- ✓ It will start moving slowly then get faster, you will hear the engines start. This might be loud but it will get quieter after a short time in the air.
- ✓ You might hear another loud noise, this is the wheels going inside the plane.
- ✓ While you are on the plane you can do activities such as drawing, reading or listening to music.

Write down the activities you are going to do on the plane.

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Coming home – passport control



When you arrive back at Birmingham Airport your plane will make its way back to the parking stand. You will then need to get off the plane.

- ✓ You will enter the Arrivals area either using a tunnel, by bus or by walking depending on which stand your airplane is parked on.
- ✓ You will then need to go through passport control. This is where you will need to show your passport to the Immigration Officer.
- ✓ They will look at your picture to make sure it is you.

Coming home – baggage reclaim



Once we have gone through passport control you will need to collect your bag.

- ✓ You will need to collect your bag from the baggage carousel. You may have to wait in this area while your bag is unloaded from the airplane. This area can be very busy and noisy.
- ✓ A screen in the baggage claim area will tell us which carousel our bag will come out of.

Can you spot what number carousel you are?

- ✓ Finally, you will need to make your way through Customs and out through the signs marked 'Exit'.
- ✓ You will exit the airport through the Arrivals area of the airport.

We hope that you have found this guide useful and enjoy your trip through Birmingham Airport.

If you need any help during your visit, please look out for the OCS team or airport staff who will all be happy to assist you.

We would love to hear about your visit to the airport. You can tell us about it by e-mailing us at BHX.Feedback@OCS.com

