

Your guide to...

Humberside airport



Airports can sometimes be a bit stressful if you are not used to them. This guide should help you to feel more comfortable, and relax before your holiday...



Getting to the Airport...

By Car?

All of the car parks at Humberside are within 5 minutes walking distance of the terminal. If you have a lot of luggage and don't want to walk far, you can be dropped off at the drop off point which is in short stay car park one.



If you are a blue badge holder there are disabled bays in short stay car park one. You can park in this car park for a longer stay, at the long stay rate. The help point is also available near the disabled bays.

By Taxi?

Airport taxis can drop passengers off right outside the terminal doors! You can call them on 01472 500 500.

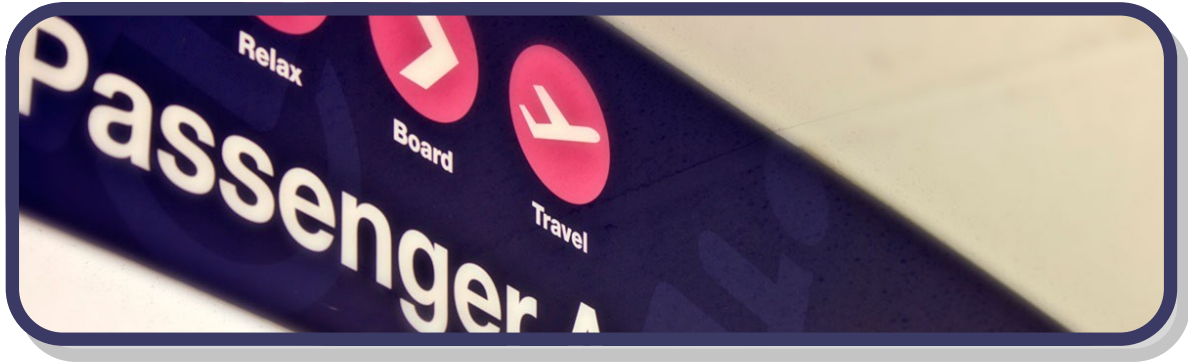


By Bus?

There is a regular bus service between Hull and Cleethorpes and the bus stop is right next to the terminal building.



Passenger Assistance...



If you would like some help through the airport please ask at the Information Desk or at check-in. Give the information desk or check in staff some details of the kind of assistance you will need and we can arrange for an assistant to guide you through. Our assistance staff are trained to understand all kinds of disabilities.



If you would like some help from the car park there is an assistance point in car park one. The intercom at this help point will contact the Information Desk. Give some details of the help that you need and we can get assistance out to you in the car park.

Hidden Disability Coded Card and Lanyard System...

If you have a hidden disability, you will know that it is often impossible for other people to know this when meeting you. We do understand that some people with such a disability may not wish to declare it and you do not have to. However, if our personnel are not aware, they may not be in a position to provide the assistance you need.

To help with this, we have introduced a coded card and lanyard system, which you can either wear or carry. This alerts airport personnel to the fact that you have some form of disability, which may not be easily identifiable, whilst also protecting your privacy and dignity.

The cards and lanyards are available from the Airport Information Desk and we have one for those with the disability and also another for a parent, carer or travelling companion, as shown below.



Passenger with a Hidden Disability



Passenger with a Hidden Disability Carer



All of our Security Officers are trained to enable them to understand sensitivities regarding disabilities and the procedures for carrying out searches on individuals with such a condition. A private search area can be made available, if required, and seating is available close to the walk-through archways.

Check-in...

The check-in desks are your first point of call at the airport.

The terminal can sometimes be a bit busy and noisy, let someone know if you feel uncomfortable.

This is where you get your boarding pass so that you can get onto the aeroplane.

Hand over your passport to the check-in staff for them to check. They will hand it back over to you with your boarding pass.

Check-in is also where you leave your suitcase so that it can be put onto the aircraft.

Check-in staff will ask you some questions about your bag.

You will need to put your bag onto the belt where it will be weighed and carried outside onto the plane.

You will be able to collect your bag when you have reached your destination.



Security...

Security personnel check people and bags to make sure nothing goes onto the plane that shouldn't. This can be quite a stressful area if you do not know what to expect, but it is very important.

Before you go through security make sure you do not have anything shown in the picture on the right in your bag as these are not allowed in your carry-on bag.

Any liquids that you have that are 100ml or less are allowed as long as they are in a clear re-sealable plastic bag. You can get these bags from security.



You will need to take off your jacket, take anything out of your pockets, and put these in one of the grey trays along with your bag to be scanned. Don't worry as you will get your things back once they have been through the x-ray.



Security...

After you have put your belongings in one of the grey trays for the security personnel to scan you will need to wait your turn to be called through the walk through metal detector.



If the machine beeps as you walk through, please stay where you are as security may have to search you.

If the machine does not beep you may collect your belongings from the other side of the x-ray machine.

If you need to be searched you will need to take your shoes off for this. Please ask a member of security for foot covers if you would like to cover your feet.

The search should only take a few moments and if you don't feel comfortable you can ask to be searched away from everyone else in a private room with a parent or guardian.

Departure Lounge...

It is now time to relax as you head into the departure lounge....



If you would like to do some shopping, you can walk through the Duty Free shop on your way to the departure lounge!

The Duty Free shop can sometimes be a bit busy, it also has bright lights and some different smells. If you would like to avoid this area there is another way to get to the departure lounge, if you are unsure which way to go please ask a member of staff.

Once you are in the departure lounge you can relax and wait to be called for your flight. There are lots of seats in the lounge and there is also a café if you would like any drinks or snacks.



Boarding...

If you would prefer to board the aeroplane first or last let a member of staff know. If you get on first you can be seated and settled before the rest of the passengers get on. If you get on last all the other passengers will already be sat down and you will have less time on the aeroplane.

When you get to the gate hand over your boarding pass and passport, if you were given one of our pink badges you may hand it in now. You can make your way outside and up the steps to the aeroplane!



Arrivals...

Once the plane has landed it may become busy with passengers getting ready to get off. It is sometimes a lot easier to stay in your seat until most people have got off so that there is more room for you to collect your things and move into the aisle of the plane.

Make sure you have all of your belongings with you before getting off the plane then make your way outside, down the steps, and into the arrivals hall.



Once you are inside you will need to give your passport to the Border Force personnel. There may be some queues in this area, so let someone know if you would like to be fast tracked through this busy part.

Its time to collect your luggage! Can you see your suitcase on the conveyor belt? Once your luggage has been collected from the belt you can make your way out of arrivals and begin your journey home!

Word Search!



Can you find these words..?

AIRPORT

TERMINAL

SECURITY

PLANE

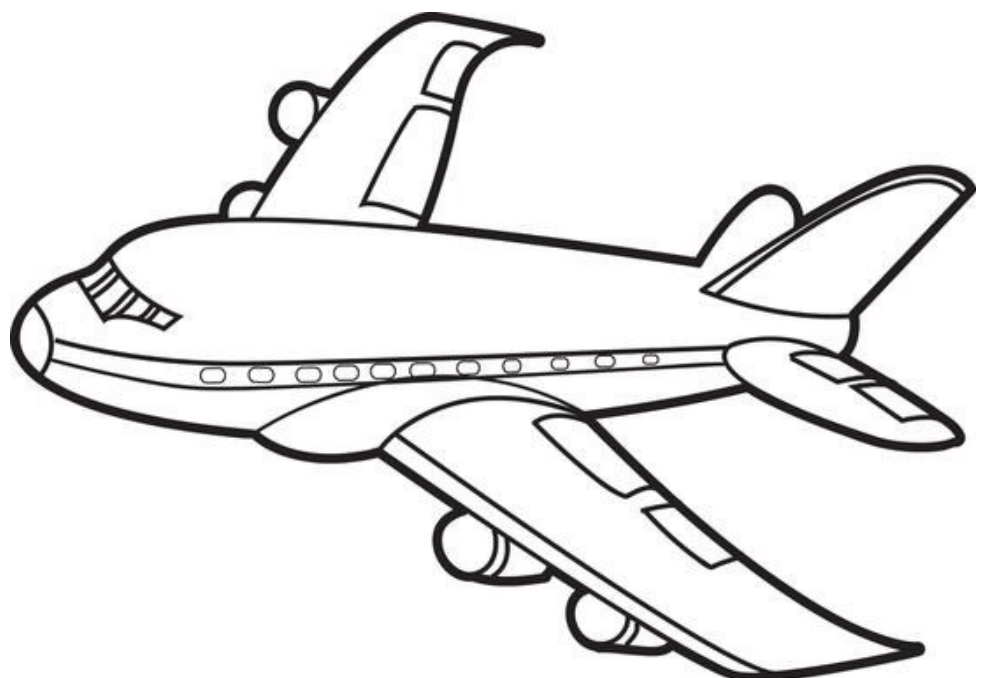
PASSPORT

HUMBERSIDE

FLIGHT

SHOPPING

Colour in!



Parents and Guardians:

If you have any worries or queries please do not hesitate to contact us on 01652 682080.

Please also ring the number above if you wish to arrange a familiarisation visit for your child.

If this booklet has been of use to you during your journey we would greatly appreciate your feedback: www.surveymonkey.com/s/PRMUK

Word search answers :

E	D	D	G	B	Y	I	M	A	D	V	T	J	N	M
A	B	N	G	T	T	E	R	M	I	N	A	L	G	O
N	L	H	S	U	Y	J	P	K	Y	Q	W	S	K	P
K	O	W	U	D	D	B	W	S	F	K	X	E	I	A
P	C	E	V	M	M	R	K	D	M	M	U	C	Y	E
R	R	I	R	G	B	F	A	Q	Z	A	V	U	W	I
H	Q	J	K	L	P	E	I	K	F	X	P	R	Q	S
E	R	D	R	M	N	T	R	P	V	T	M	I	A	F
Y	Q	F	V	T	B	R	P	S	Y	P	N	T	S	R
Y	P	L	A	N	E	T	O	R	I	U	G	Y	F	B
H	F	A	R	A	D	T	R	E	T	D	G	U	L	Y
J	N	C	E	E	R	T	T	Q	E	B	E	J	I	V
H	C	B	S	H	O	P	P	I	N	G	R	Y	G	X
L	P	O	I	H	J	U	S	R	F	B	G	H	H	Z
P	A	S	S	P	O	R	T	A	Z	Z	X	C	T	R

© Humberside International Airport Ltd

Humberside International Airport Ltd has property rights in the information disclosed herein. The recipient, by accepting this document agrees that neither this document nor the information disclosed herein nor any part(s) thereof shall be produced in any manner whatsoever or transferred to other documents or media or used or disclosed to any third party for any purpose except as specifically authorised in writing by Humberside International Airport Ltd. All rights reserved under copyright laws.

Any queries about this document should be addressed to:

Terminal Services Manager
 Humberside International Airport
 Kirmington
 North Lincolnshire
 DN39 6YH