

A man and a woman are standing in an airport terminal, smiling and talking. The woman is wearing a red jacket and a white scarf, and the man is wearing a green jacket over a blue and white checkered shirt. They are both carrying luggage. In the background, there are airport signs and other people.

Advice & Tips for Travelling through Southampton Airport

Welcome to Southampton Airport

At Southampton Airport we understand that passengers like to prepare for their journey through the airport. We've created this information booklet to help guide you through the process of travelling from the airport.

If you need extra help when travelling, there's information about our special assistance service and facilities on pages 5 - 11 or if you're travelling with children, have a look on page 27 for advice and tips. From page 12 we've created a guide to your journey through the airport, showing you step by step photographs of the process.

We hope that this will help you to prepare for your flight. Don't forget that at any stage of your journey our teams are here to help – please don't hesitate to ask us.

**At any stage of
your journey our
teams are here
to help.**



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Before Travelling to the Airport

Book tickets for your journey with your airline.

Check with your airline to see what identification such as your passport or driving license you require to travel.

Arrive at the airport in plenty of time: International flights – check in one and a half hours before scheduled departure time UK and Ireland flights – check in one hour prior to scheduled departure time.

Have a look at our car parking website to book car parking in advance of your journey, this may be cheaper than paying for parking when you arrive on the day.

Have your airline, flight number, and booking reference ready for when you check-in.

When packing for your trip, remove all liquids, gels, creams and pastes that are in containers over 100ml and any sharp objects from your hand luggage.

Some airlines offer the option of checking in online and printing your boarding pass. Alternatively you can do this when you arrive at the airport.

If you have a disability or you experience mobility difficulties please contact your airline to book special assistance.*

* For more information about special assistance please see pages 5-11



Special Assistance

If you have a disability or you experience mobility difficulties, you may require special assistance at the airport. Our teams are trained to provide assistance tailored to each passenger's needs and will assist you throughout your airport journey.

BOOKING SPECIAL ASSISTANCE

If you require special assistance please inform your airline, tour operator or travel agent at least 48 hours before you fly. It is best to give as much notice as possible both for your outbound and return journeys so we can make the necessary arrangements to give you the assistance you require.

Your airline will pass on your special assistance booking to our service provider prior to your arrival at the airport. If you arrive at the airport and haven't booked in advance, we will make all reasonable efforts to assist you.

SPECIAL ASSISTANCE: AIRPORT FACILITIES

Most of the airport is on one level making it easy to navigate your way around and enjoy all our facilities. Within the departure lounge, there is a lift for passengers to gain access to the first floor where our restaurants and bars are located.

ACCESSIBLE TOILETS

Our accessible toilets are located on the main concourse and within the departure lounge. Toilet locations are visible on our terminal map.

Look out for extra information about Special Assistance throughout the Airport Journey Section of this Guide.





Special Assistance

FACILITIES FOR THE HARD OF HEARING, BLIND AND PARTIALLY SIGHTED

HEARING LOOPS

We have a portable hearing loop at our Special Assistance Desk. In addition to this we have portable loops in Central Search and within our Border Force Arrivals area. Our Airport Ambassadors also have a portable loop.

BLIND AND PARTIALLY SIGHTED PASSENGERS

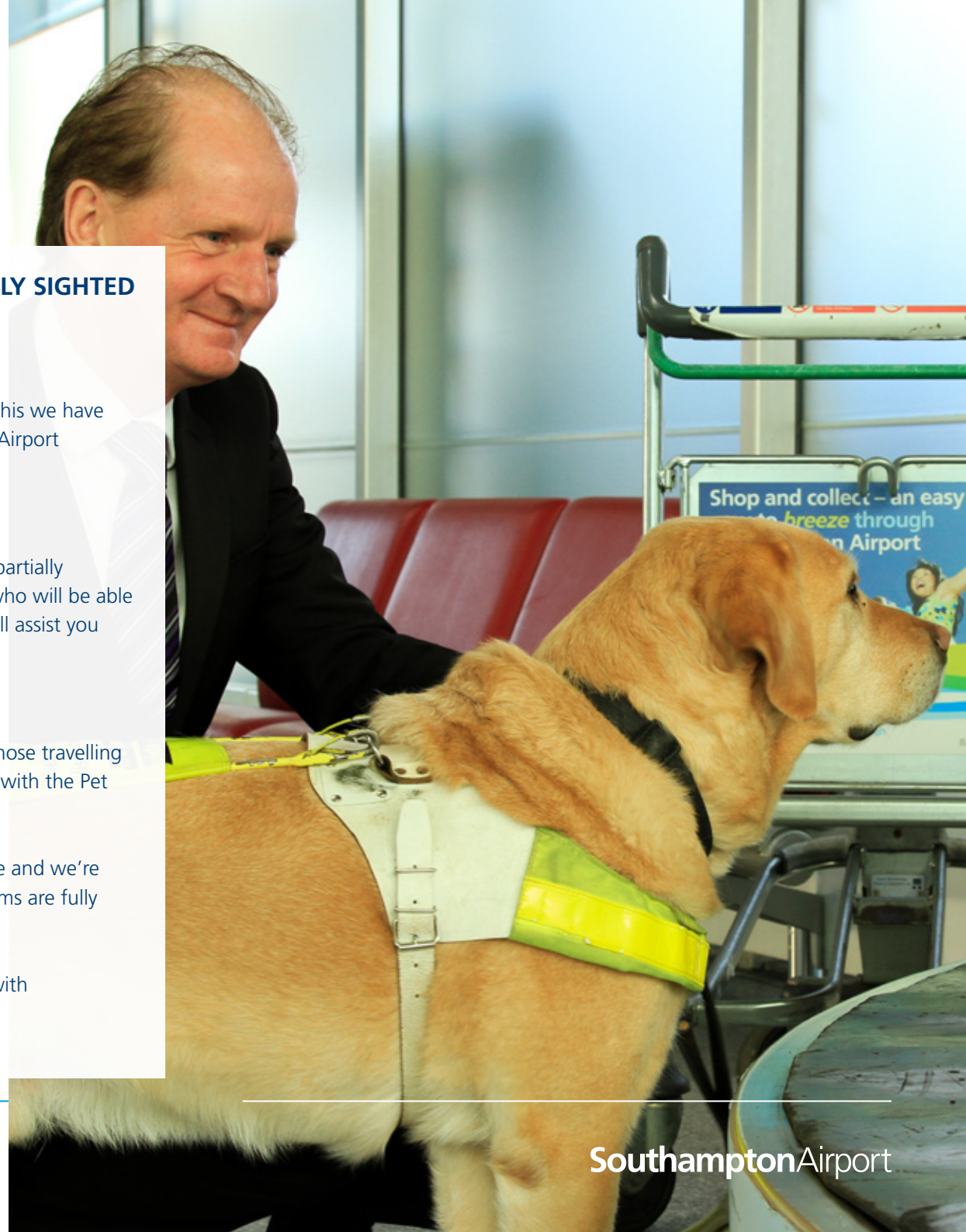
Our teams have received specific training to assist passengers who are blind or partially sighted. Please speak to a member of the team at the Special Assistance Desk who will be able to help. There are tactile signs at all of our designated points of arrival which will assist you with contacting the team (see the airport journey section for further details).

TRAVELLING WITH ASSISTANCE DOGS

Assistance dogs are the only dogs allowed in the terminal building, except for those travelling on flights. Please note that assistance dogs can only travel if they are registered with the Pet Travel Scheme and if allowed by your airline and holiday destination.

Our Special Assistance teams have been trained as part of the Pet Travel Scheme and we're working closely with the Guide Dogs for the blind association to ensure our teams are fully able to meet your needs.

There's lots of useful information to support guide and assistance dog owners with travel here: <http://www.assistancedogtravel.org.uk/>
As well as pages on the UK Government website about the Pet Travel Scheme.





Special Assistance

TRAVELLING WITH AN OSTOMY

We would recommend booking Special Assistance so that your airline is aware of your condition. From our work with Stomawise we understand that the area of most concern is Security.

Keep any medication in clear resealable plastic bags and place them in the tray with your hand luggage. Any liquid medication over 100ml can be taken so long as it has the prescription label or a doctors letter.

Our Security teams have received training from Stomawise. We'd recommend making the Security Officer aware as you pass through our security archway or body scanner and they will be able to guide you through the process. A private search room is available, so please do not hesitate to ask for this.

Stomawise have produced a very useful Travel Check List which is available on their website. We have attached a link to the relevant page below:
<http://www.stomawise.co.uk/lifestyle/travel-guide>





Special Assistance

TRAVELLING WITH HIDDEN DISABILITIES

We understand that there are ways we can help to make your journey easier. We would recommend you book special assistance in advance of travel through your airline, tour operator or travel agent at least 48 hours before you fly.

We are also able to organise a landside pre-visit to the airport if you feel this would help with your travel preparations. Please contact our Airport Ambassadors on SOUAmbassadors@southamptonairport.com. Please note that due to security and resource restrictions airport visits are around our public landside areas only.

Once you've arrived and completed the registration process with our Special Assistance team, they can guide you through our 'Quiet' route and where possible will open up a separate check-in desk and security lane. Reserved seating areas are available for you to relax and wait for your flight. If you'd like to wait in the quietest surroundings, we have a business lounge that can be purchased either in advance on our website or at the lounge on the day you travel.

HELPING HANDS LANYARD

For yourself, or someone you are travelling with, we offer our passengers the choice to wear our 'Helping Hands' lanyard.

Our teams have been trained to recognise the lanyards and will be able to provide you with additional support throughout your journey.

When you arrive at our Special Assistance Desk our team will offer you a lanyard.

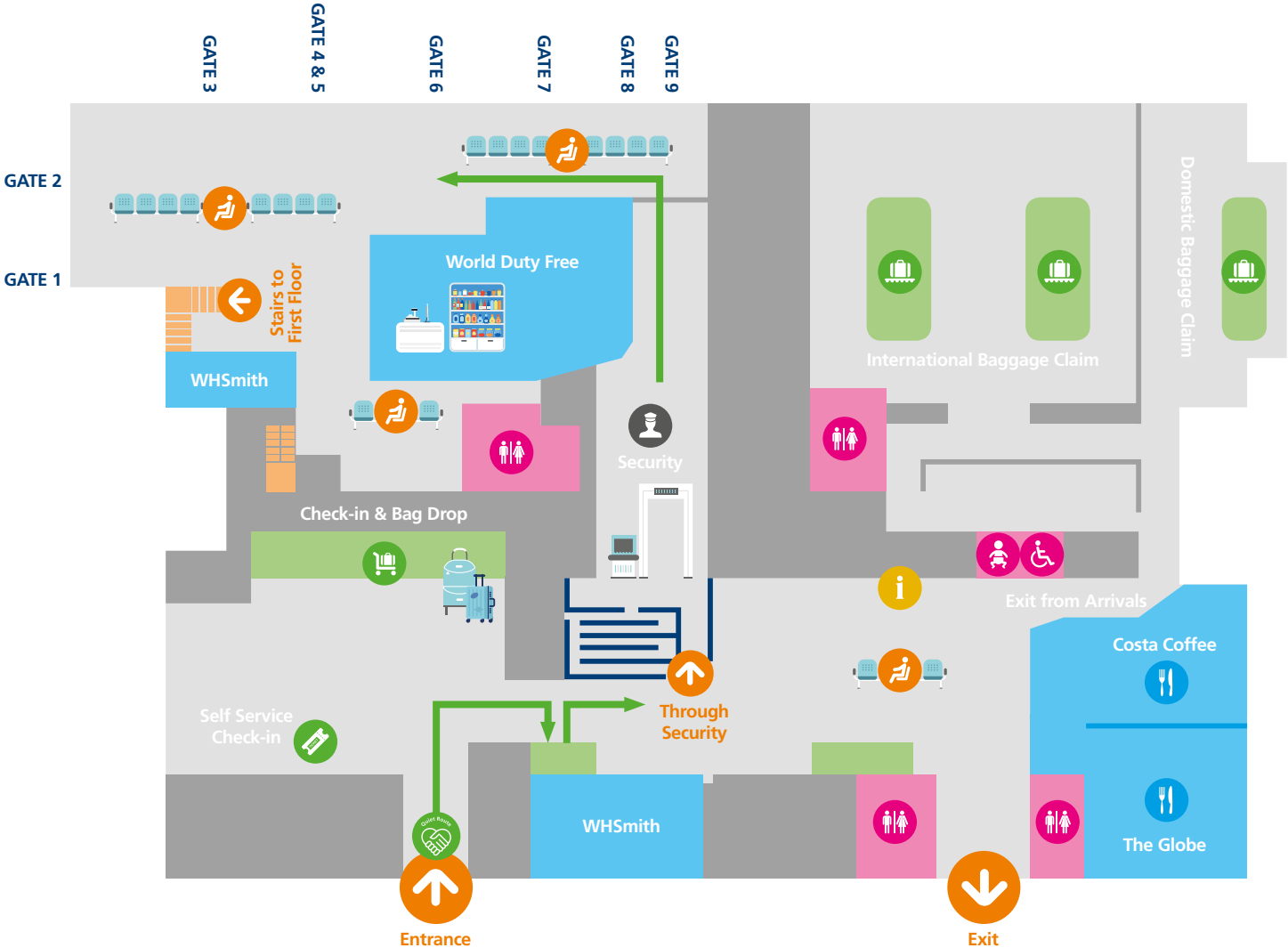




Special Assistance

QUIET ROUTE THROUGH THE AIRPORT

Follow our Quiet Route signage and if you need any assistance please don't hesitate to speak to any of our staff.





Special Assistance: Travelling with...

MEDICINE

You are allowed to take essential liquid medicines sufficient for your journey. Amounts under 100ml should be placed in a transparent, plastic bag, which are available to pick up at the airport. For amounts over 100ml, supporting documentation from a relevant qualified medical professional (eg a letter from your doctor or prescription), is required. Our Security team may need to conduct additional tests.

There is no limit to what you carry in tablet or pill form, whether it is prescribed medication or not.

INSULIN, EPI PENS AND INHALERS

You can carry all of these items and hypodermic needles in hand luggage.

BLOOD PRESSURE MONITORS

You can carry a blood pressure monitor in your hand luggage. Please ensure it complies with your airline's hand luggage rules.





Special Assistance: Travelling with...

MOBILITY EQUIPMENT

Your airline must be advised in advance preferably at the time of booking if you would like to travel with mobility equipment. You should provide details to your airline, tour operator or travel agent which outline the dimension, weight, make and model of the mobility aid.

You will be able to travel with your mobility aid from arrival at the airport up until the point of boarding the aircraft. Our Swissport team will then ensure your mobility aid is made safe for carriage on the plane and you or a person in your travelling party may be required to liaise with the team to ensure the mobility aid is immobilised.

On your arriving flight into Southampton Airport, you will be reunited with your mobility aid at the aircraft side after disembarking.

You will be able to travel with your mobility aid from arrival at the airport up until the point of boarding the aircraft.





Your Airport Journey

Here you can find a step by step guide to travelling from the airport, starting from ways to get to the airport right through to boarding your aircraft.



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Ways to get to the airport

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Getting to the terminal

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Checking in for your flight

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Going through Security

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In our departure lounge

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Boarding & disembarking the aircraft

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Arriving back at Southampton

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Getting to the Airport

There are many ways you can get to Southampton Airport and there's lots of information on our website with links to the operators. Below is some information to help you plan your journey:

CAR PARKING

At Southampton Airport we have short and long stay parking. For the best rates we'd recommend having a look on our website and booking in advance. There's a map showing our car park on page 29.

If you are being picked-up or dropped-off there is a paid for area in the Short Stay Car Park or alternatively there is 30 minutes for free in our Long Stay Car Park.

Blue badge parking is available in the short stay car park close to the terminal and in the long stay car park close to the bus stops. If you'd like to take your blue badge with you please advise a member of our team in the short stay car park office. This can be located on the ground floor of our short stay car park.

TRAIN

The train station is a short 2 minute walk away from the terminal building and the route is clearly sign posted.

If you require Special Assistance when making your journey to the airport by train, please contact the train company that manages the station you are starting your journey from.

For train journeys beginning at Southampton Airport Parkway station, please book assistance with the relevant train operator.





Getting to the Airport

BUS

There is a direct bus service from the Southampton Docks and City centre to the Airport. The bus stop is located on the forecourt outside the main terminal building next to the main entrance doors.

Special assistance arrangements for local and national buses need to be made with the operator for the service you require.

TAXI

The taxi operator Checkercars are based at the airport and can offer special assistance if required. They are based at the taxi desk on the main concourse within the airport terminal and can offer accessible vehicles for wheelchair users.

To book through Checkercars, please telephone +44 (0)2380 651 110 or email southampton@checkercars.com.

Other Taxi providers will use the Pick up and Drop off area in the short stay car park.





Getting to the Terminal: Special Assistance

Upon arrival at the airport, assistance is available from any of our designated arrival points. These are:

- Priority pick up and drop off facility within the short stay car park
- Outer and Inner forecourt on our Spitfire Loop
- Customer payment areas of the short stay car park
- Long stay car parks
- Pick up and drop off facility within the long stay car park (bus stop B)
- Southbound platform of Southampton Airport parkway rail station

Please locate the nearest call point to request assistance. Our special assistance service provider, Swissport will then assist you to your chosen method of check-in. If you do not require assistance from your arrival point at the airport, then please proceed to the Special Assistance Desk on the main concourse to complete the registration process.

There's a map on page 29 that shows the points of arrival and the walking distances to get to the terminal.





On the Concourse

There are two sets of main entrance doors onto the terminal concourse. When you arrive follow the signs to departures and check-in. On our concourse you will find a check-in area, security entrance as well as shops and restaurants.

Things you may see or hear on the concourse:

- Tannoy Announcements
- Baggage Belts and Carousels
- Alarms and Bells
- Baggage
- Printers
- Check-in Desks
- Flight Information Screens



CHECK-IN AREA



SECURITY



SPECIAL ASSISTANCE AREA



SHOPPING



COSTA & THE GLOBE RESTAURANT



ARRIVALS EXIT



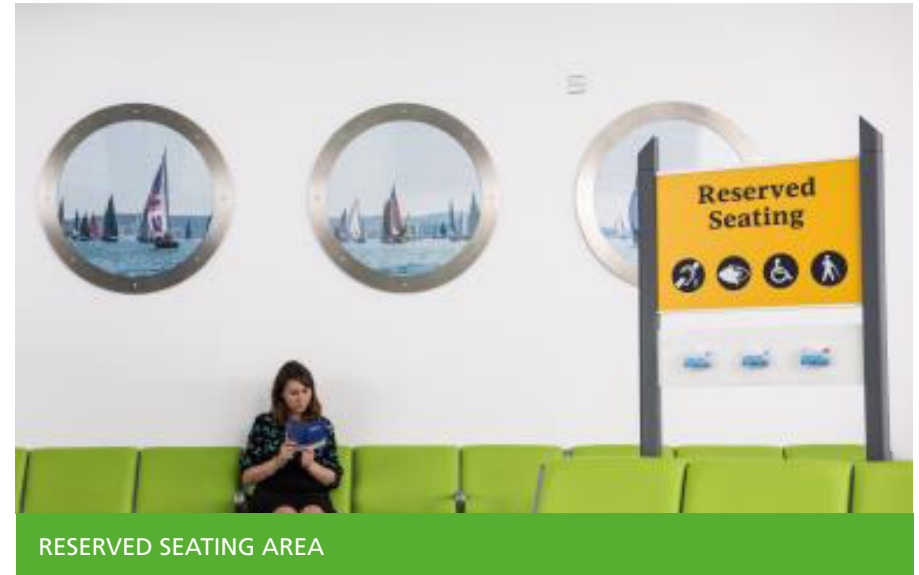
On the Concourse: Special Assistance Desk

If you require special assistance, please make your way to the Special Assistance Desk (just next to WHSmith) or alternatively use one of the call points on arrival.

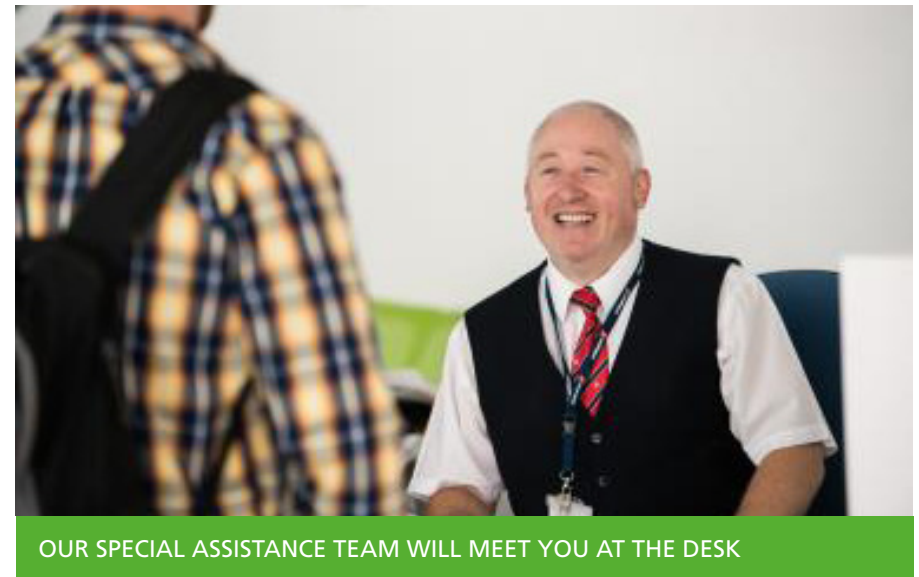
Please arrive at the Special Assistance Desk within the main terminal no later than two hours before your flight. Our Special Assistance team will help you through the check-in process and onward through the security search area.

You may have a short wait in the reserved seating area before going through Security. Our team will give you an approximate time and keep you updated.

If you require special assistance please inform your airline, tour operator or travel agent at least 48 hours before you fly. It is best to give as much notice as possible both for your outbound and return journeys so we can make the necessary arrangements to give you the assistance you require. For more information please see page 5.



RESERVED SEATING AREA



OUR SPECIAL ASSISTANCE TEAM WILL MEET YOU AT THE DESK



Check In

Once you are on the concourse head towards the check-in area. Look for your airlines logo above the check-in desks and have your booking reference, passport and baggage ready.

Some airlines use self service machines to check-in and print your boarding card. Once you have your boarding card, proceed to the bag drop machines to drop off your bags.

You may have checked in online before your flight and printed your boarding card at home, if so please go to your airlines bag drop area to drop off your bags.

If you're unsure where you should check-in, please ask a member of the check-in team who will be happy to help.

Once you have checked in you will need to go through airport Security. Follow the signs to the Security and Departures.

Things you might see or hear at Check-in:

- Colourful power poles
- Baggage
- Belts and carousels
- Alarms
- Printers

Once you've checked in follow the signs to Security & Departures.



SELF SERVICE CHECK-IN



OUR CHECK-IN TEAM AT BAG DROP



PRINT BAG TAG & ATTACH TO BAG



ONCE CHECKED IN, FOLLOW SIGNS

Security

Have a look at the signs at the entrance to Security which show you how to prepare. Don't forget to put your liquids into one clear plastic bag in the preparation area.

You may join a queue and a member of our team will ask to see your boarding pass. This will be scanned and then you may make your way through into the main area where you take off your coat, belt, empty your pockets and put your belongings into a tray.

Once all your belongings are in your tray, our Security team will ask you to walk through the security archway or body scanner. You may hear an alarm and you may need to stand very still and follow the Security Officer's instructions. This officer may also need to give you a physical search.

We recognise that it may be more suitable to have this search carried out away from the main area; a private search area is available so please don't hesitate to request this.

Once you have walked through the scanner area you can collect your belongings from your tray. Your tray may have to be searched by one of our Security team who will talk you through the process.

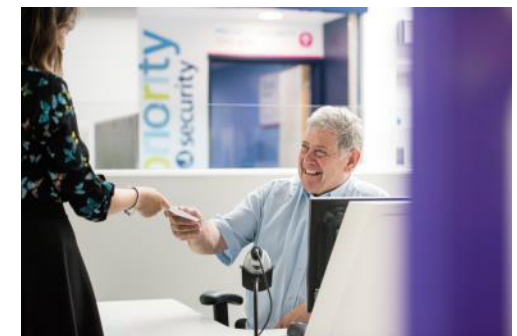
If you have any questions or queries then please do not hesitate to ask for one of our Security Supervisors who will be more than happy to help. You can identify our Supervisors by their white shirts.

Things you might see or hear at Security:

- Alarms and bleeps
- Lots of talking
- Trays and Bags



ENTRANCE TO SECURITY



BOARDING CARD INSPECTION



YOU'LL BE GIVEN A TRAY TO PUT YOUR BELONGINGS INTO.



OUR TEAM MAY ASK YOU TO STAND VERY STILL



Security: Special Assistance

Our Special Assistance and Security teams will guide you through the security process. If you are unable to walk through the archway without mobility equipment, our officers will guide you through the process of being searched. If you'd prefer for this to happen in a private search area then please do not hesitate to let our teams know.





Departure Lounge

Once you've collected all your belongings from our Security area, you can now enter the departure lounge. You'll walk through our World Duty Free shop and into the main seating area. There is a coffee shop and restaurant upstairs on the first floor as well as our Business Lounge.

Keep an eye on the flight information screens and listen out for the tannoy announcements for information about your flight. The screens will tell you what gate you are boarding from and when the flight has started boarding.

When you see or hear your flight is boarding, make your way to the numbered gate and have your boarding card and identification ready.

Things you may see or hear in the Departure Lounge:

- Shops
- Restaurants
- Aeroplanes out of the window
- Flight Information Screens
- Tannoy Announcements
- Gates
- Printers
- High Visibility Jackets



WORLD DUTY FREE SHOP



QUIETER SEATING IN THE DEPARTURE LOUNGE



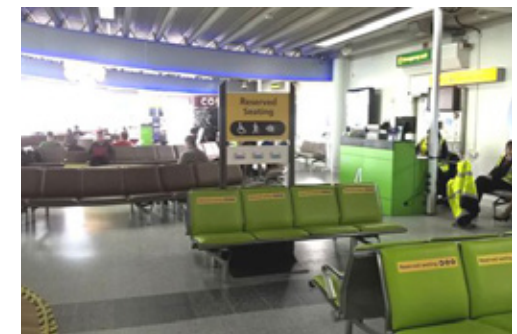
BUSINESS LOUNGE



THE OLIVE TREE RESTAURANT



CHECK THE FLIGHT INFORMATION SCREENS TO FIND OUR YOUR DEPARTURE GATE



RESERVED SEATING BY GATE 4



Departure Lounge: Special Assistance

Our Special Assistance team will assist you through Security and World Duty Free and into the main area of the departure lounge.

We have reserved seating next to where our team are based at Gate 4 where you can sit and wait for your flight. Alternatively, if you'd like to use our Restaurant or Costa then please do not hesitate to ask the team.

There are accessible toilets on the ground floor and first floor of the departure lounge and there is a lift to the first floor.

If you'd like to wait in the quietest surroundings we have a business lounge that can be purchased either in advance on our website or at the lounge on the day you travel.

CANCELLED, DELAYED OR MISSED FLIGHTS

Our Special Assistance team will ensure that in the event of a delay or cancellation to your flight, help will continuously be provided.

In the event of a missed flight, help will be provided in seeking refreshments and food, hotel bookings and the rebooking process through the airline.

Should any transport be required to a hotel following a missed flight, our Special Assistance team will also assist with this.





Boarding & Disembarking the Aircraft

Once our gate teams have scanned your boarding card they will direct you through the gate door to your aircraft. There may be a short bus ride or you may walk directly to the aircraft. There will either be a set of steps or an Aviramp to board the aircraft. Once on board the aircraft the cabin crew will assist you.



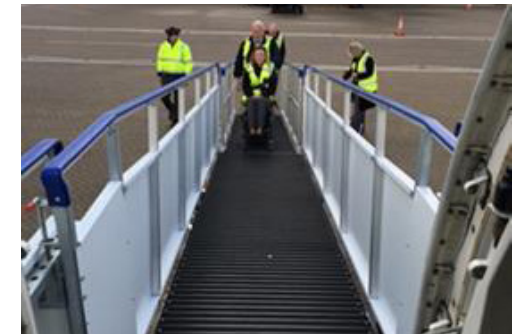
YOU MAY TAKE A BUS TO THE AIRCRAFT



BOARDING USING THE AIRCRAFT STEPS



BOARDING USING AN AVIRAMP



BOARDING USING AN AVIRAMP



BOARDING USING A LARGE AVIRAMP



BOARDING USING AN AMBULIFT



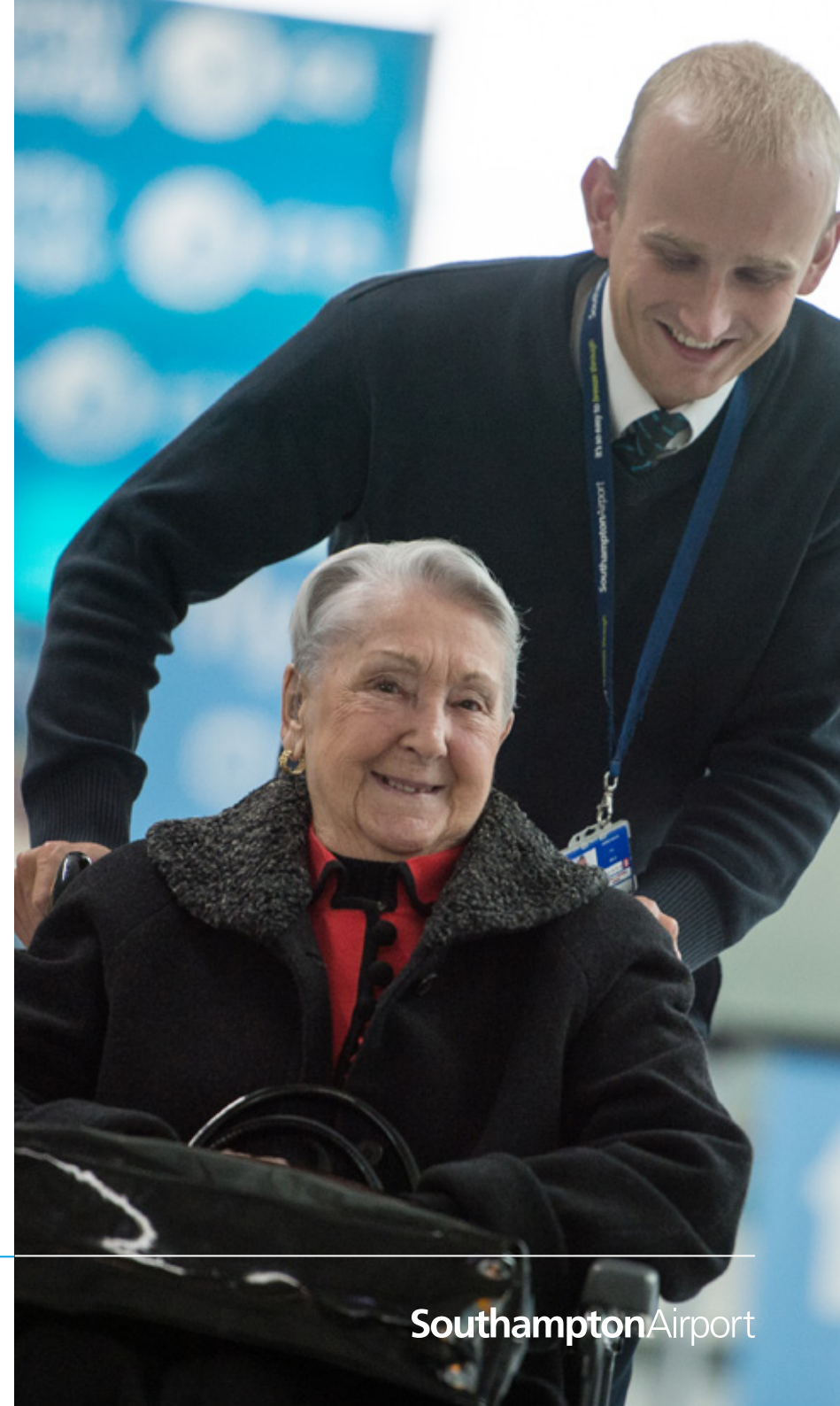
Boarding & Disembarking: Special Assistance

Our Special Assistance team will ask you when you first arrive at the airport whether you can manage the aircraft steps or Aviramp. If this is not the case the team will arrange for a Ambulift.

There are pictures of the Aviramps and an example of aircraft steps on page 23, however the team on the day will be able to tell you specifically what equipment will be used to board the aircraft.

When your flight is ready for boarding, there may be a few minutes wait while the equipment is being set up. Usually, passengers requiring special assistance are boarding onto the aircraft first.

Once you are on-board the aircraft your airline team will provide you with assistance. If you are arriving back at Southampton, our teams will be waiting at the aircraft to assist you with disembarking.





Arriving back at Southampton

When you arrive back at Southampton, our teams will guide you into our arrivals hall. There may be a short bus journey or you may go directly from the aircraft to the arrivals hall.

INTERNATIONAL TRAVEL

If you're travelling internationally you will go then through **Border Control** where the UK Border Force teams will check your passport. Once the Border checks are complete, you will enter our baggage reclaim area where there are two belts to collect your bags from. Check the screens on the belts to know where your baggage will be delivered.

Once you have your bags, you will then proceed through the customs channel. There are signs with lots of information to tell you which channel to take. Sometimes there are also Border Force Officers available to help.

Once you have exited through the channel, you will be back on our concourse area.

DOMESTIC TRAVEL

If you are travelling from within the UK you will enter our domestic arrivals hall where you can collect your bag off the belt and exit onto our terminal.



SIGNS WITHIN THE CUSTOMS CHANNEL




INTERNATIONAL ARRIVALS HALL



Arriving: Special Assistance

When you arrive at Southampton, our Special Assistance team will have been notified and will be waiting to assist you.

The team will then help you through the border control process and with the collection of your luggage in the baggage reclaim halls. The team will then assist you to your first point of onward travel.



Our Special Assistance team will be waiting to assist you when you arrive.



Travelling with Children

We aim to make our airport easy, fast and friendly and this makes it suited to families and children. Below are some frequently asked questions about travelling through the airport with children.

Pushchairs - Am I allowed to take my child's pushchair to the gate? Yes, you are allowed to take pushchairs, prams and buggies to the gate. These items will be subject to search.

Milk powder - Can I take this with me to make up a bottle of milk on the plane? Yes, you can carry milk powder.

Prepared milk and Non-Dairy Milk - What about a bottle or carton of prepared milk or sterilized water, do they need to be a maximum of 100ml? If you are travelling with an infant, these items can exceed 100ml and do not have to fit into the resealable bag. However, the amount must be sufficient for your journey and these may be subject to additional tests.

Baby food - What about jars of baby food? If you are travelling with an infant, these items can exceed 100ml and do not have to fit into the resealable bag. However, the amount must be sufficient for your journey and these may be subject to additional tests.

Car seats - Can we take car seats? These can be taken as part of hold baggage, please check with your airline and speak to a member of check-in on the day.





Travelling with Children

Liquid medication - Can we carry children's liquid medication in our hand luggage? Yes, carry sufficient for the trip and in containers of less than 100ml capacity.

Baby Change Facilities - we have baby change facilities on our concourse and in the upstairs ladies and gents toilets of the departure lounge.

MERLIN TRAIL

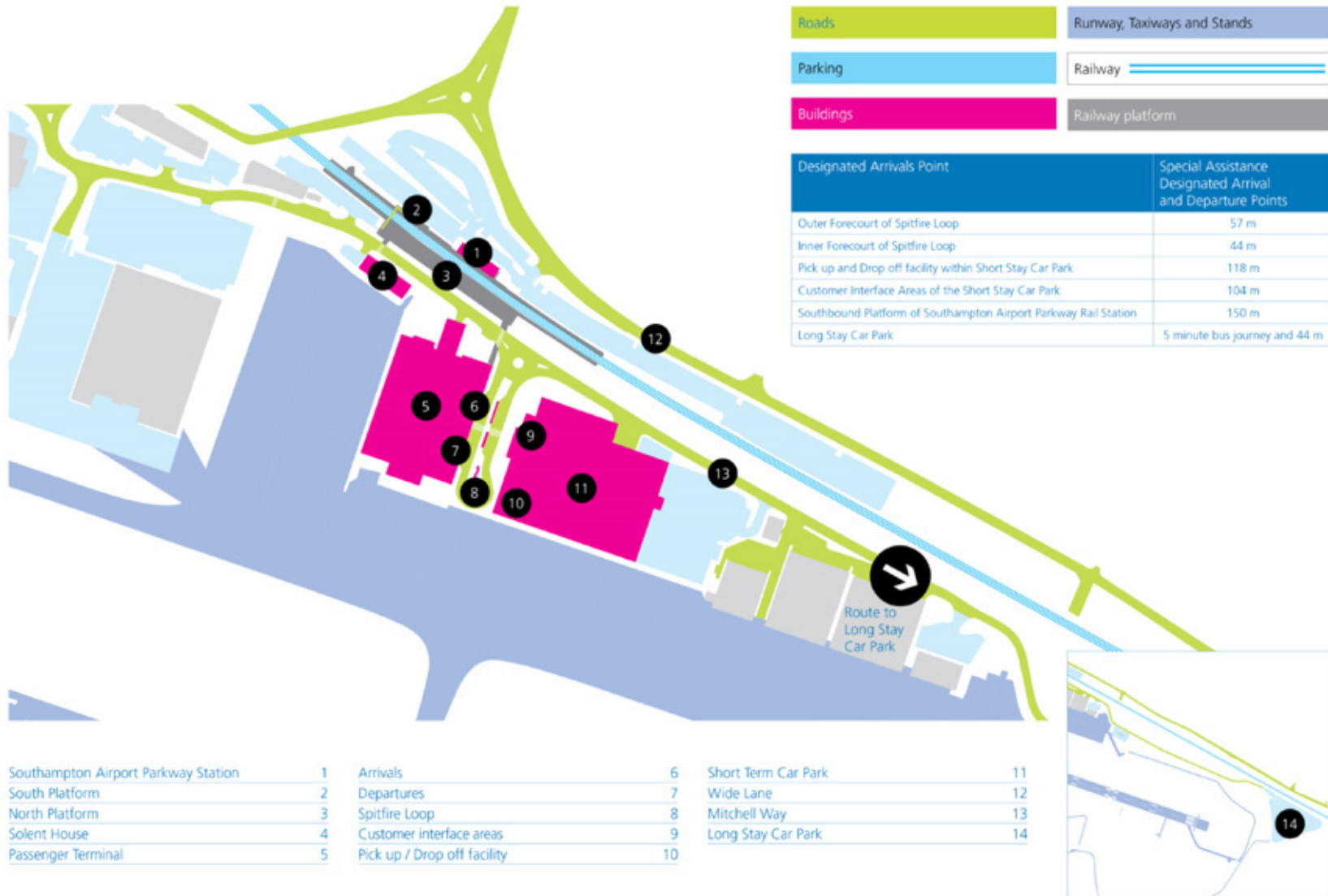
Help us find our missing Merlin Bear's! Pick up a passport at Check-in, follow the map and find the bears hidden throughout the airport. Each bear has a luggage tag with a letter on it, and you can collect the letters to spell the missing word!



BABY CHANGE ON CONCOURSE



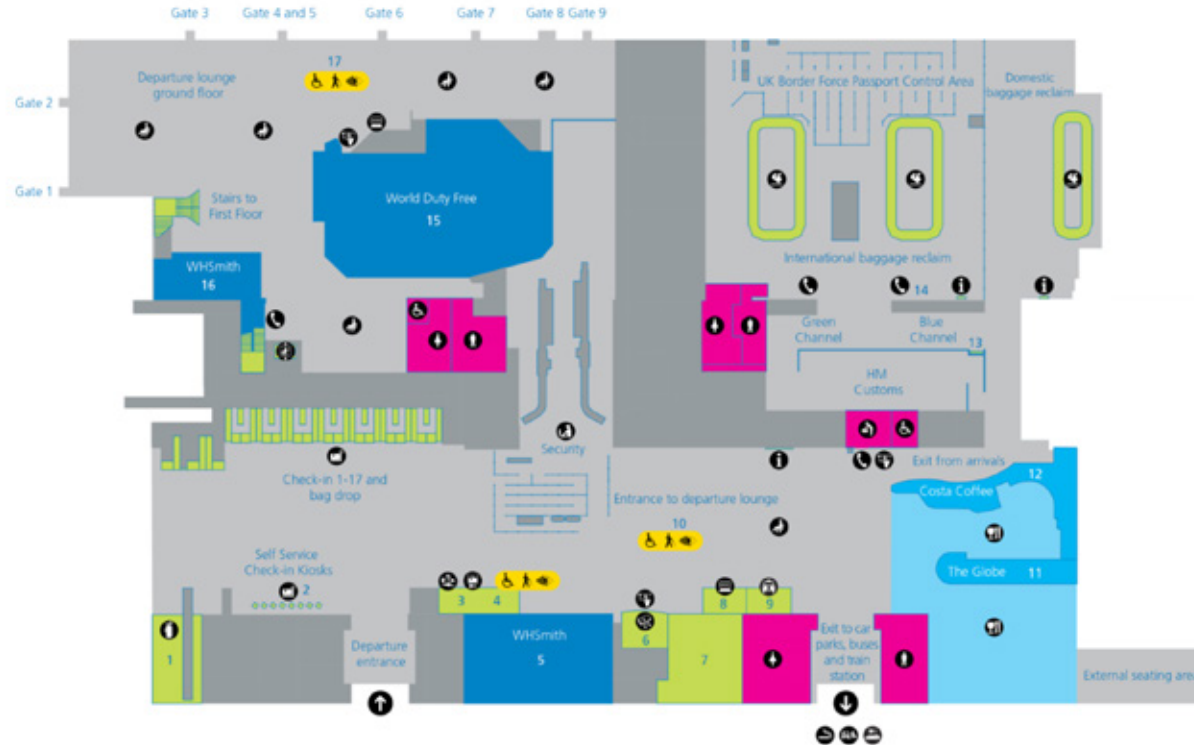
Map of External Areas





Map of Terminal Ground Floor

- Accessible toilet
- Baby Changing
- Baggage reclaim
- Bureau de Change
- Car Rental
- Cash point
- Check-in
- Help point
- Internet facility
- Left Luggage
- Lift
- Lost Property
- Outsize baggage
- Pick Up Area
- Restaurant/Café
- Seating
- Security
- Smoking Area
- Taxi
- Telephone
- Toilet Female
- Toilet Male
- Special Assistance Reserved Seating



Shopping

WHSmith	5, 16	World Duty Free	15
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Toilets and babycare

Please note, Southampton airport terminal buildings benefit from full Wi-Fi coverage.

Services

Checker Cars taxi desk	9	Self Service Check-in Kiosks	2
Customs declaration telephone	14	Special Assistance Desk	4
Internet kiosk	8	Special Assistance, Reserved Seating	10, 17
Car Parking Payment Machine	13	Spitfire meeting room	7
Lost Property / Left Luggage	3	TTT Moneycorp bureau de change	6
Outsize baggage	1		

Food and drink

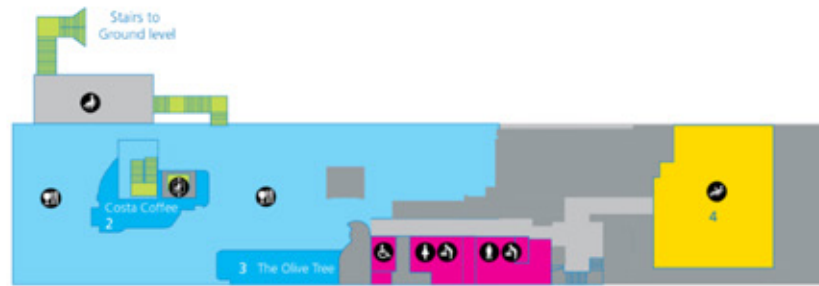
Costa Coffee	12	The Globe	11
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Map of Terminal First Floor

- Accessible toilet
- Baby Changing
- Breeze Priority Lounge
- Lift
- Restaurant/Cafe
- Seating
- Toilet Female
- Toilet Male



Services

Breeze Priority Lounge 4

Food and drink

Costa Coffee 2 The Olive Tree 3

Services

Toilets and babycare

Please note, Southampton airport terminal buildings benefit from full Wi-Fi coverage.

