



GOLD COAST AIRPORT

INTERNATIONAL DEPARTURES GUIDE

Hello. This book is a guide on what to expect, and how to prepare for your international flight from Gold Coast Airport.



GOLD COAST AIRPORT



People fly for different reasons. They could be going on a holiday. They could be working. They might be visiting family or friends.

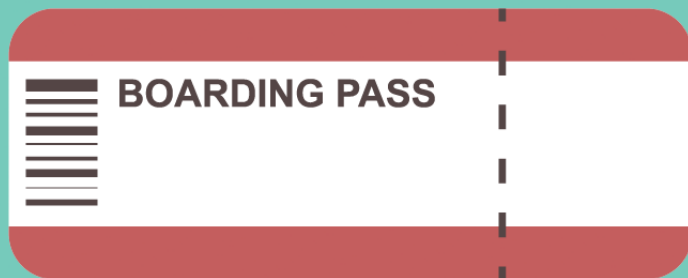


You are going to be traveling on a plane from Gold Coast Airport. Airports need to be very safe and there are rules you will need to follow. Listen to staff carefully and follow the rules.

Travelling outside of Australia
is called 'International Travel'





You are flying to a place outside of Australia. This is called 'International travel'.



You will need two things to travel internationally. A boarding pass and a passport.

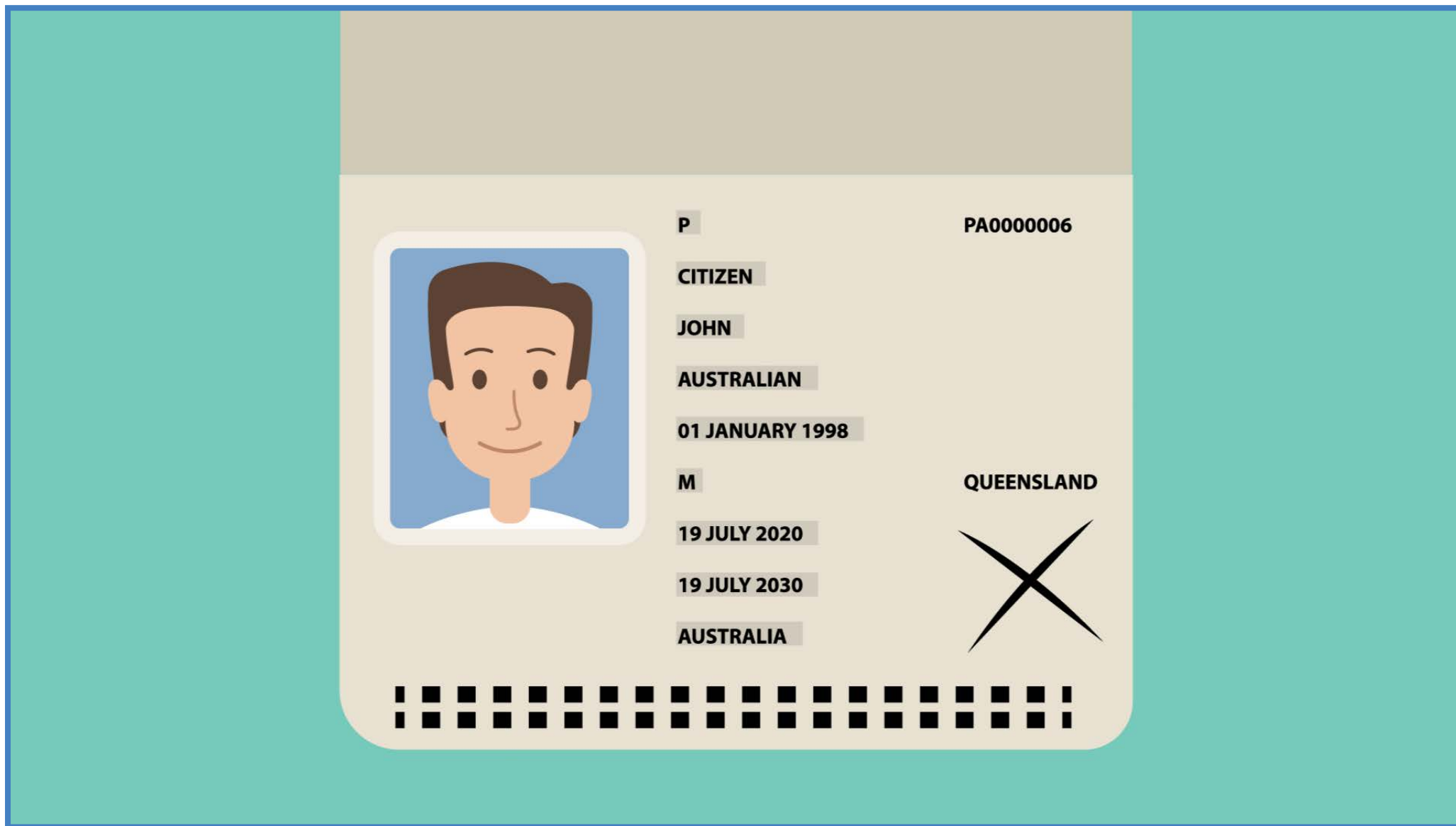


YOUR AIRLINE





If you check in online, you can have your boarding pass on your phone or printed from home.



Your passport must be valid for at least six months or more before your flight. If your passport will expire in less than six months, you will not be allowed to fly internationally.



You can take things with you on your flight.

CARRY-ON BAG

Things you need in the airport
and on the plane.



Carry-on baggage is small. This will have things you need in the airport and on the plane.

CHECK-IN BAG

Things you need after
you get off the plane.



Check-in baggage is large. This bag will have things you will need for your trip when you get off the plane. Check your airline's rules on baggage size.



Under 100ml



There are strict rules for what you can take in your carry-on bag on an international flight. All powders, liquids, gels and aerosols must be under 100mL each, and must be carried in a clear zip-lock bag.

Arrive 3 hours before your flight.

DEPARTURES



Airports can be very busy. It is best to arrive at the airport at least three hours before your flight, as it will take time to go through the airport.



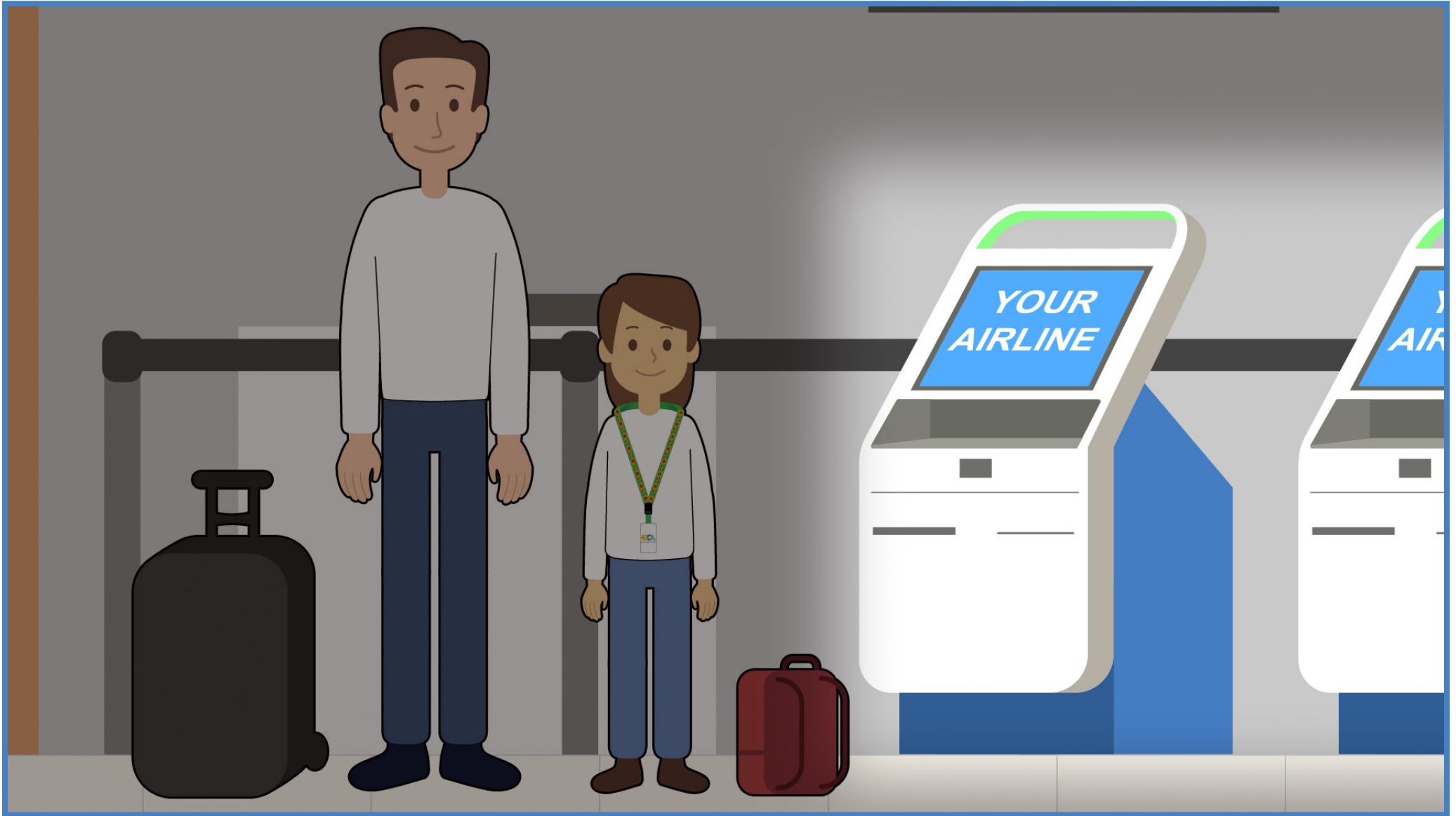
When you first walk inside Gold Coast Airport, you may feel overwhelmed. You can go to the Gold Coast Airport Ambassador Information Desk for guidance. There are a few things you need to do before you can go on your plane.



If you have not checked in at home, you will need to be checked in at the airport. You will need to have your passport checked by airline staff to make sure it is valid.



Look for your airline's picture on the display boards. This will show you where to check in at your airline.



Airlines may use counters or kiosks to check in.



If your airline uses check in counters, join the queue and wait.



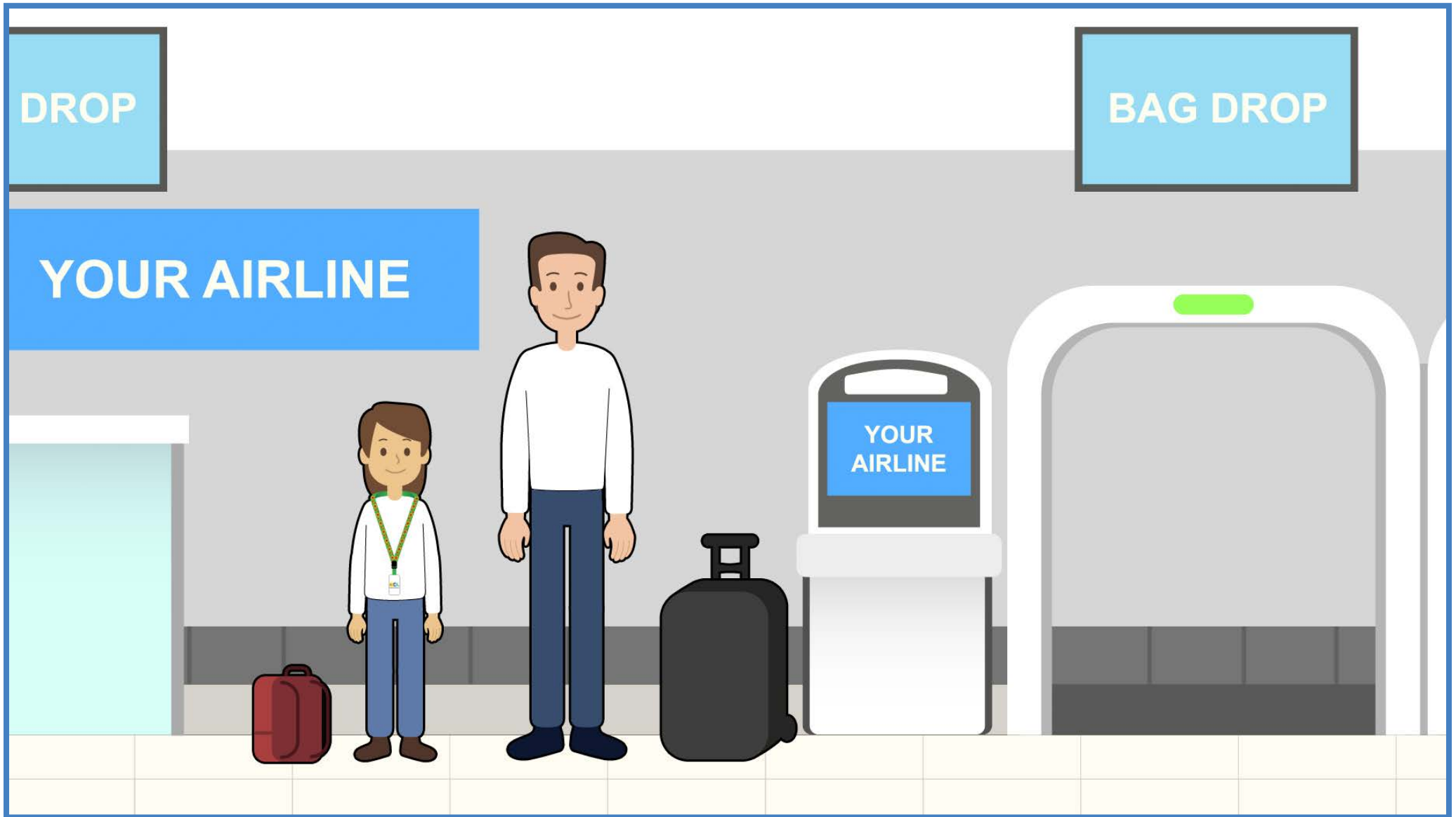
If you use a kiosk, you will need your booking details. Follow the instructions on the kiosk screen to check in.



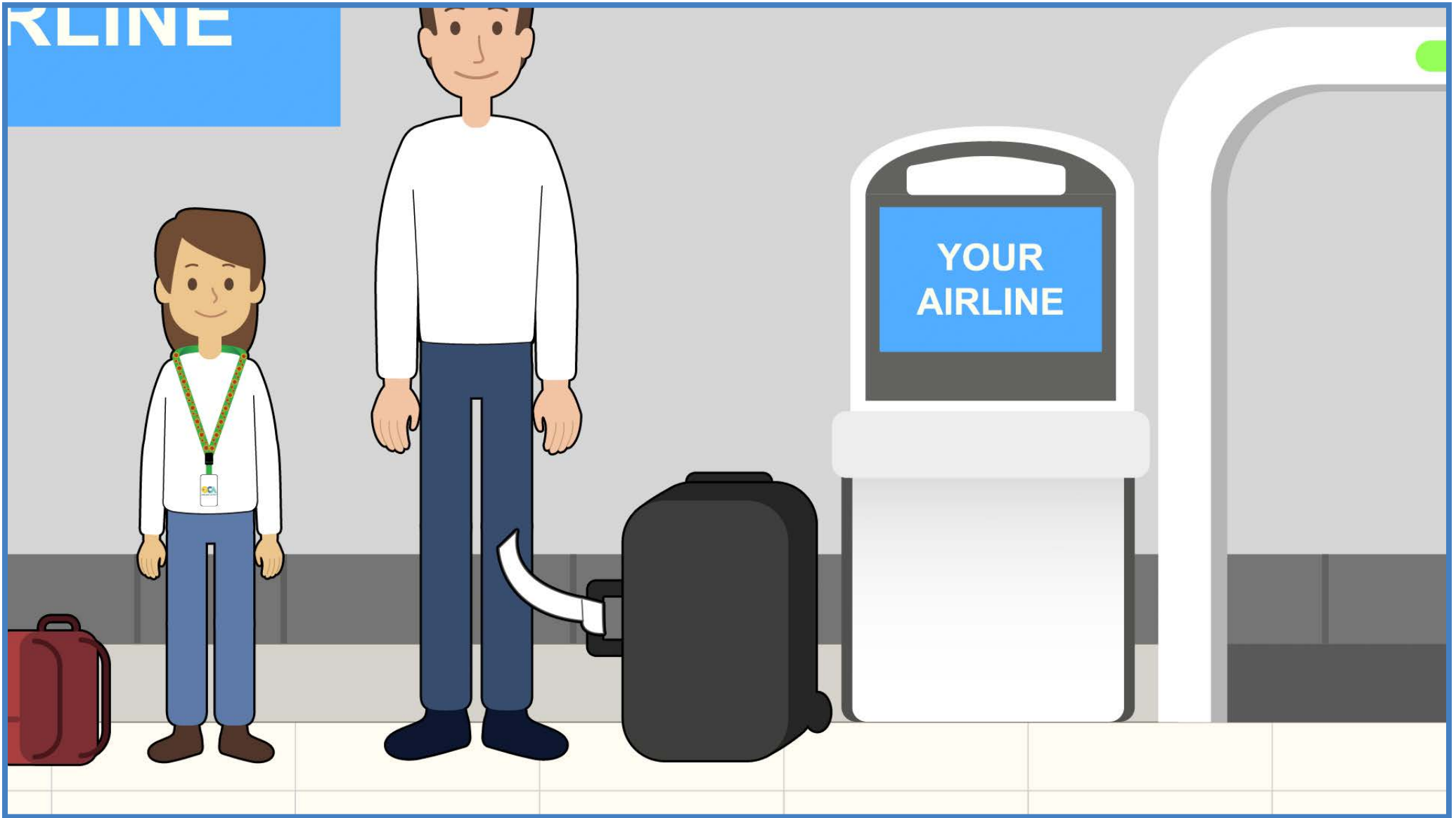
You will be able to print off your boarding pass and tags for your check-in bags.



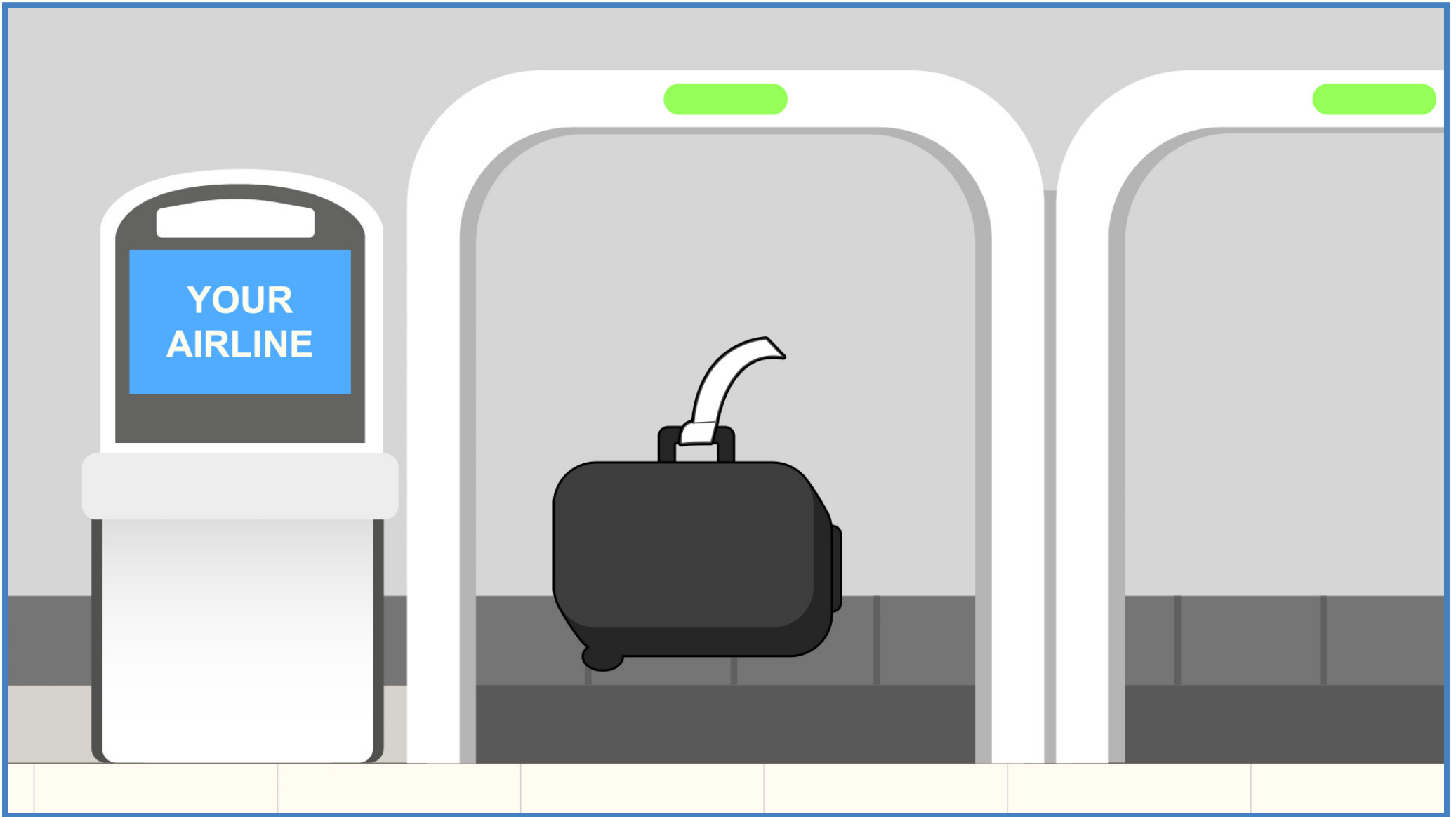
If you need help, you can talk to airline staff, airline counter staff and ambassadors.



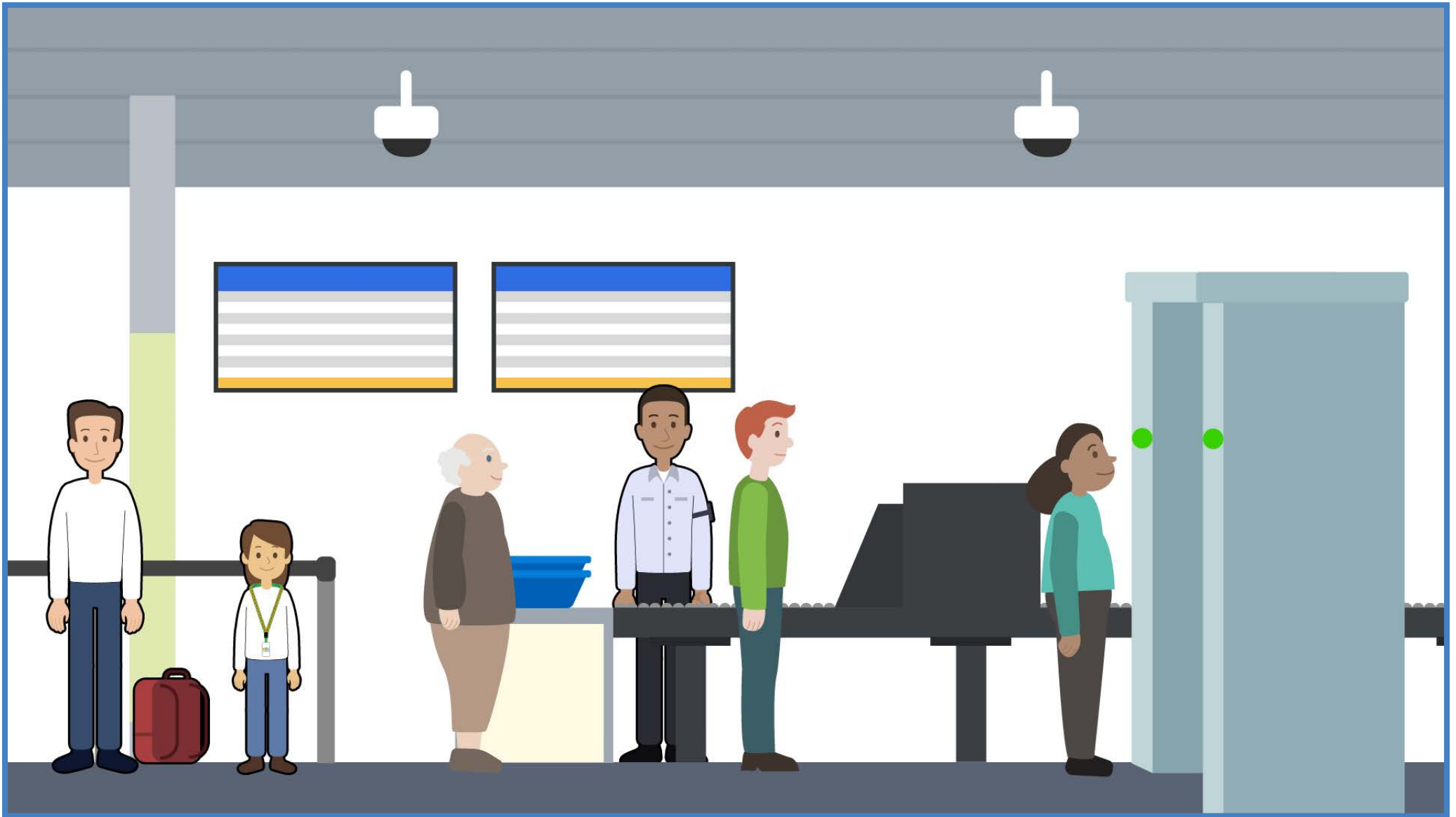
If you have a large check-in bag, you will need to go to your airline's bag drop.



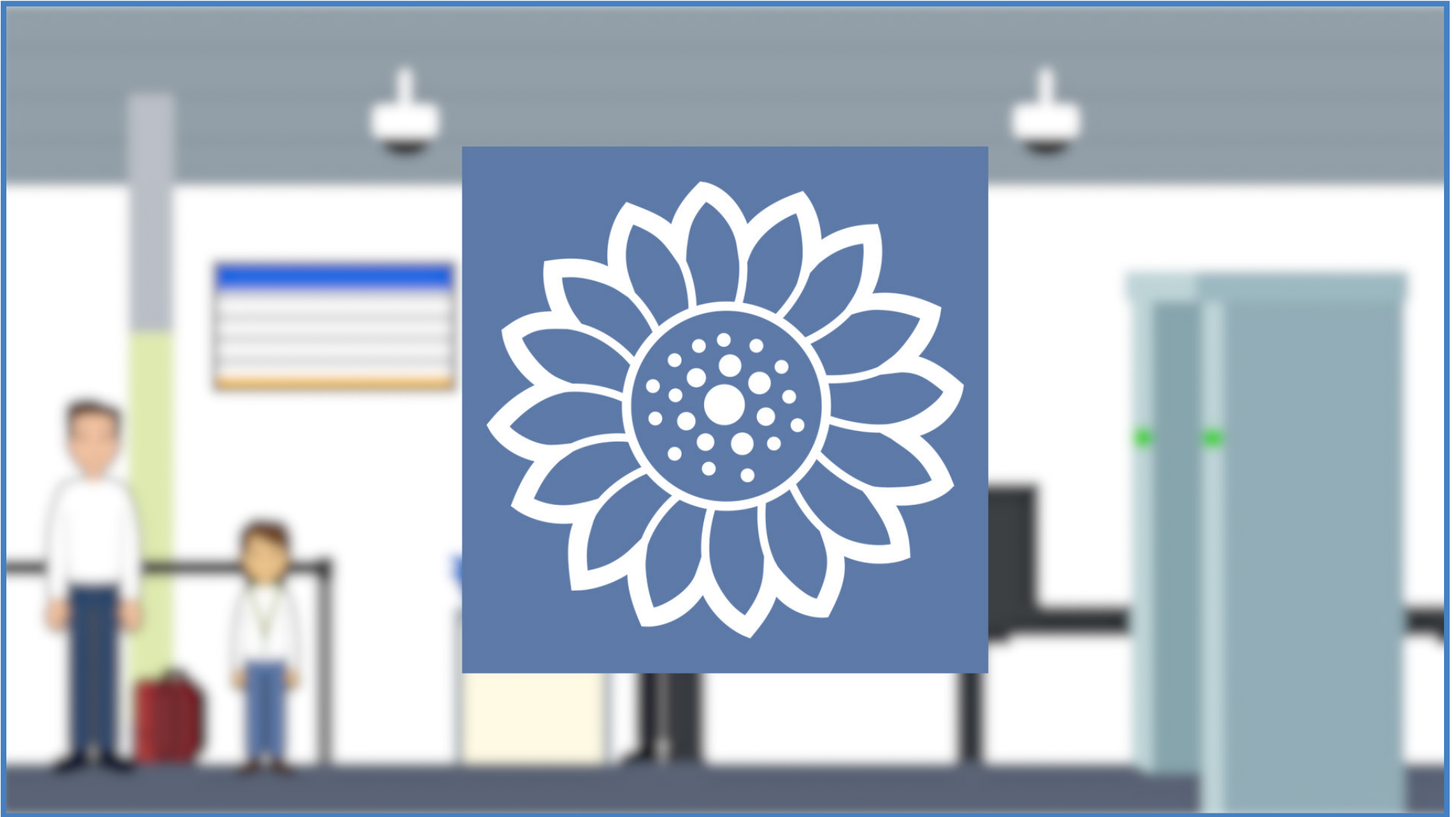
Attach your tags to your bag...



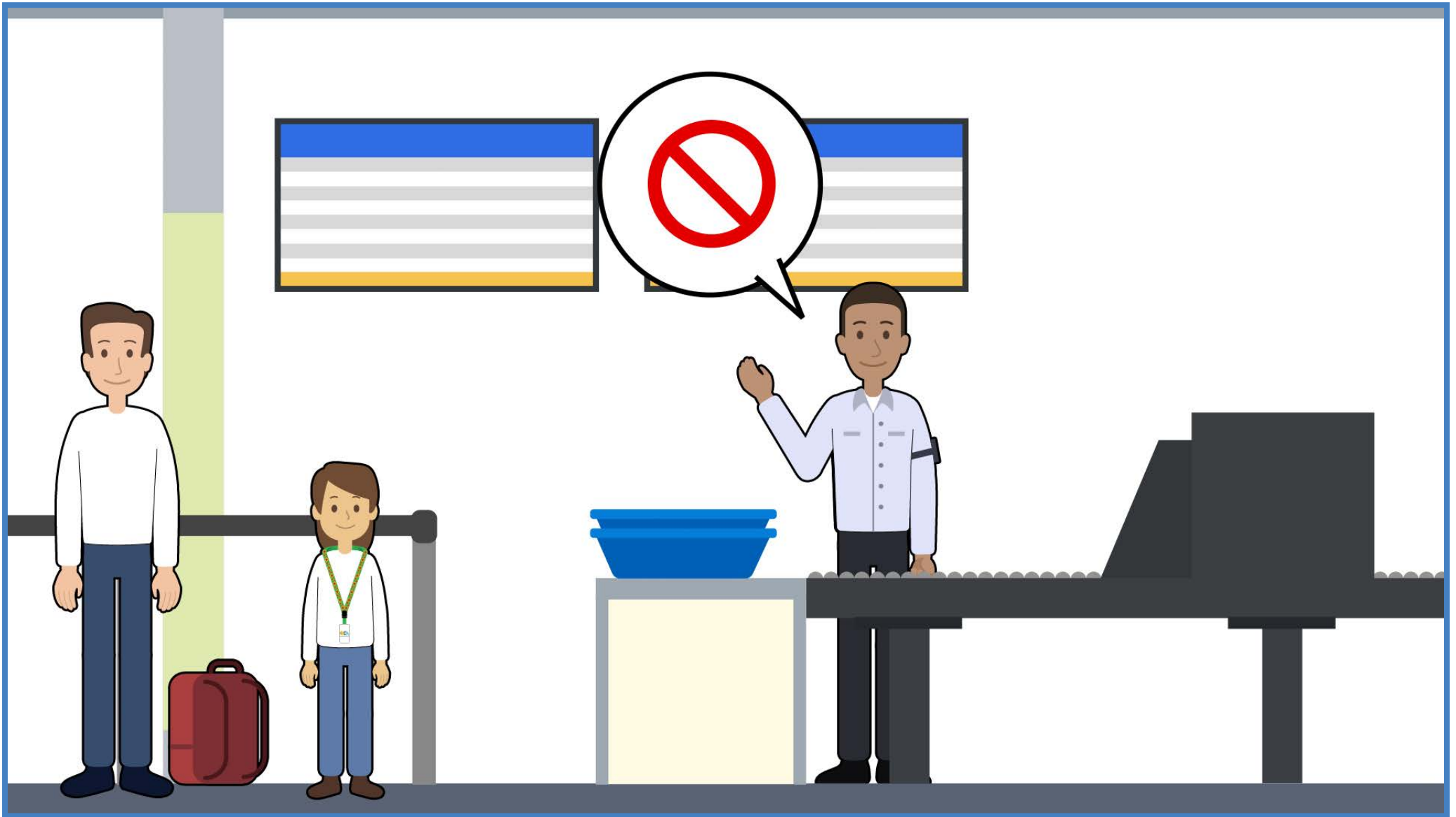
...and place it onto the conveyer belt. The conveyer belt will deliver your bags to your plane.
You can pick up your bags after the flight.



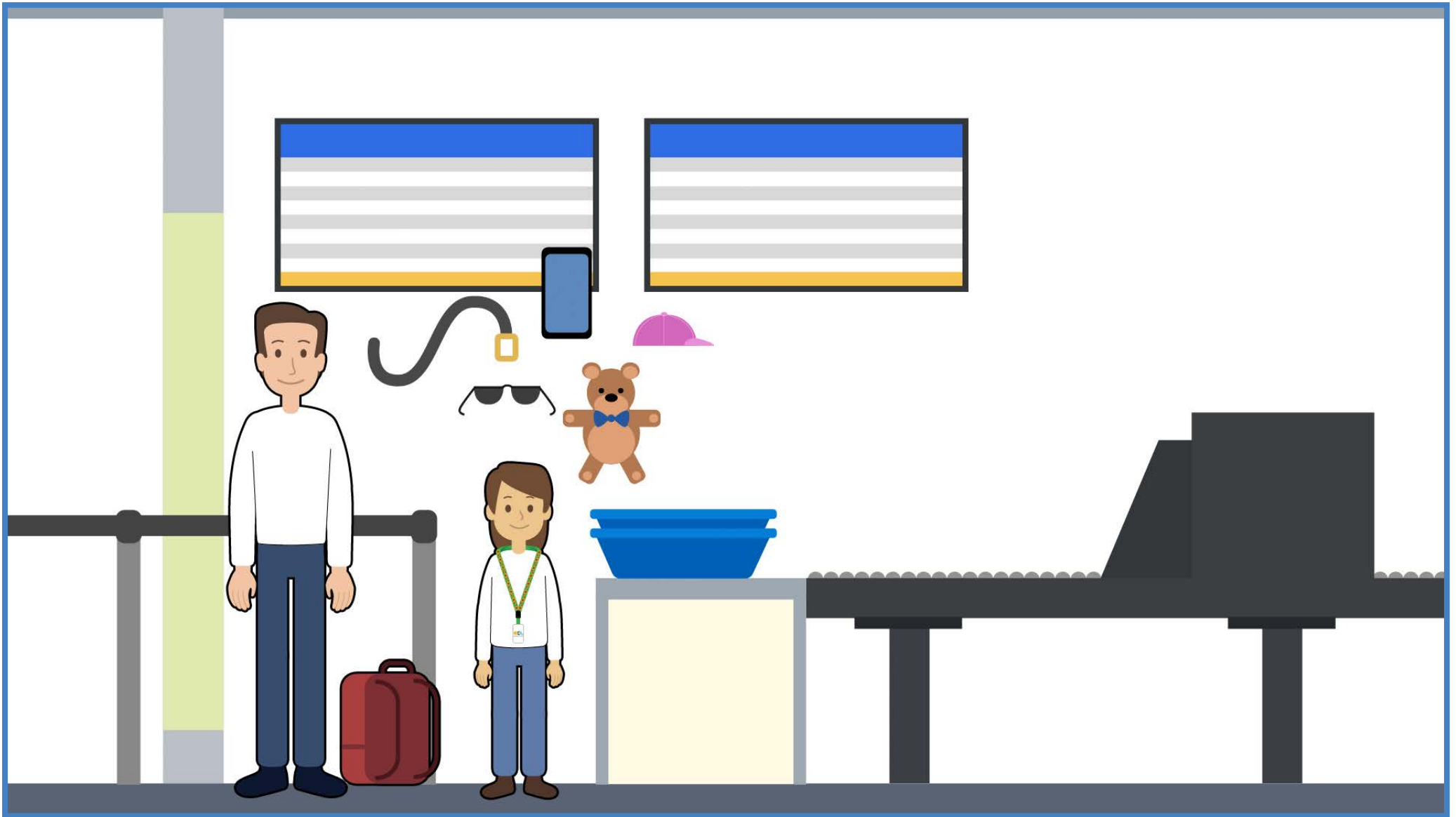
You will then need to go through security screening. It checks that everybody is safe to fly. Join the queue and wait.



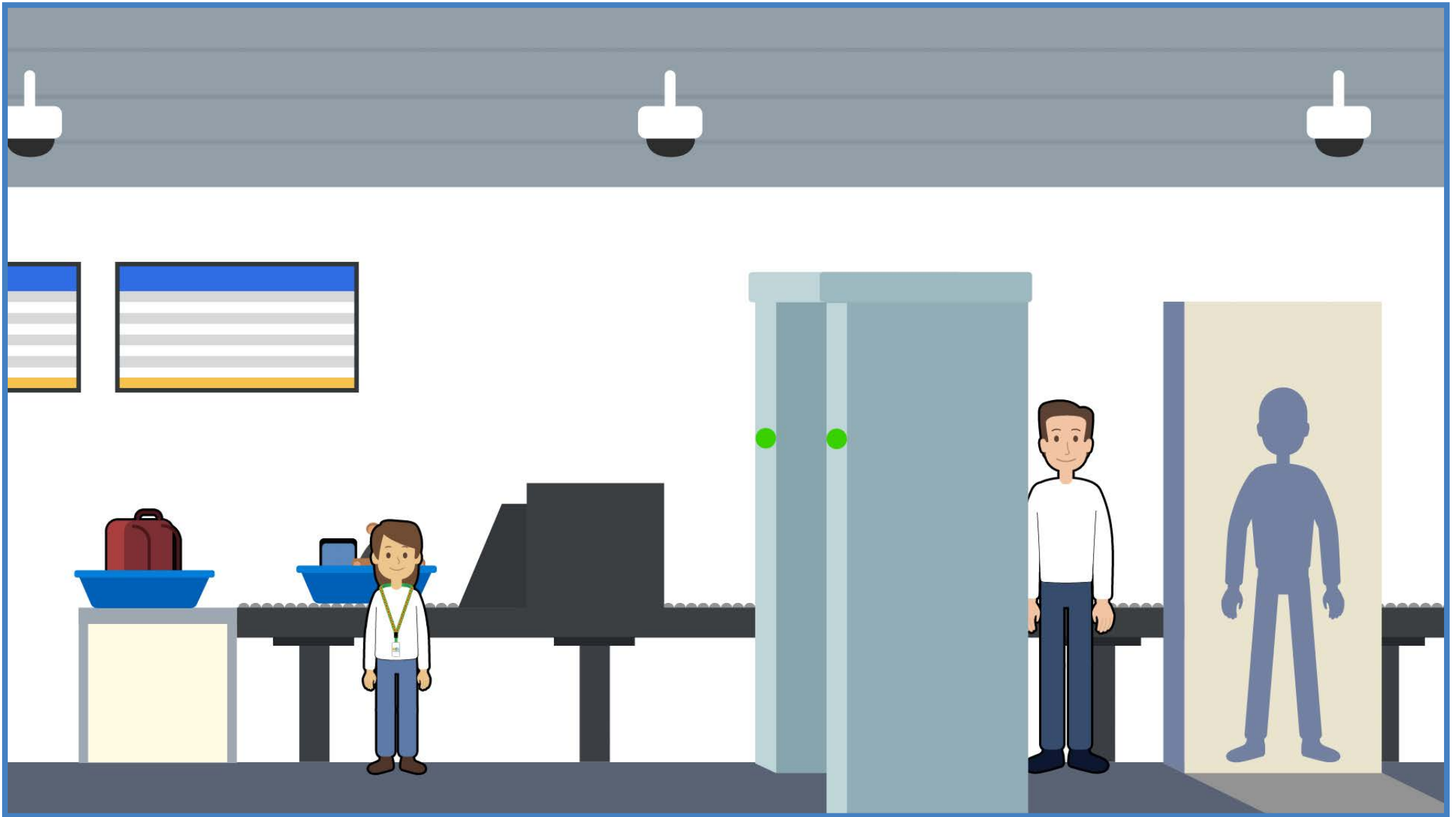
If you need extra time or support through the security screening, you can use the lane marked with a blue sunflower icon.



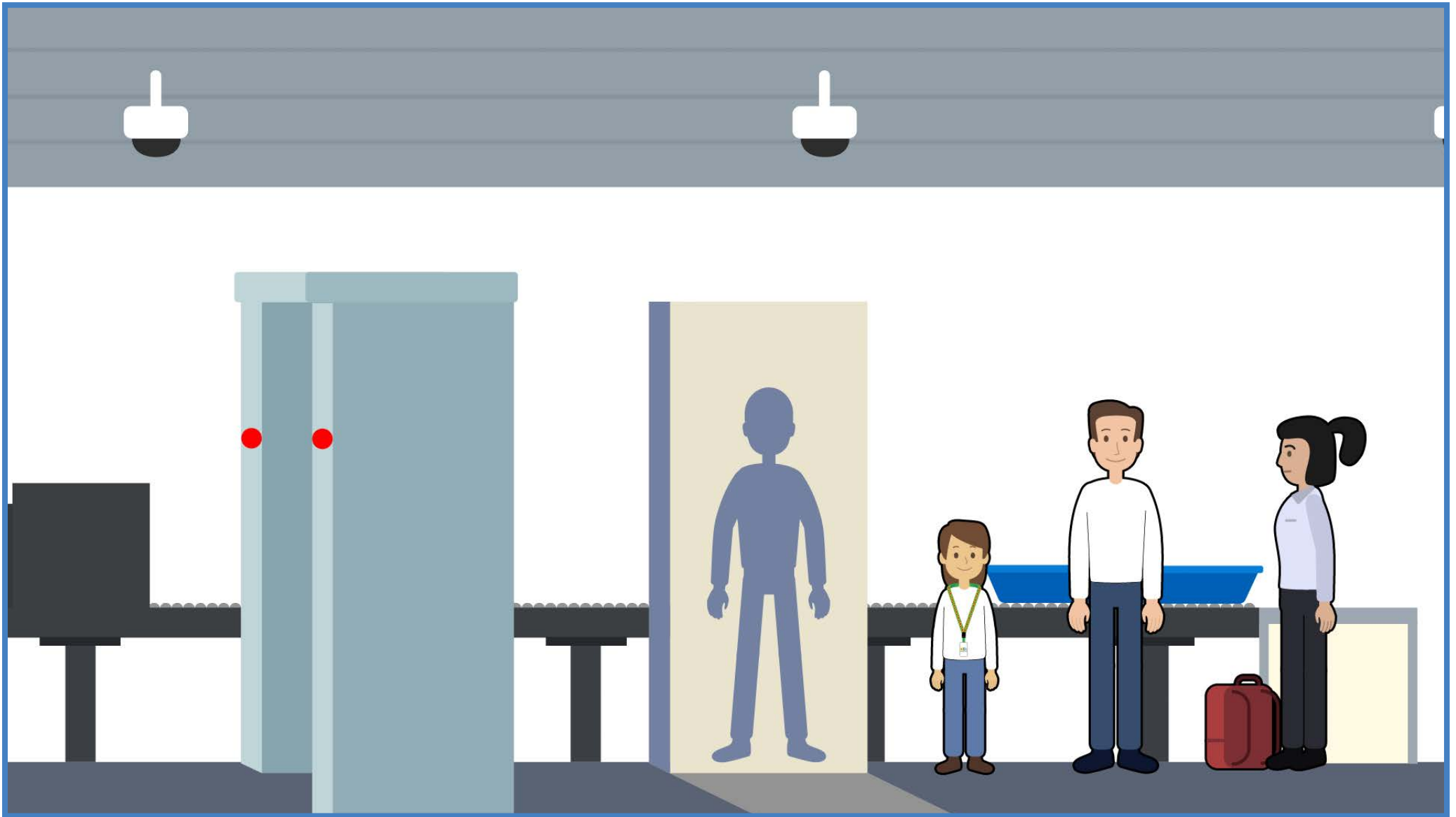
The security officers will tell you if something is not allowed on the plane. You must leave the item at security screening.



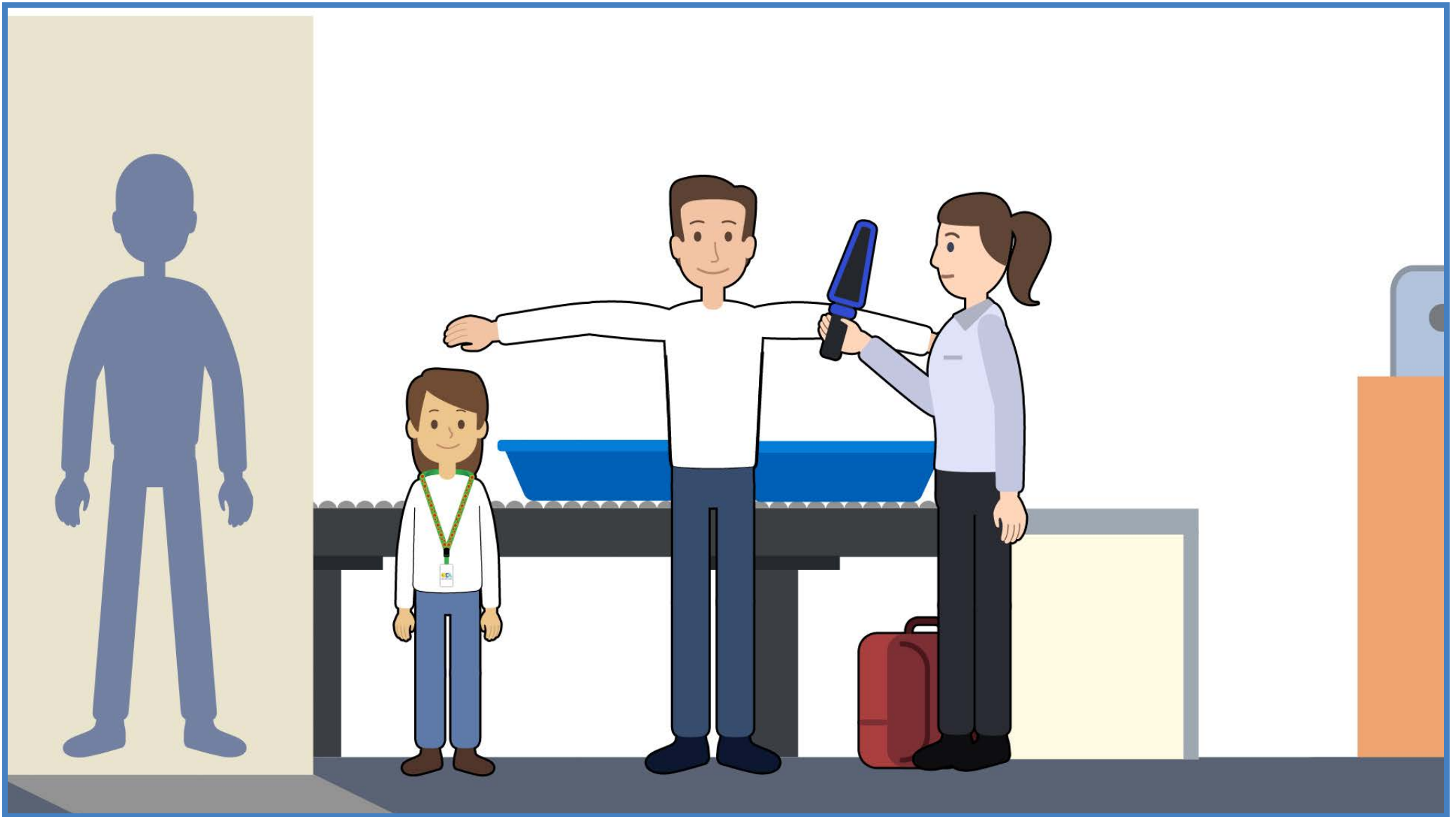
You will then be asked to take off some items.



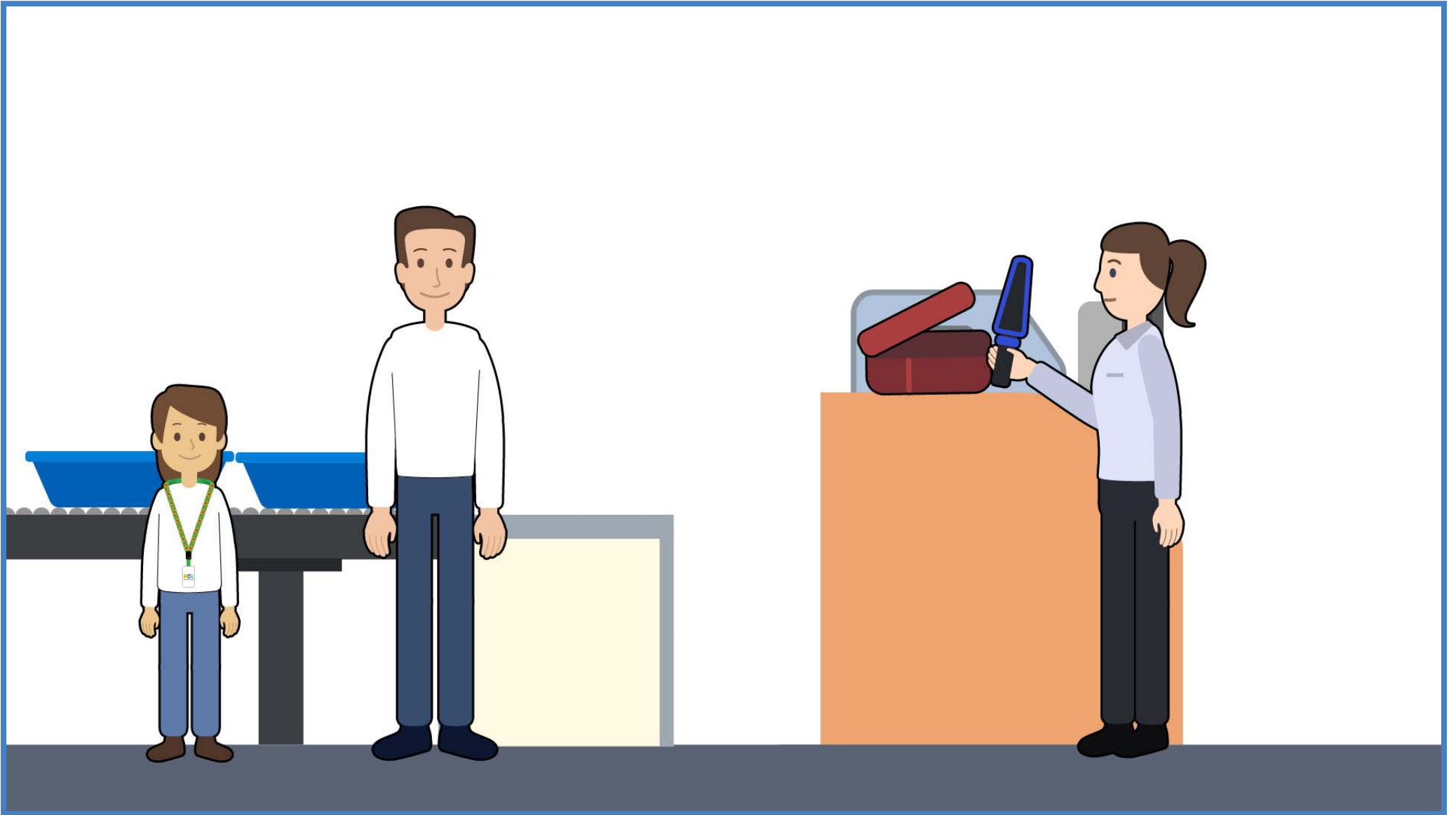
Place your belongings in a tray and walk through the scanner by yourself. After you have been scanned, you can collect your belongings.



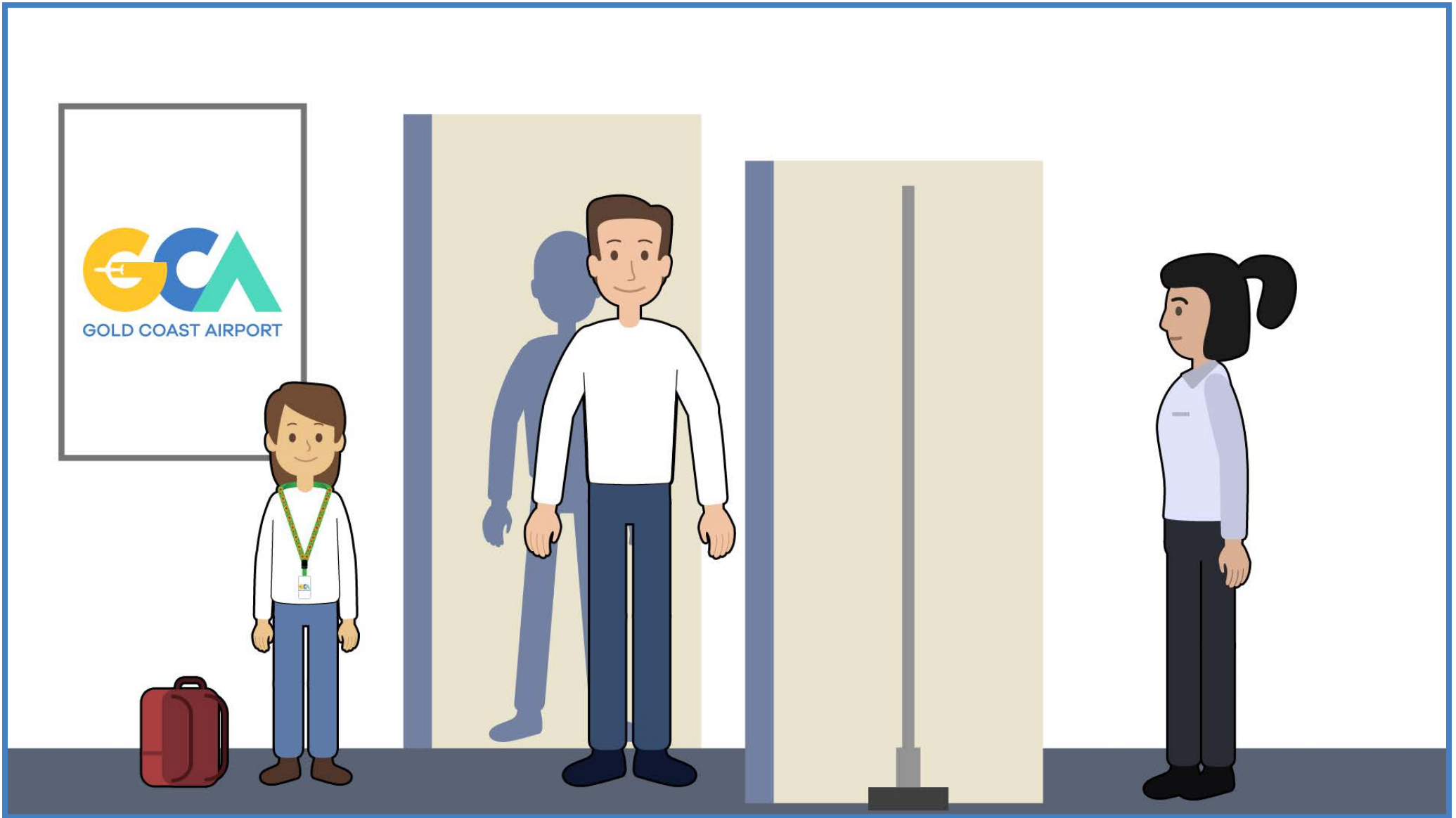
There might be beeping sounds when going through screening. This is ok and normal. Listen to the security staff, they will tell you what to do. You may have to go through the screening point more than once.



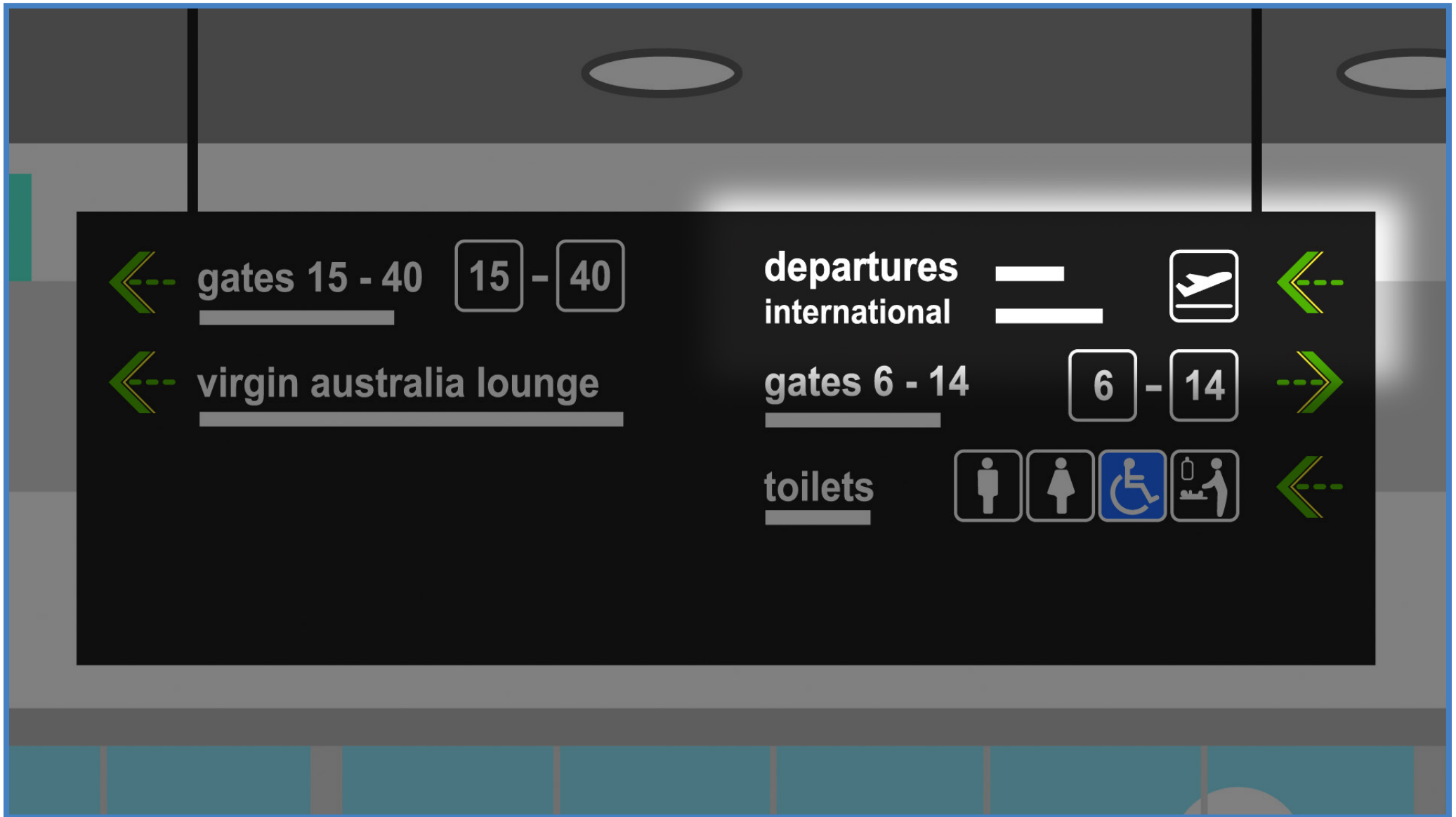
Sometimes you may have to do another check. The security staff will use a hand-held wand with a pad to touch your clothes and shoes. This is safe and normal.



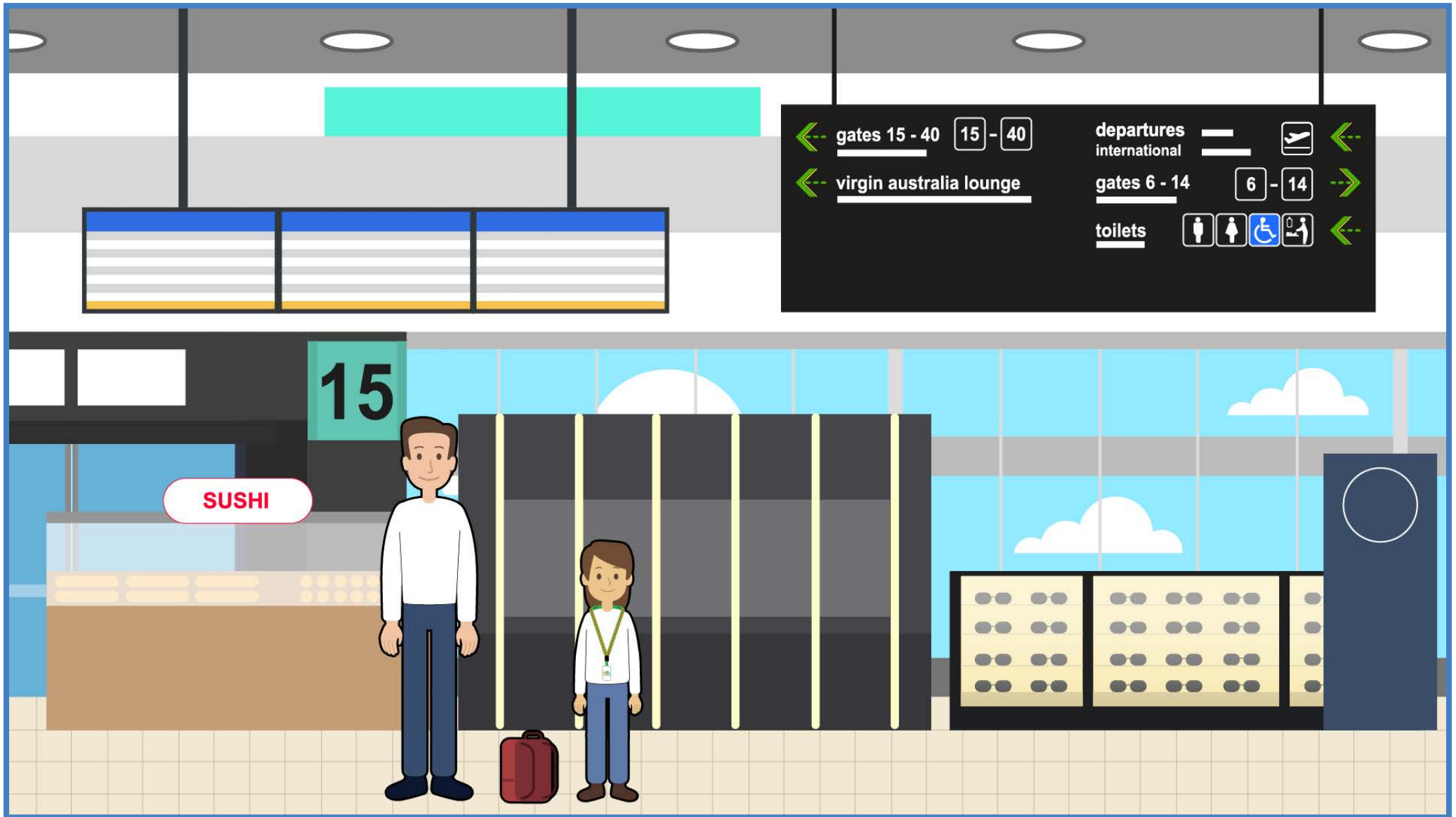
You might be asked to open your bag. They will touch your bag with their wand. The pad is then put into a machine and tested. This security check is quick.



You may be asked to go through a body scanner. This will scan your whole body. It is a quick and normal check. Listen carefully to instructions from the security staff.



After security screening, you will also need to go through international travel security screening. This is separate from the first security screening. Everyone travelling on an international flight must do this.



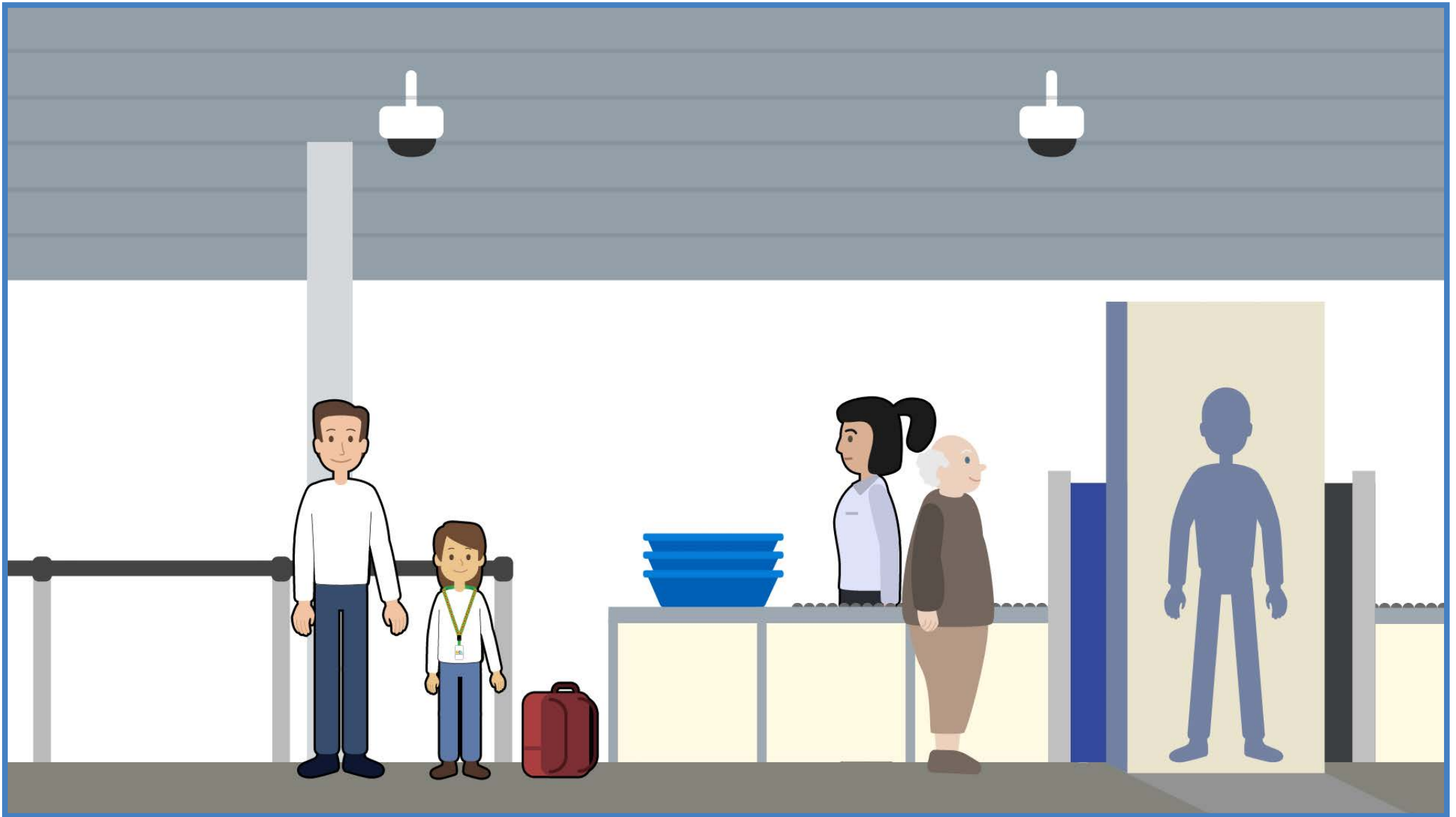
Make your way left of security. If the gate numbers are counting up, you are going the correct way.



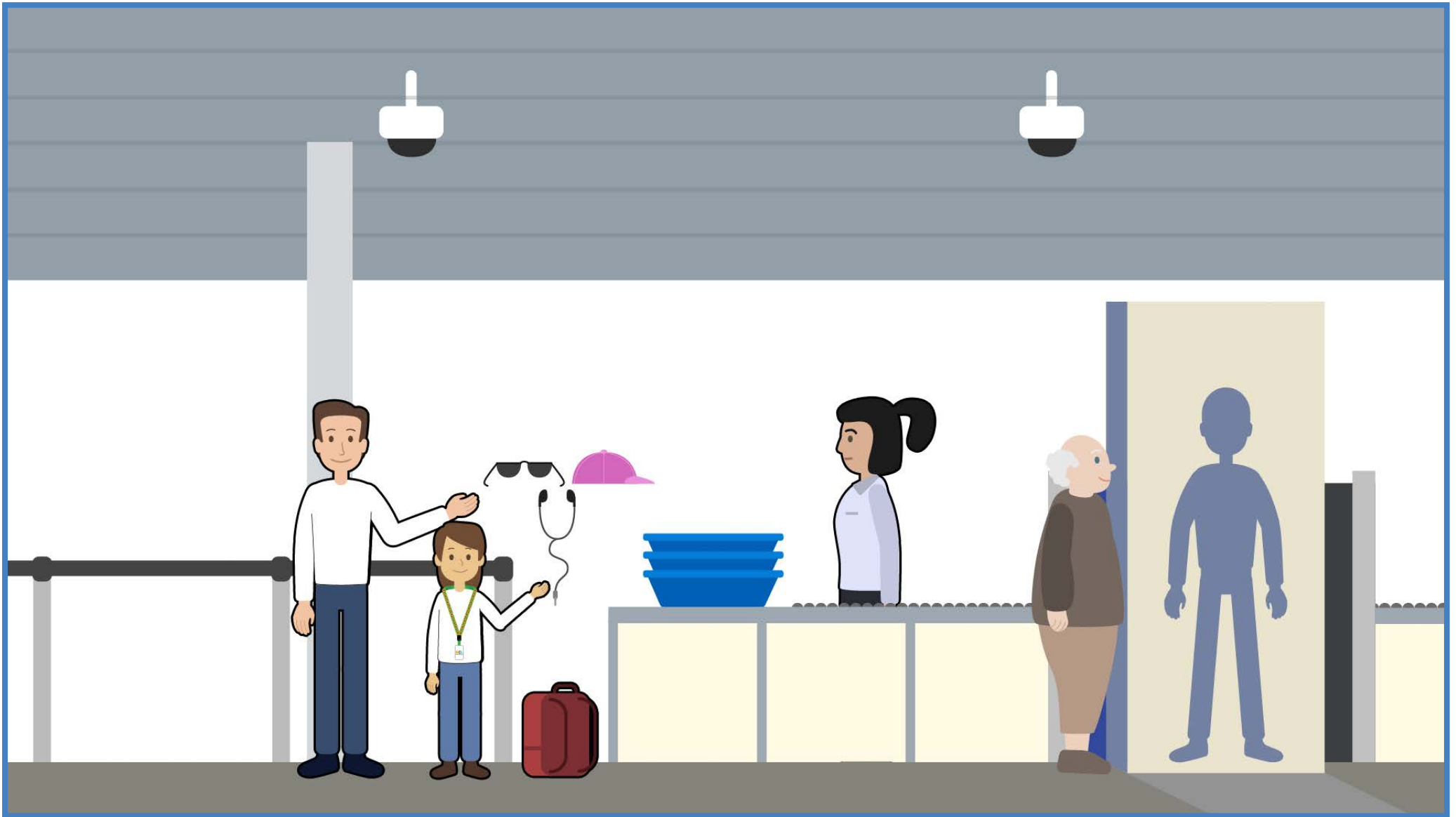
You will arrive in an area with stairs, elevators and escalators. Make your way up to the first floor.



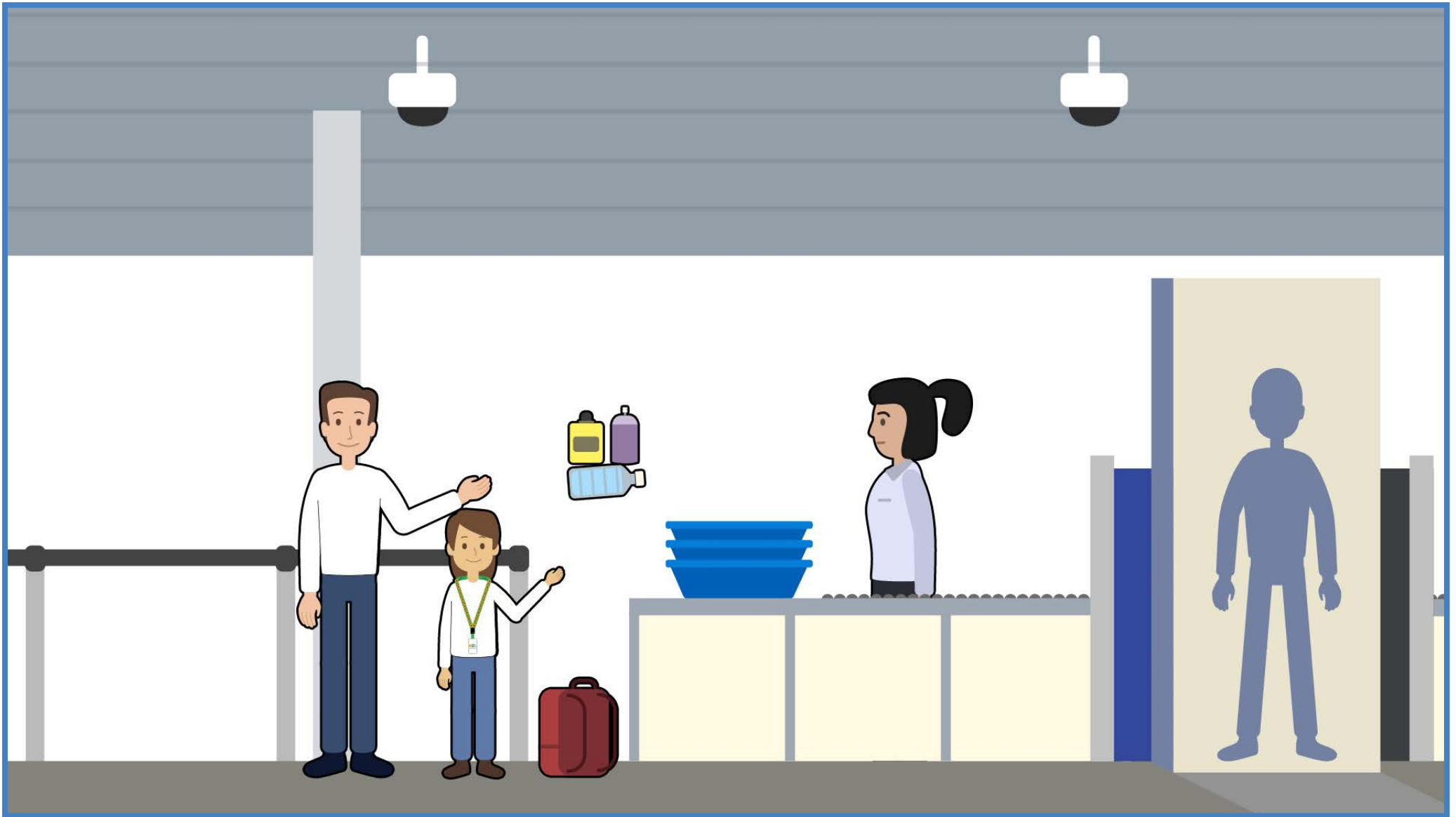
Continue down the corridor and you will find International Security.



Join the queue and wait.



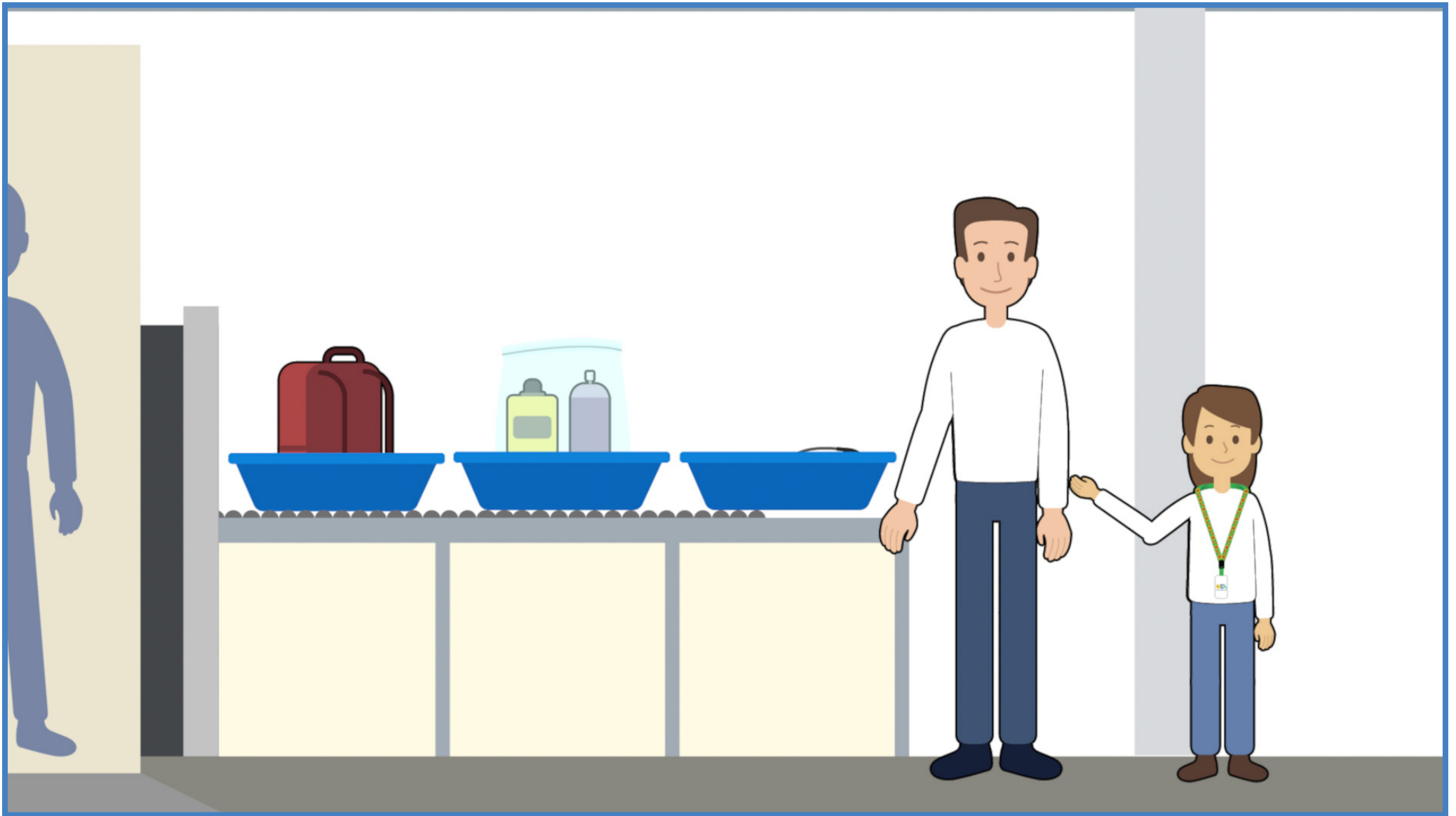
Take off any hats, headphones or sunglasses and place them into trays.



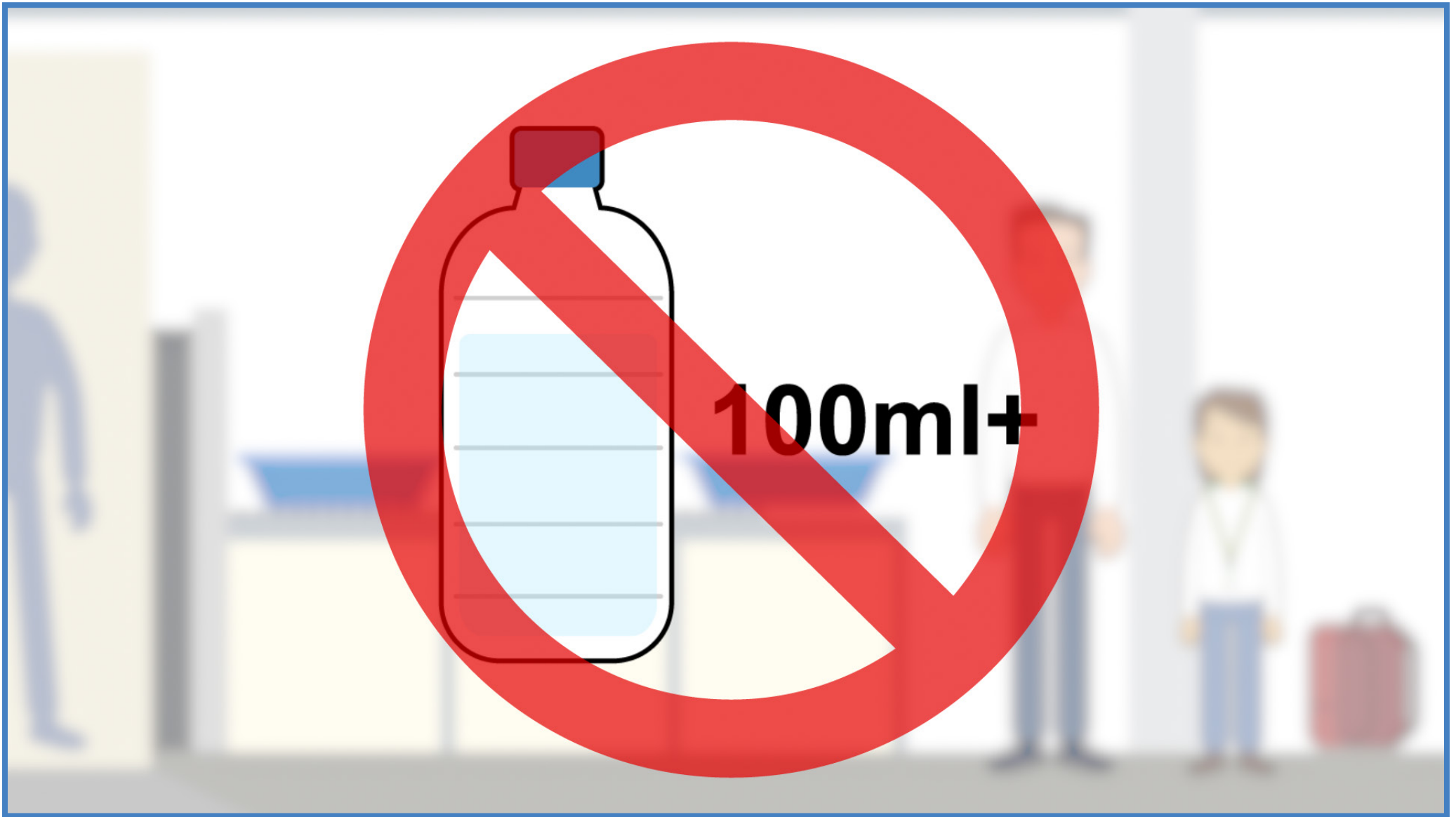
Place any liquids, gels or computer gear into another tray.



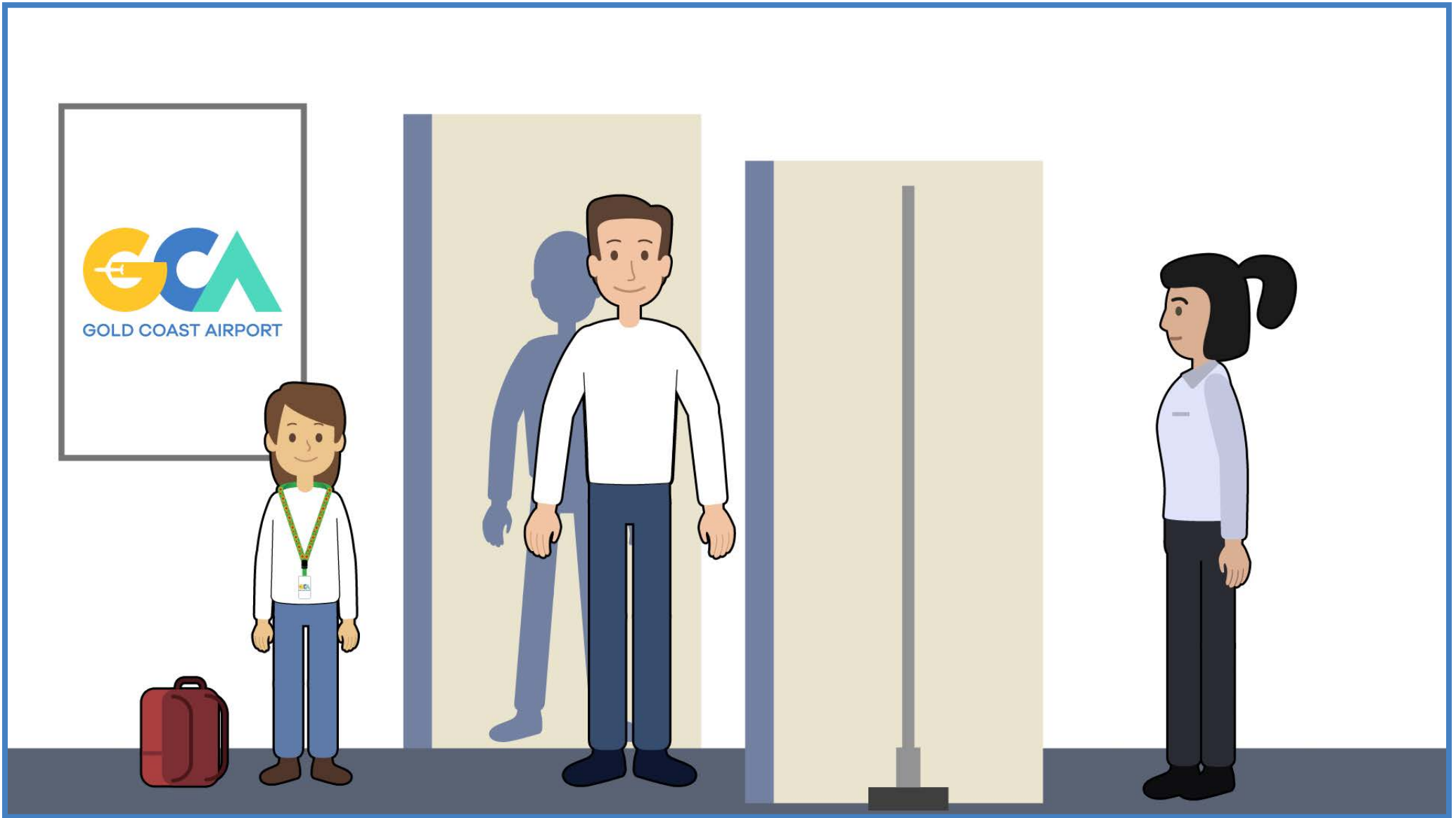
The trays will be taken through a scanner.



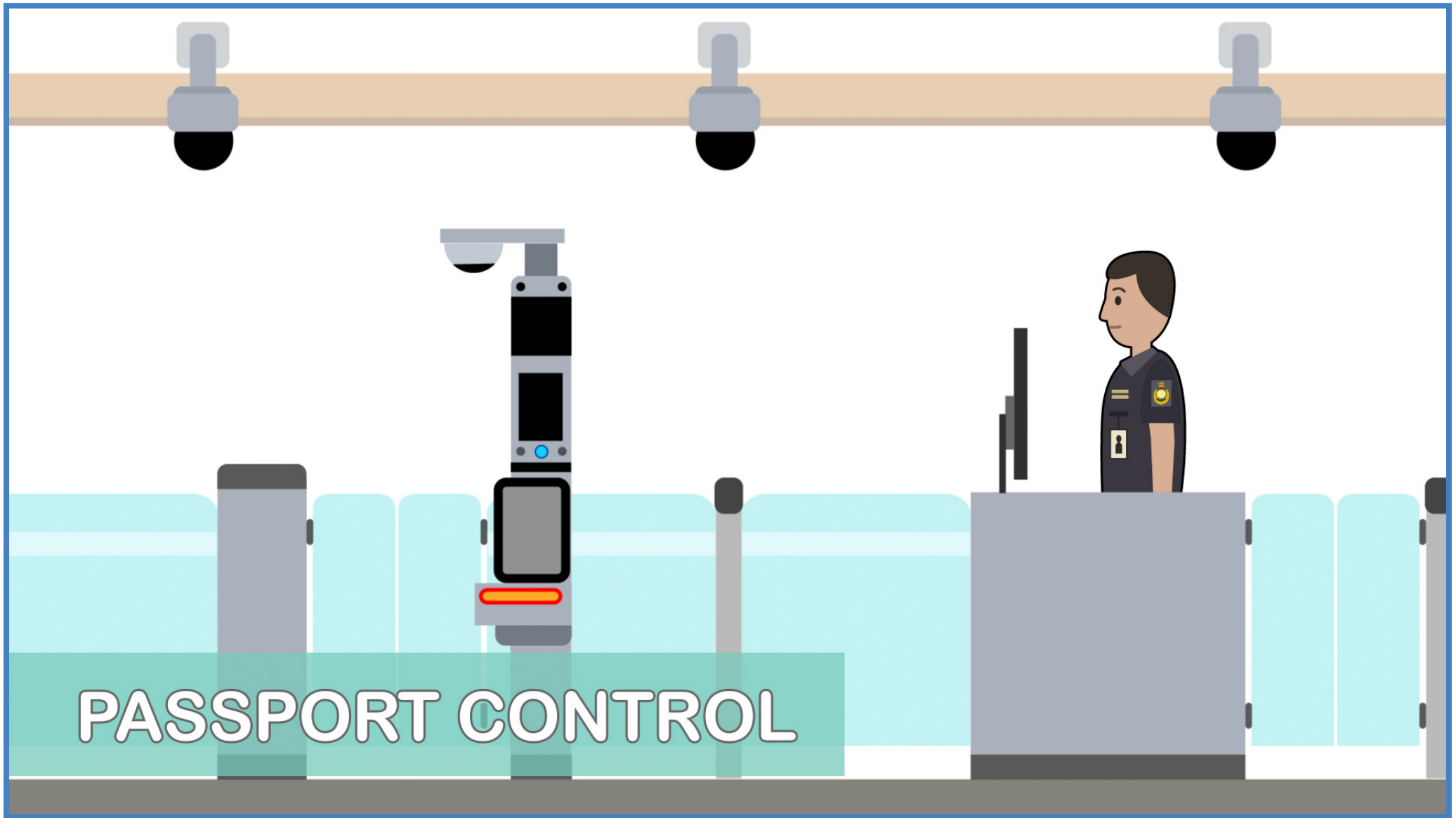
You will get your items back after they have been scanned.



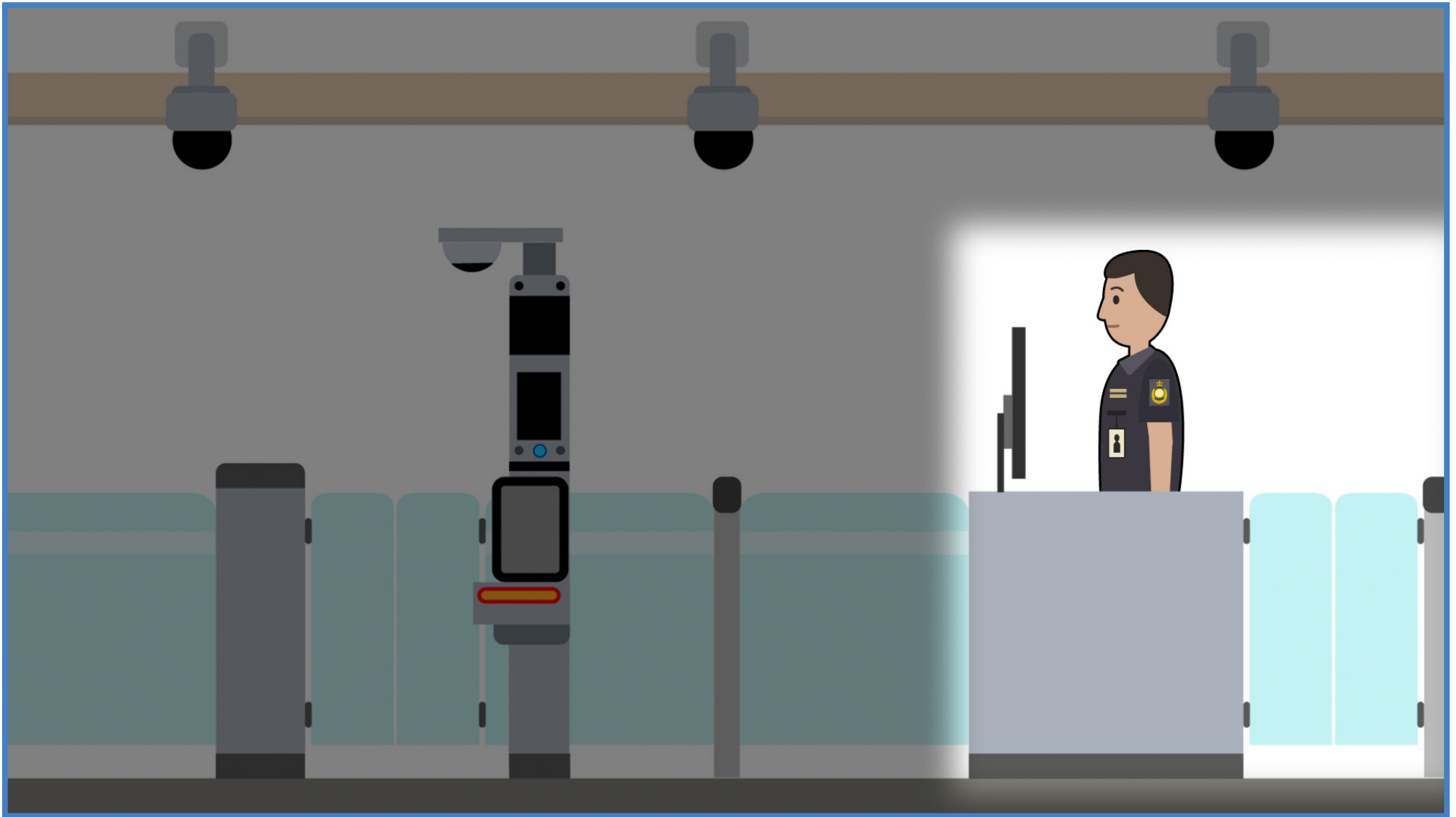
If you are carrying liquids above 100ml, you may not be allowed to take them through security.
If you have bottles with drinks in them, you can refill them once past security.



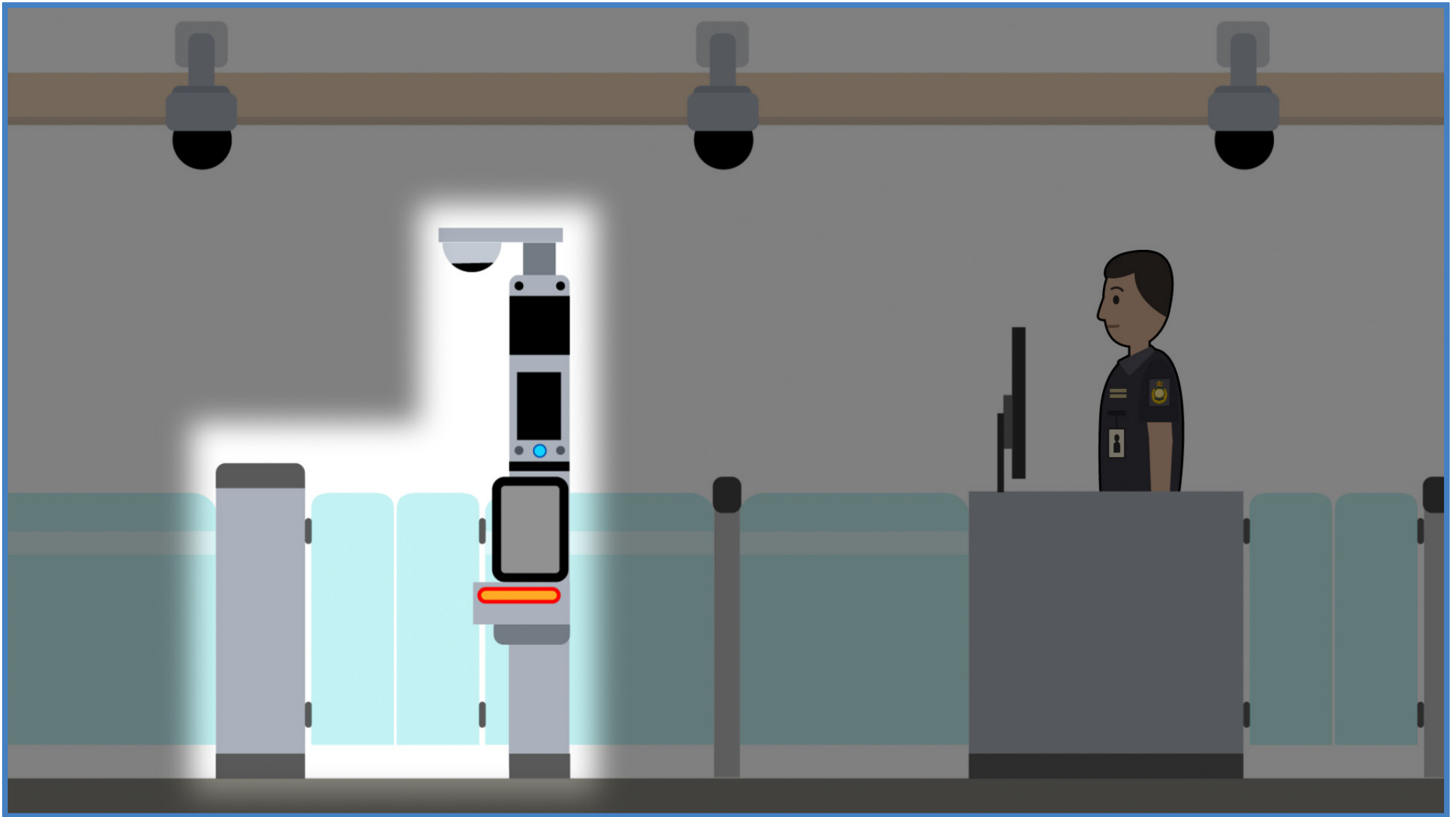
You may be asked to go through a body scanner again. Remember to carefully listen to instructions from the security staff.



You will then need your passport checked. This is called “Passport Control”. You can do this in two ways...



...A. Customs Desk

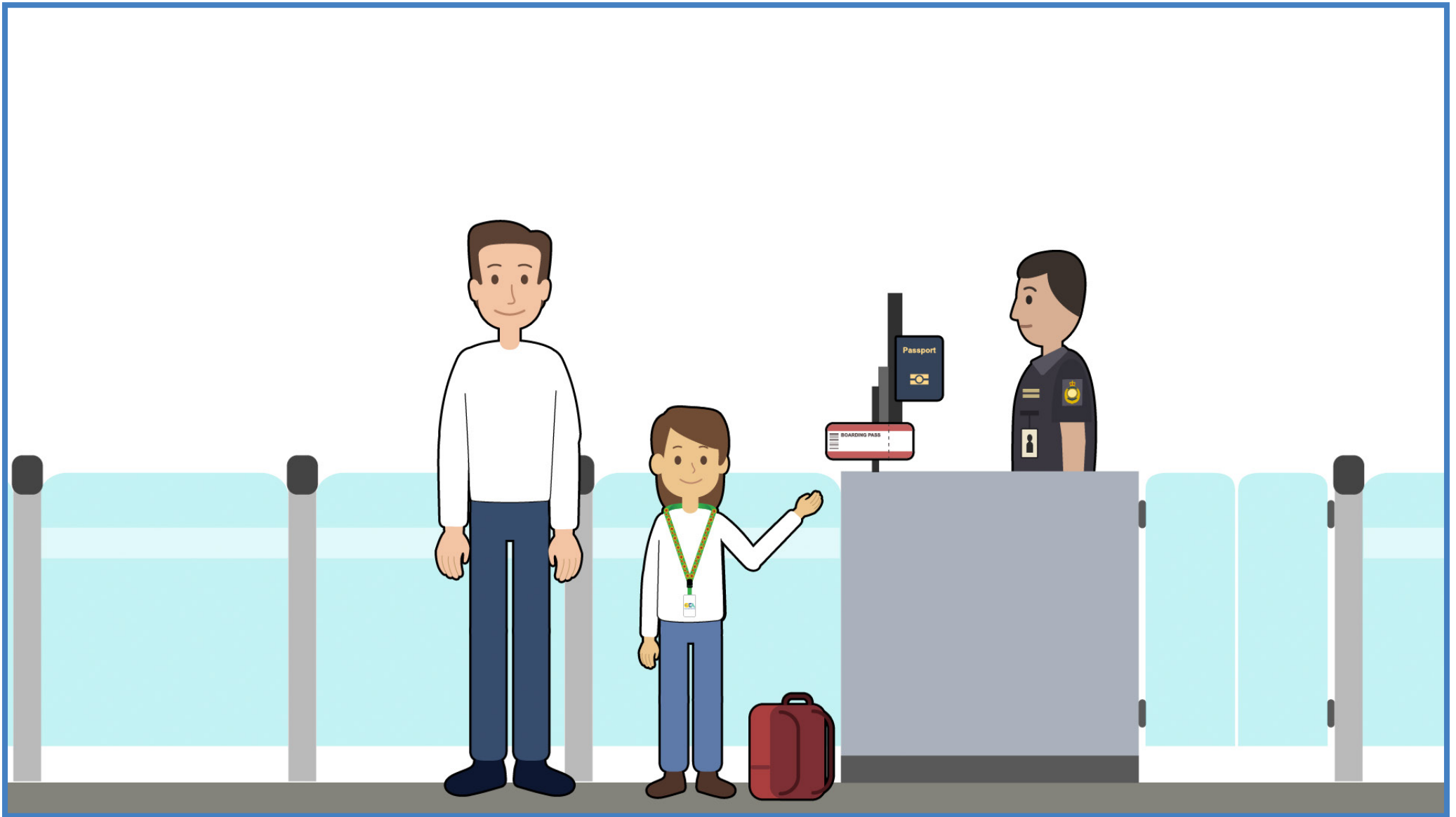


...or B. Self-Service.

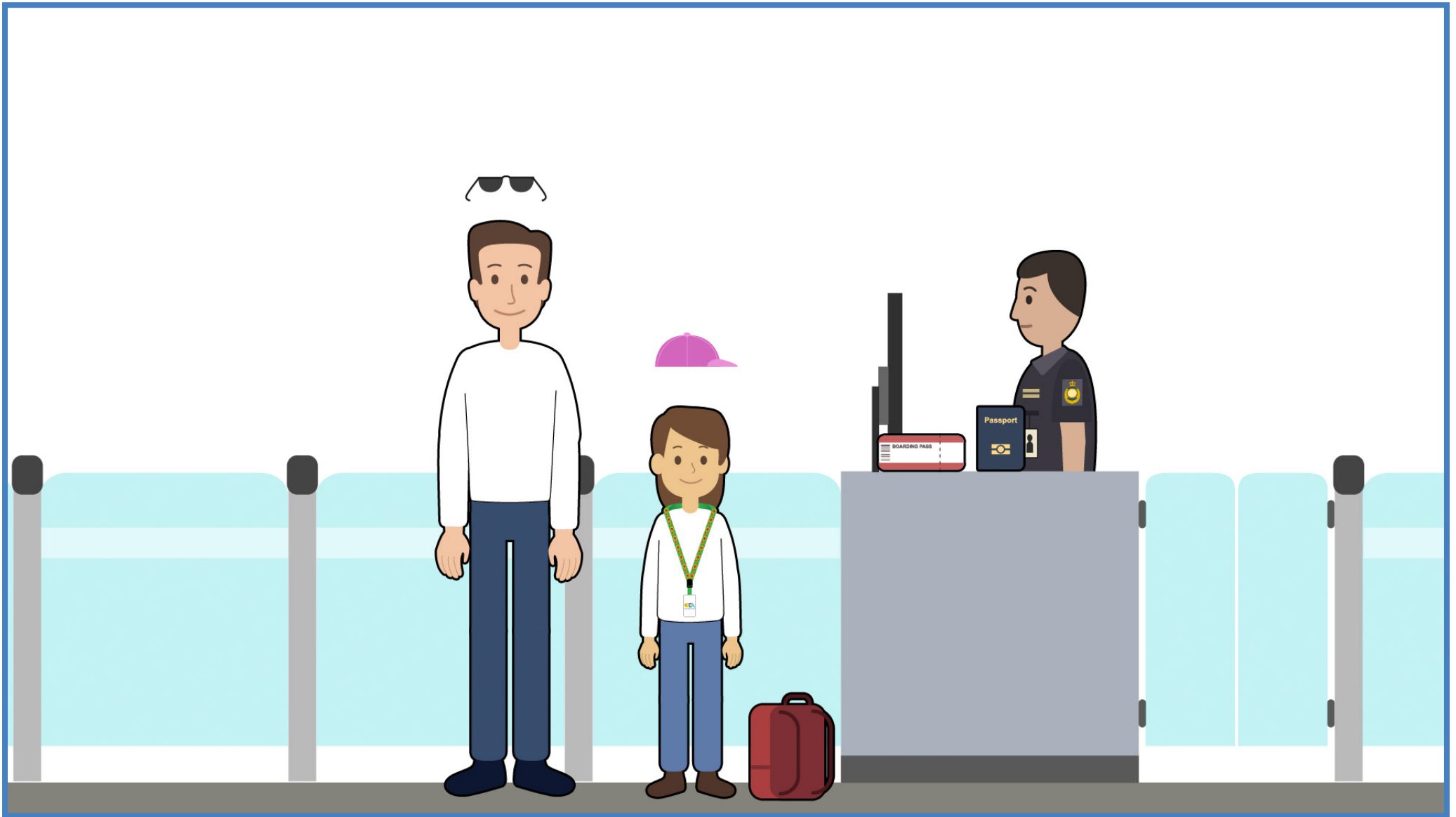
If you have a hidden disability lanyard, you can choose to go to a Border Security Officer.



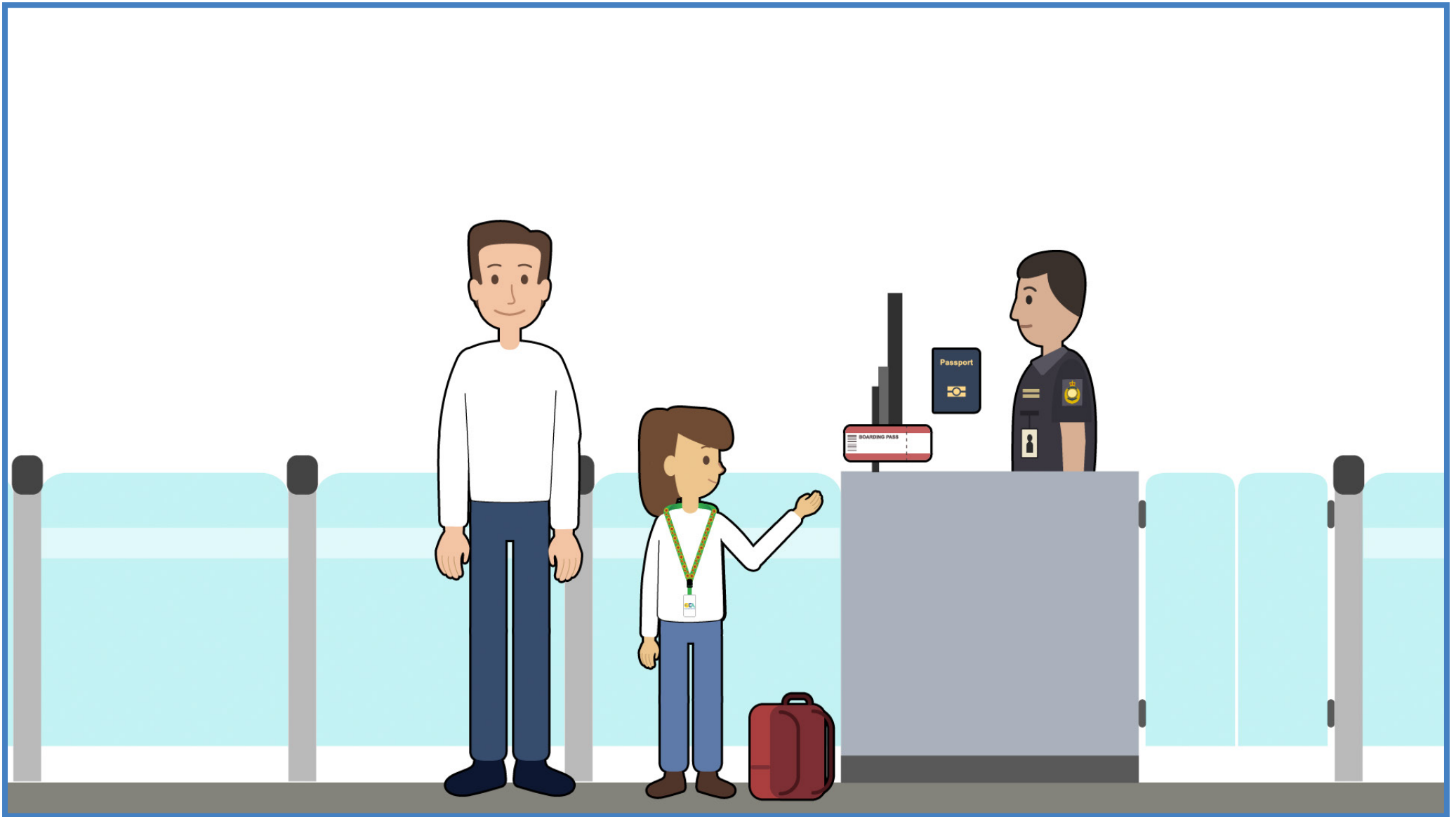
If you choose Customs Desk, line up with the rest of the passengers.



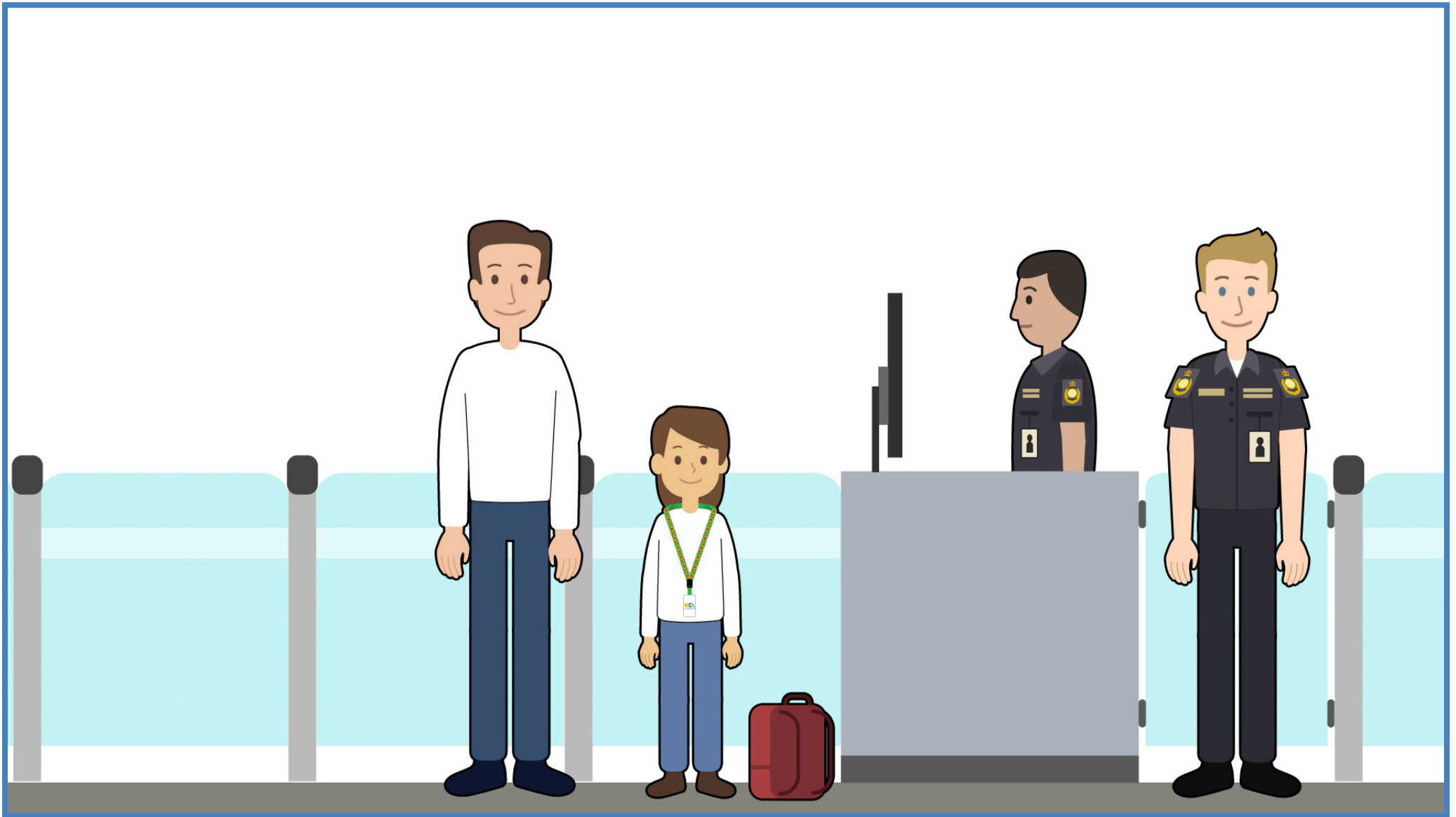
When you get to the desk, you need to give your boarding pass and passport to the border force officer.



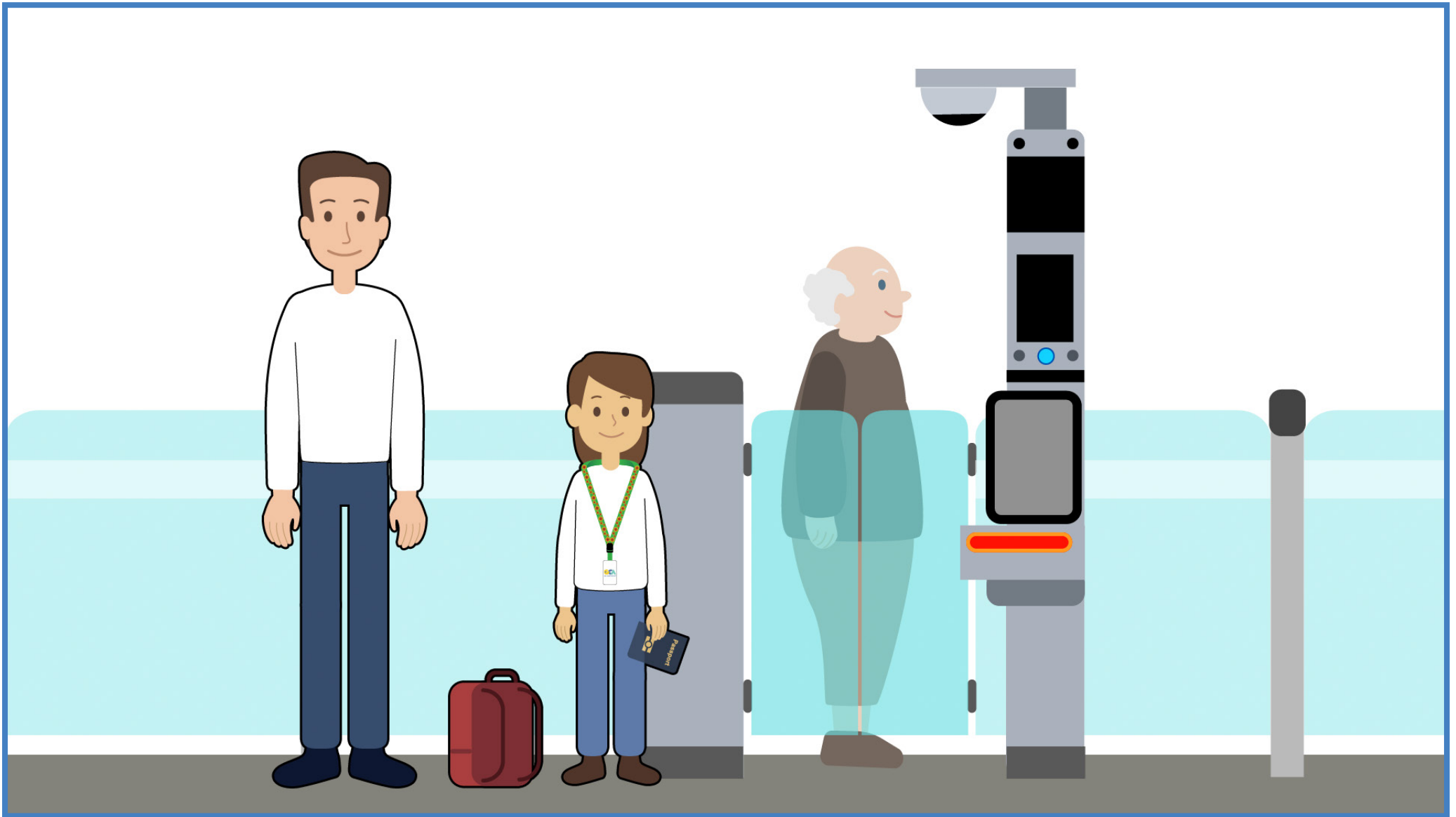
You will need to take off any hats or sunglasses.



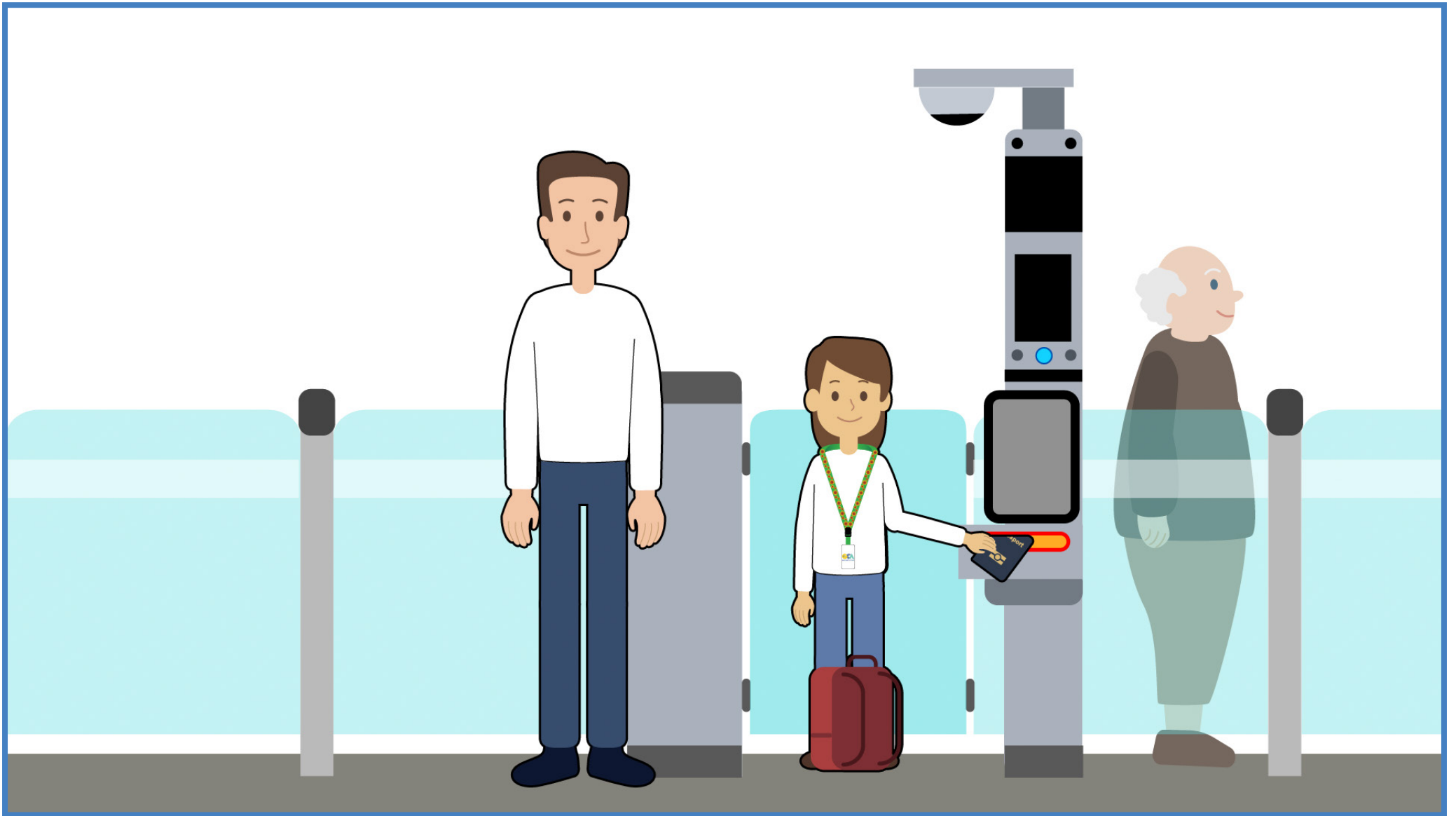
Look towards the officer and after the check, they will give you back your passport.



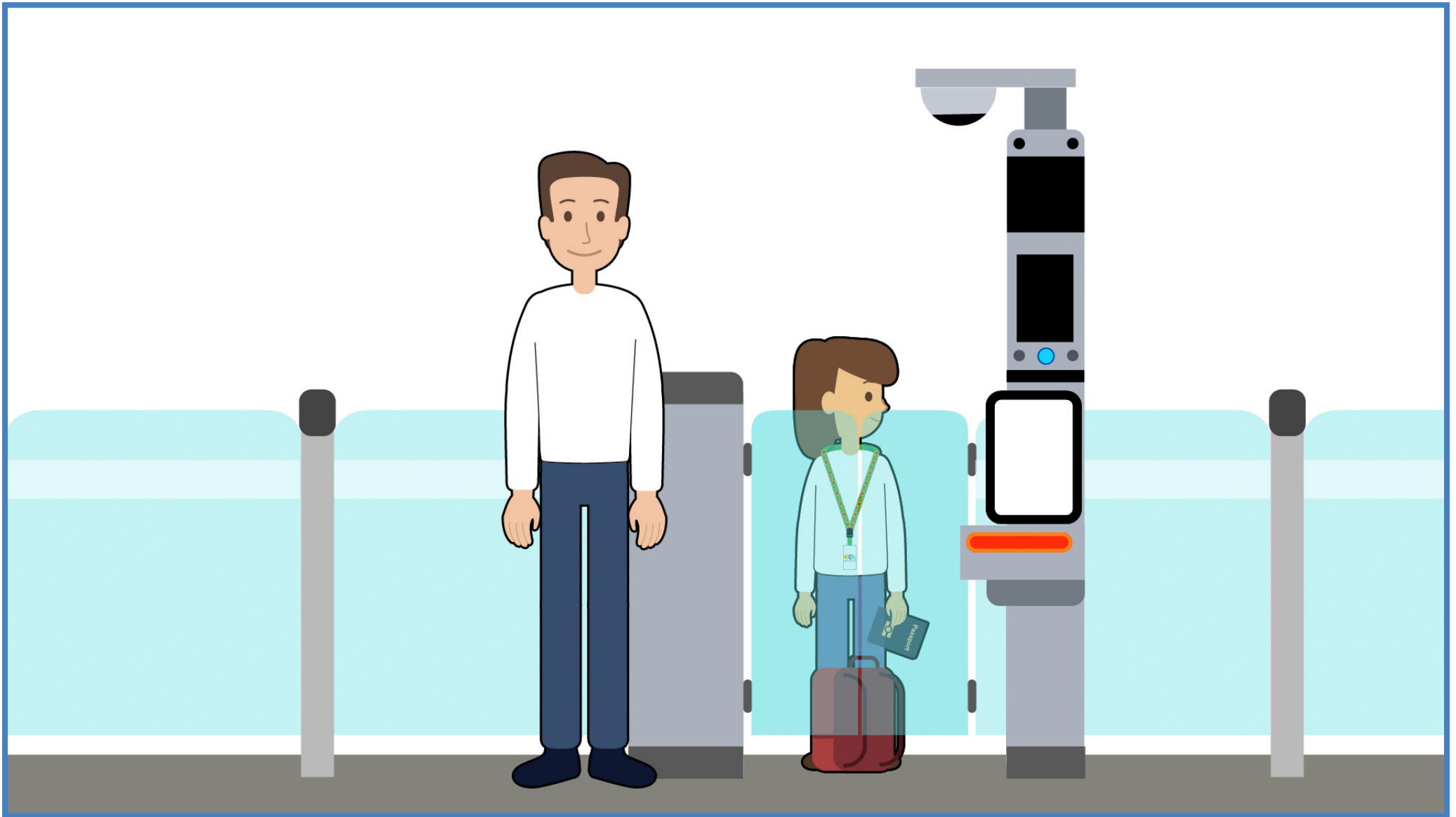
You can talk to an Australian Border Force Officer if you are unsure where to go.



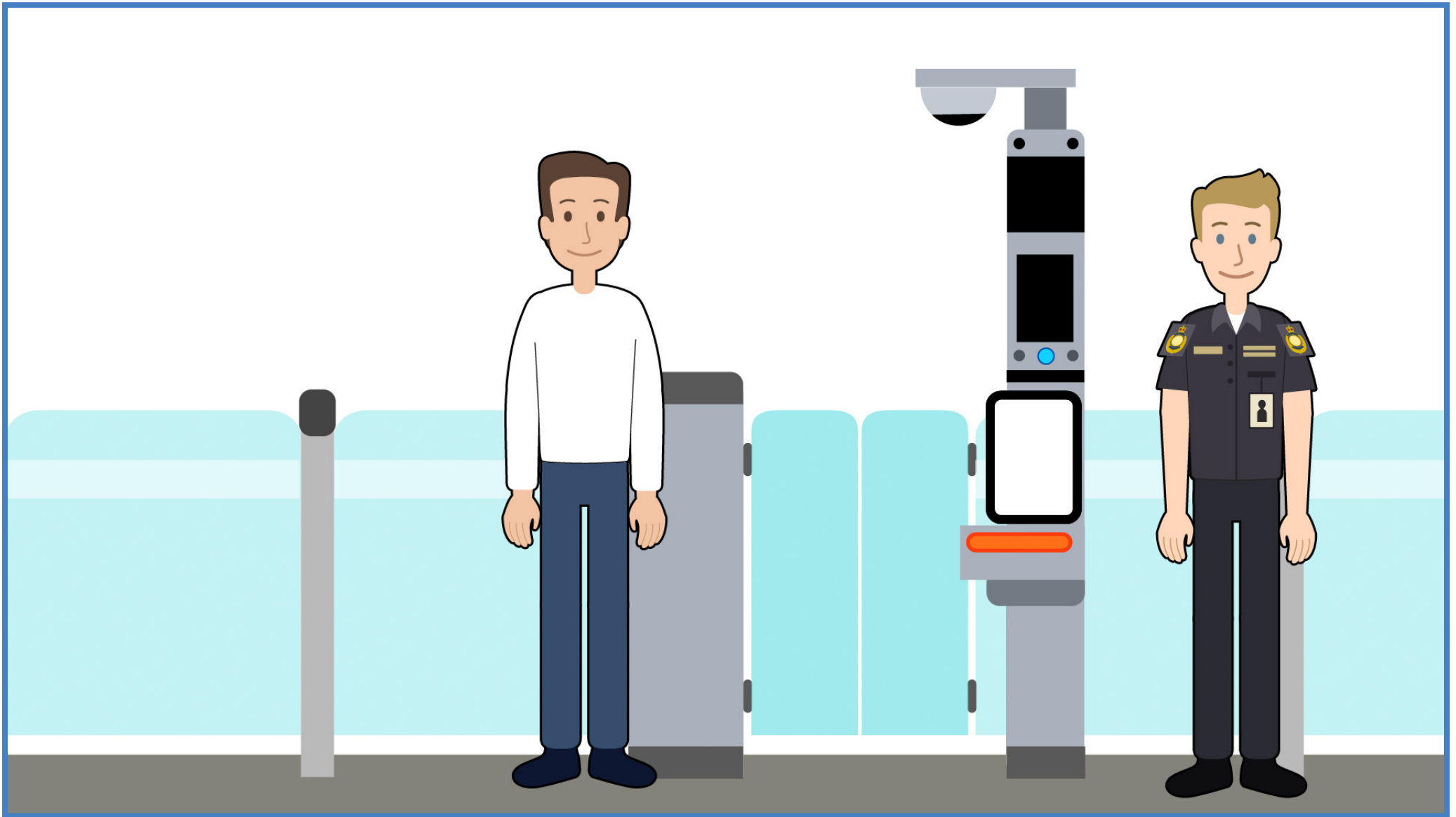
If you choose self-service passport check. Join the queue and wait.



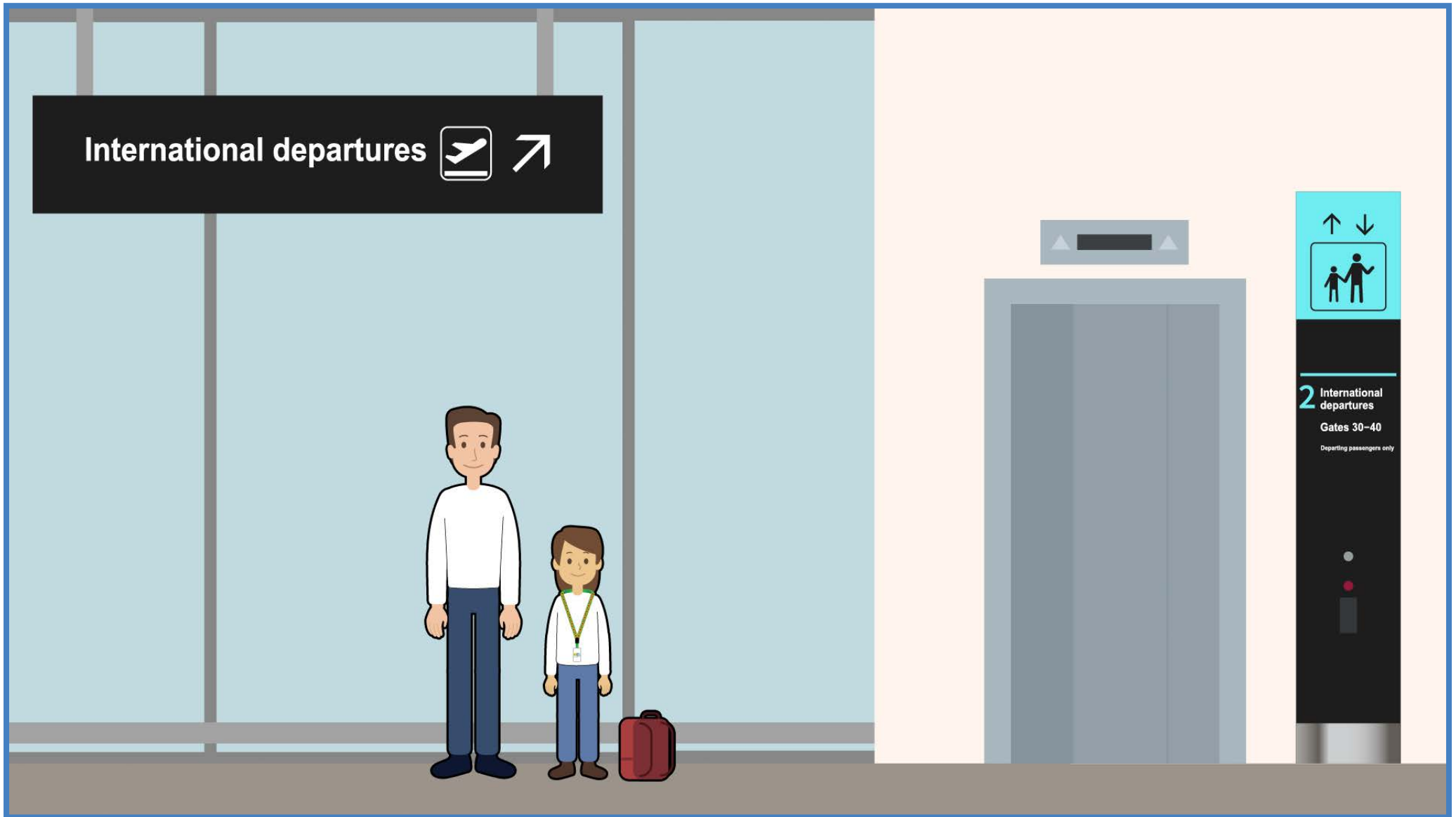
Scan your passport and follow the instructions on screen.



Once you have stood and had your photo taken, the gate will open. Then you will walk through the gate.



You can talk to an Australian Border Force Officer if you are unsure what to do.



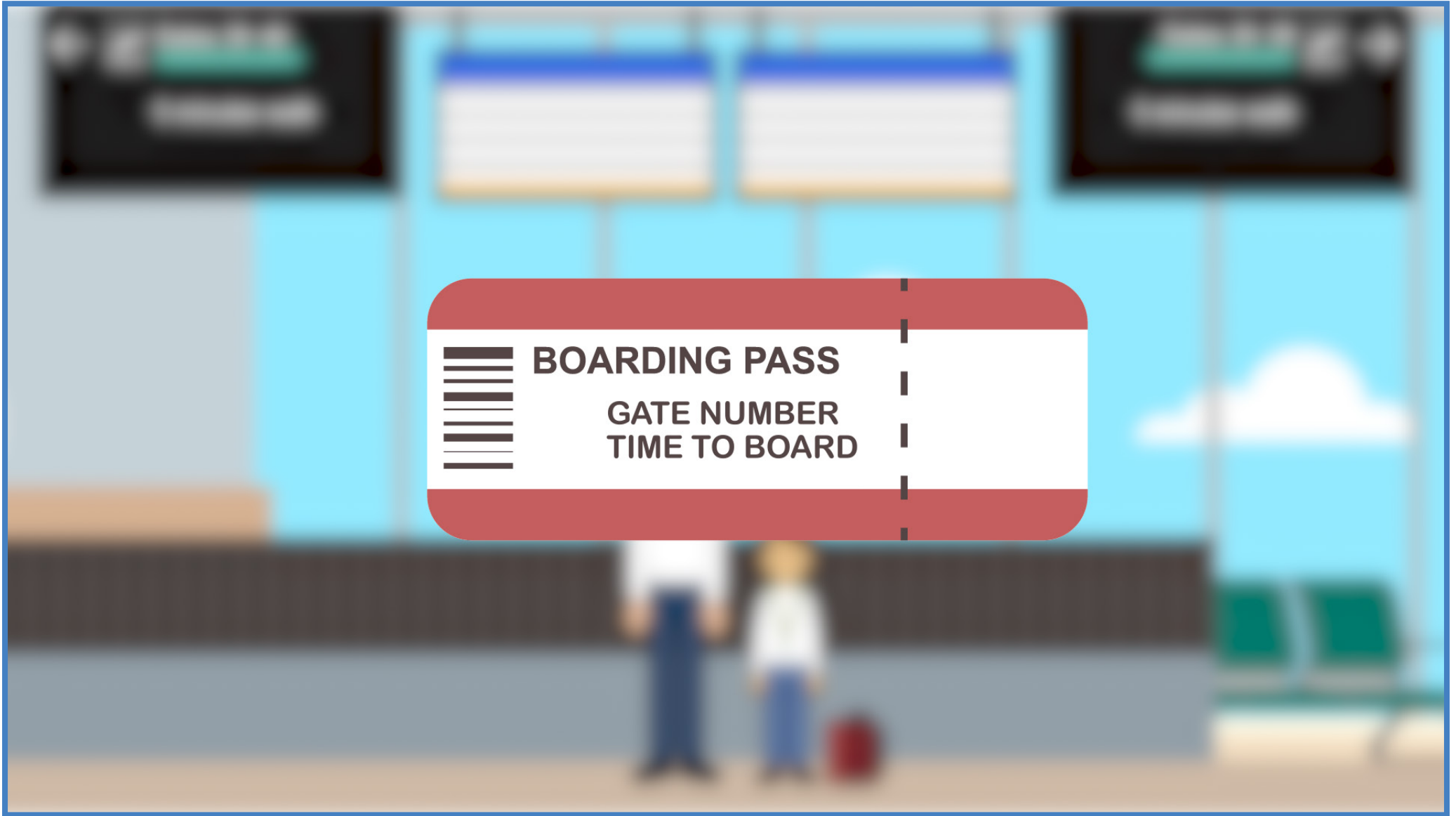
Once your passport has been checked, make your way up to the second floor. You can use the lift, escalator or stairs to reach the first level.



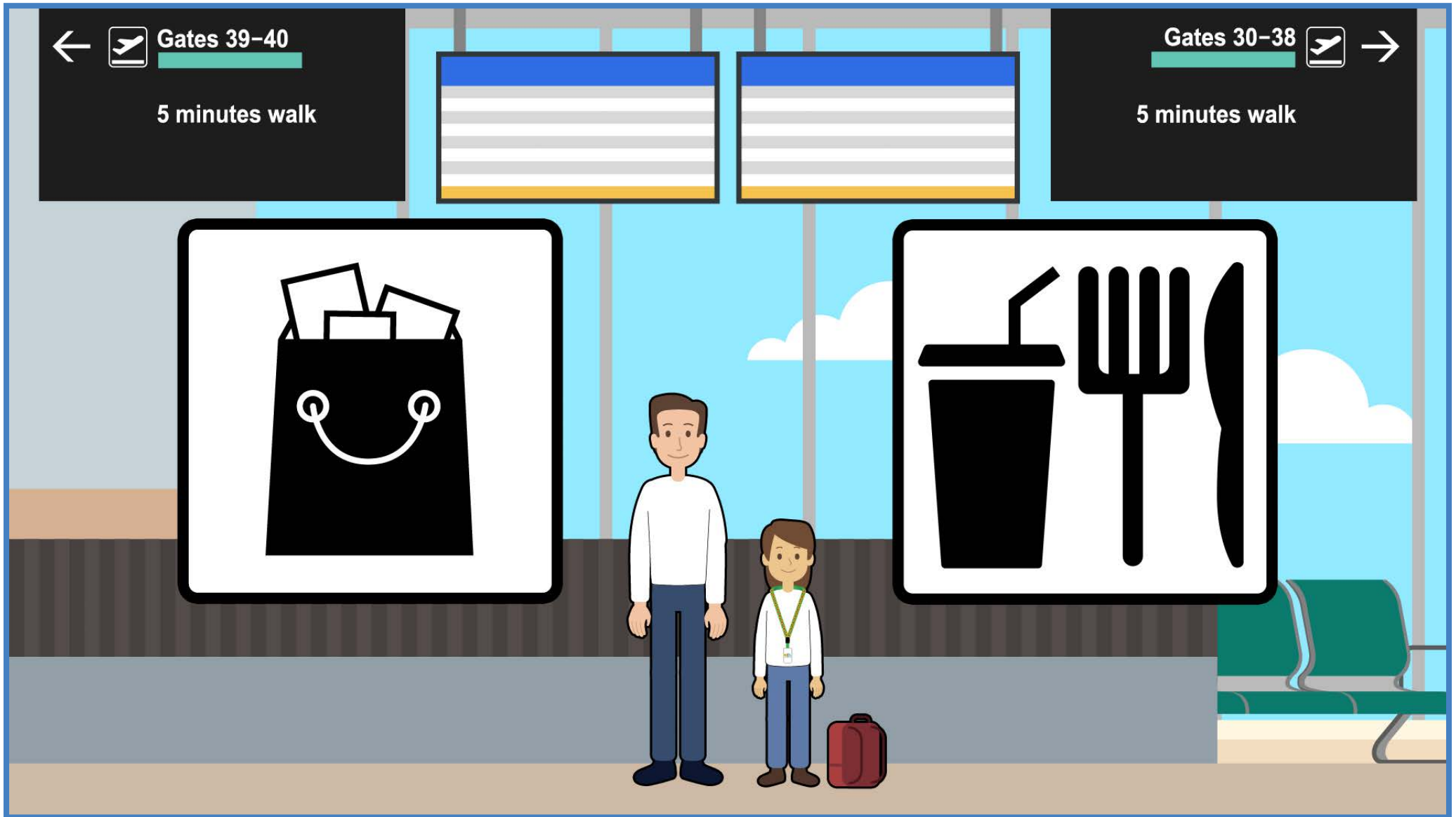
You will then enter Duty Free. It is very bright and smells of perfume.



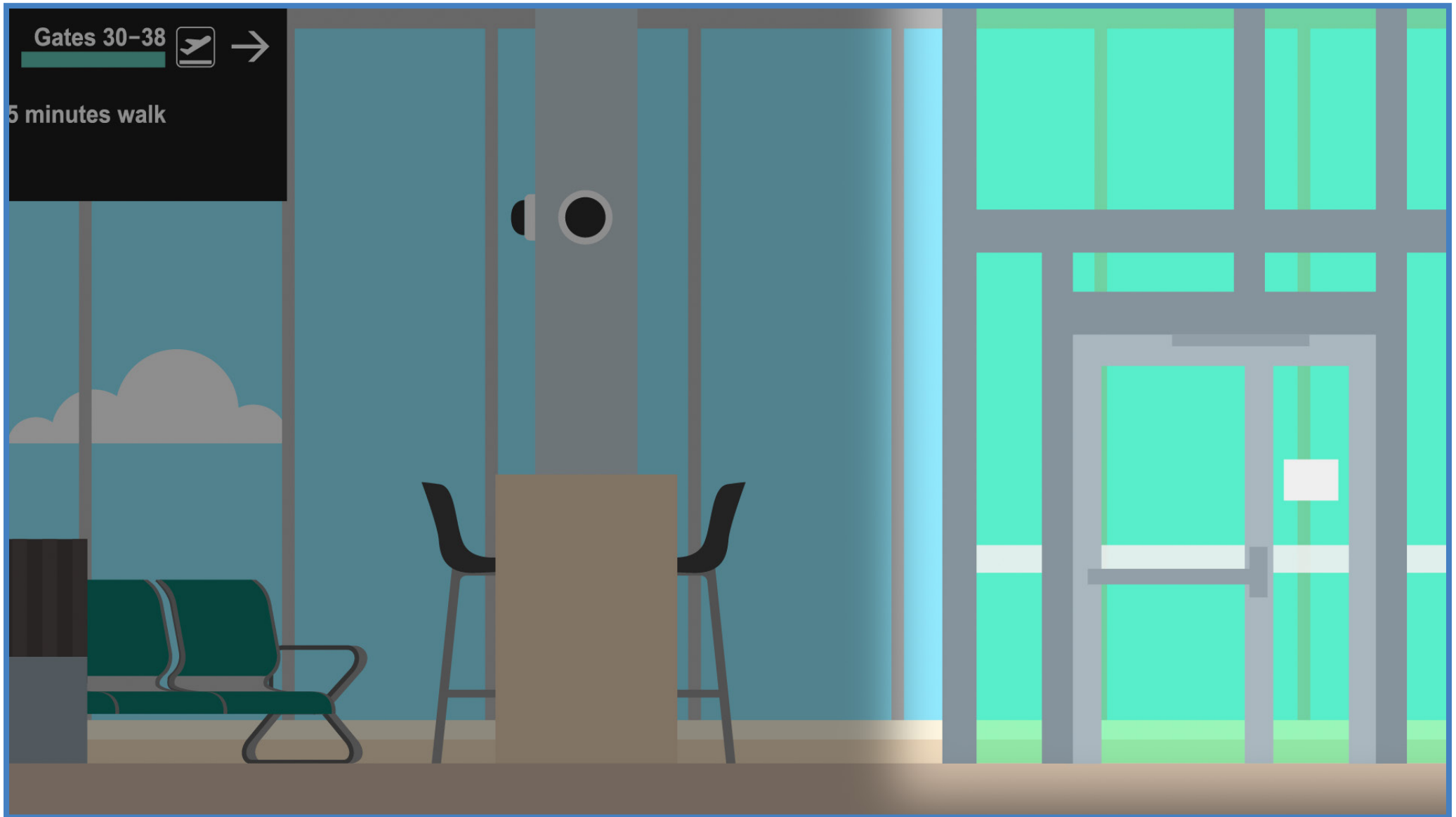
You will then arrive in the international departure lounge where you will wait until your plane is ready.



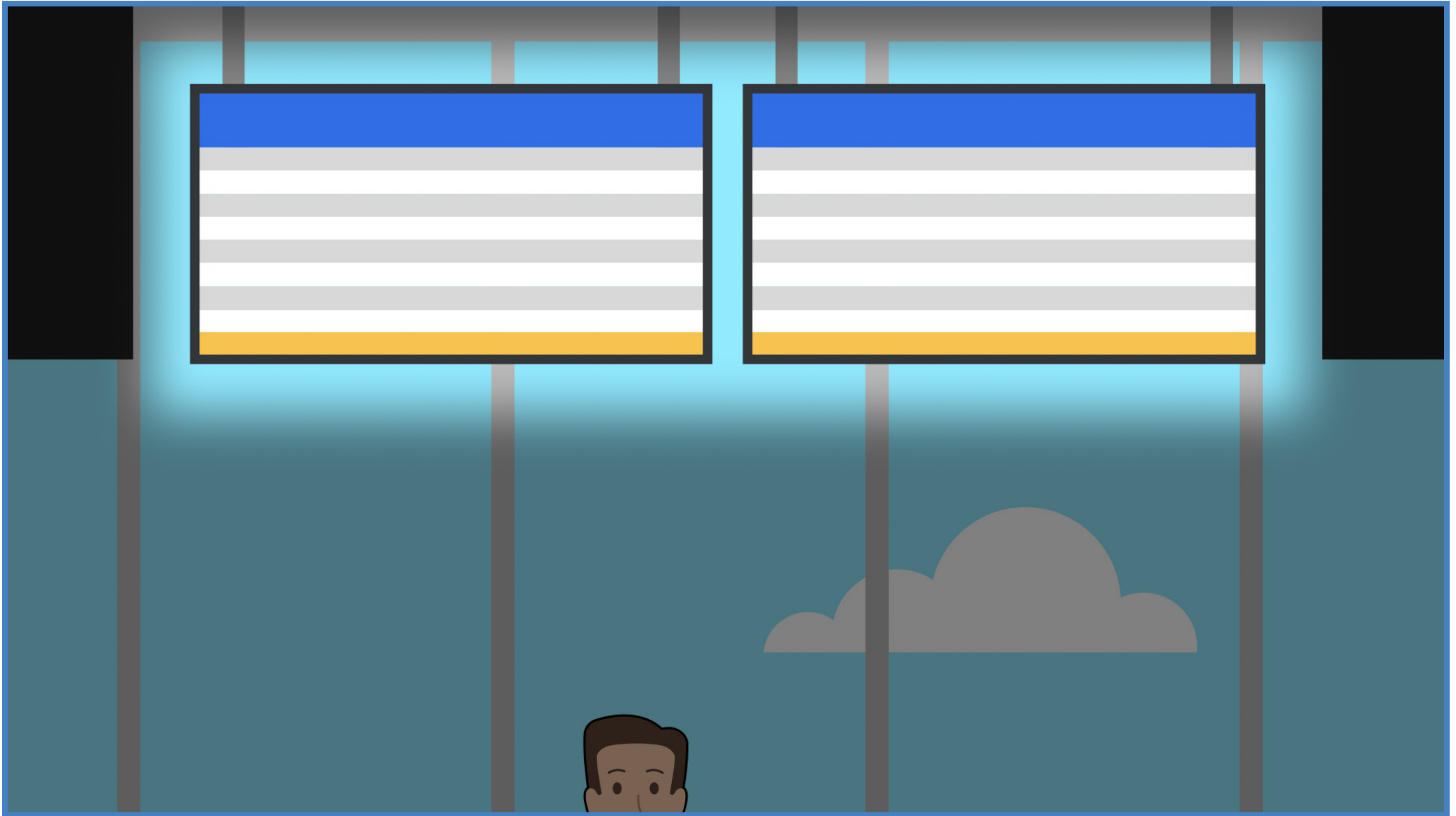
Your gate number is on your boarding pass.



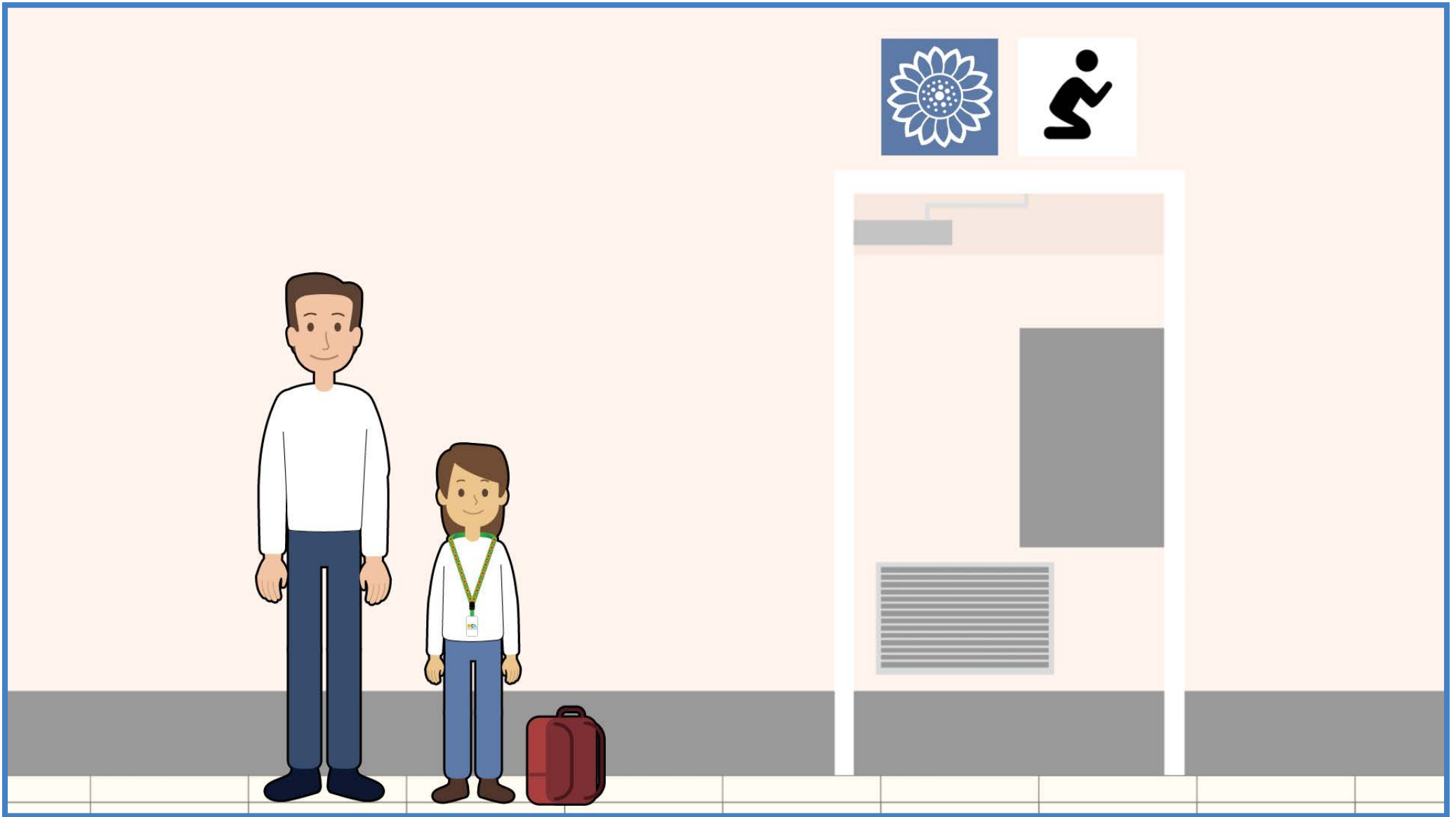
You can go shopping, have a drink or have something to eat or you can go straight to your gate and wait for your plane.



There are large green windows in the centre of the lounge. If the glass makes you feel uncomfortable, you can choose to sit in a place further away to wait for your plane.



Make sure you check the information screens or listen out for announcements. Your plane may be waiting at a different gate. This can sometimes happen and is normal.



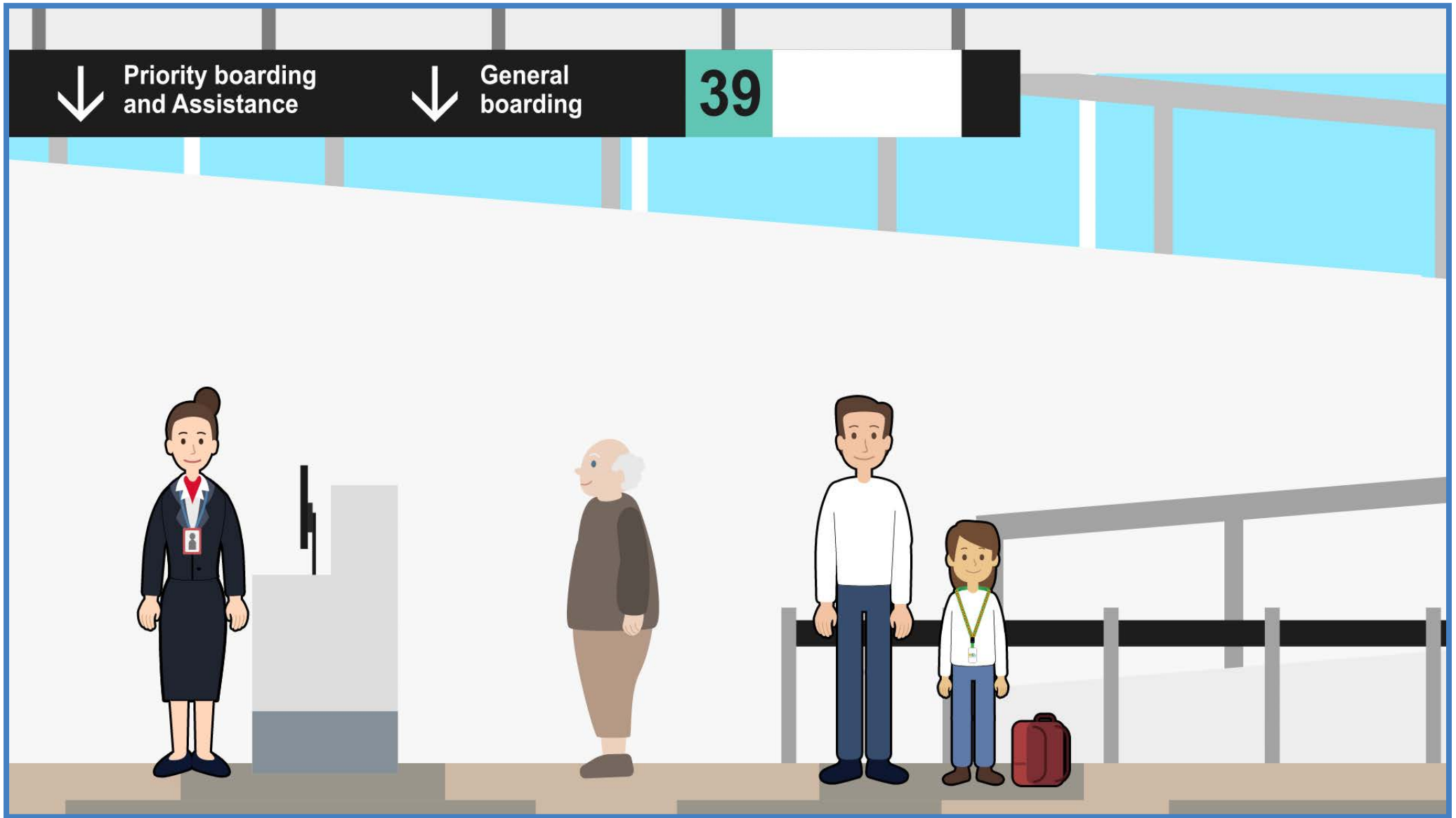
If the lounge is too noisy, you can use a dual-purpose multi-faith quiet room to rest which is located near the bathrooms.



Sit in the departure lounge until your flight is called for boarding.



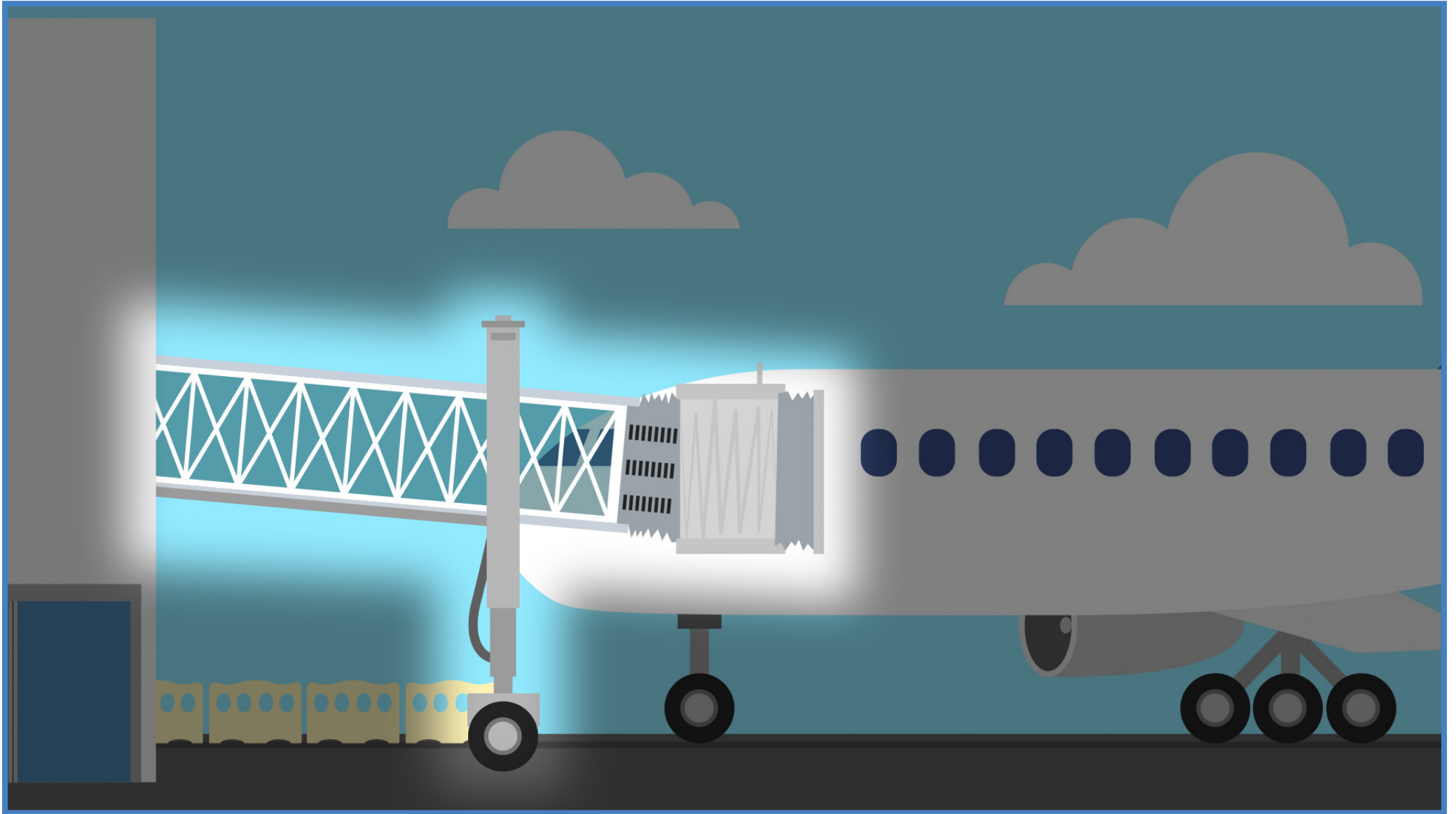
Go to your gate, tell the airline staff if you need help getting on the plane. The airline staff will tell you when you can board the plane.



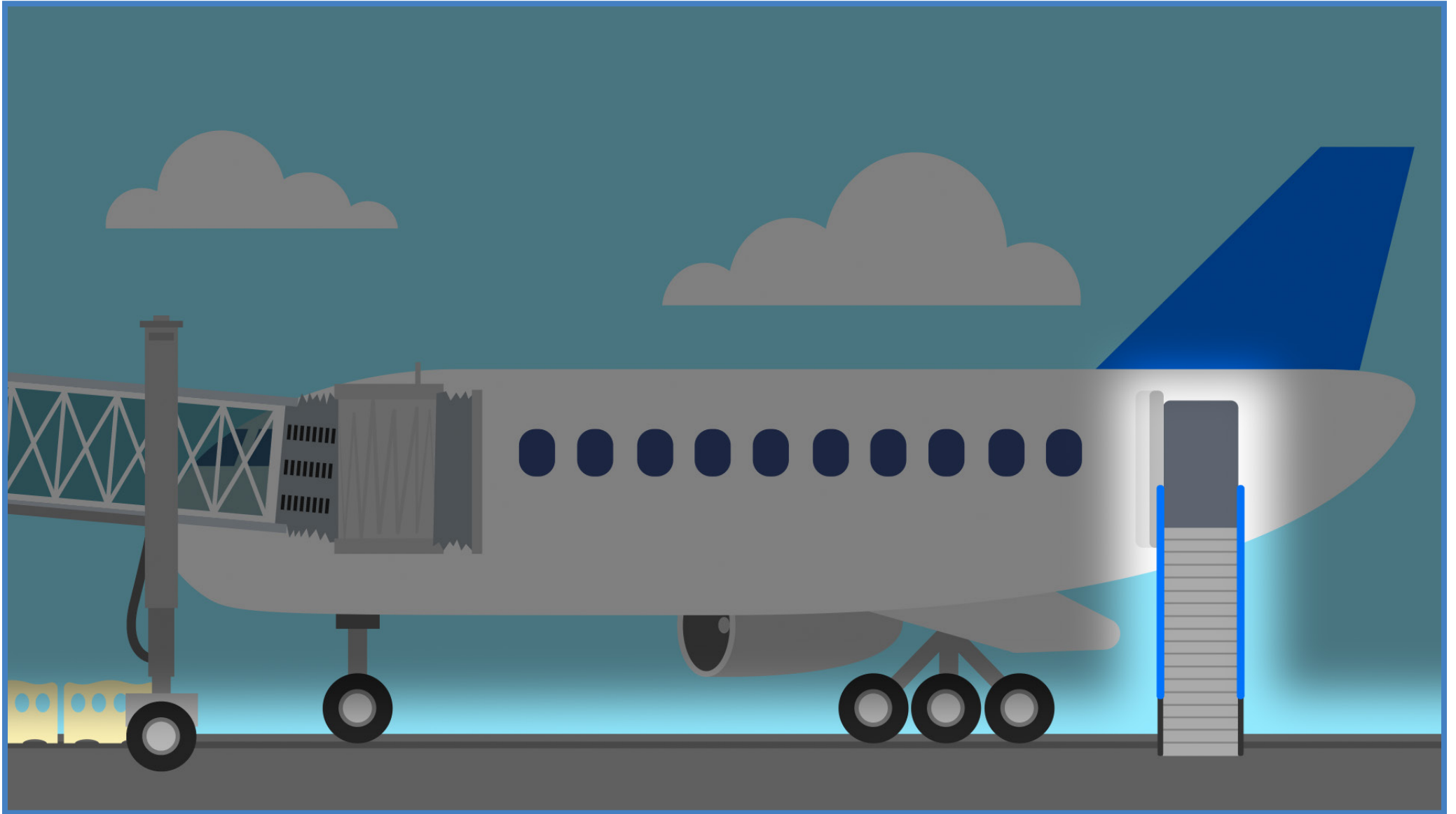
Join the queue and wait.



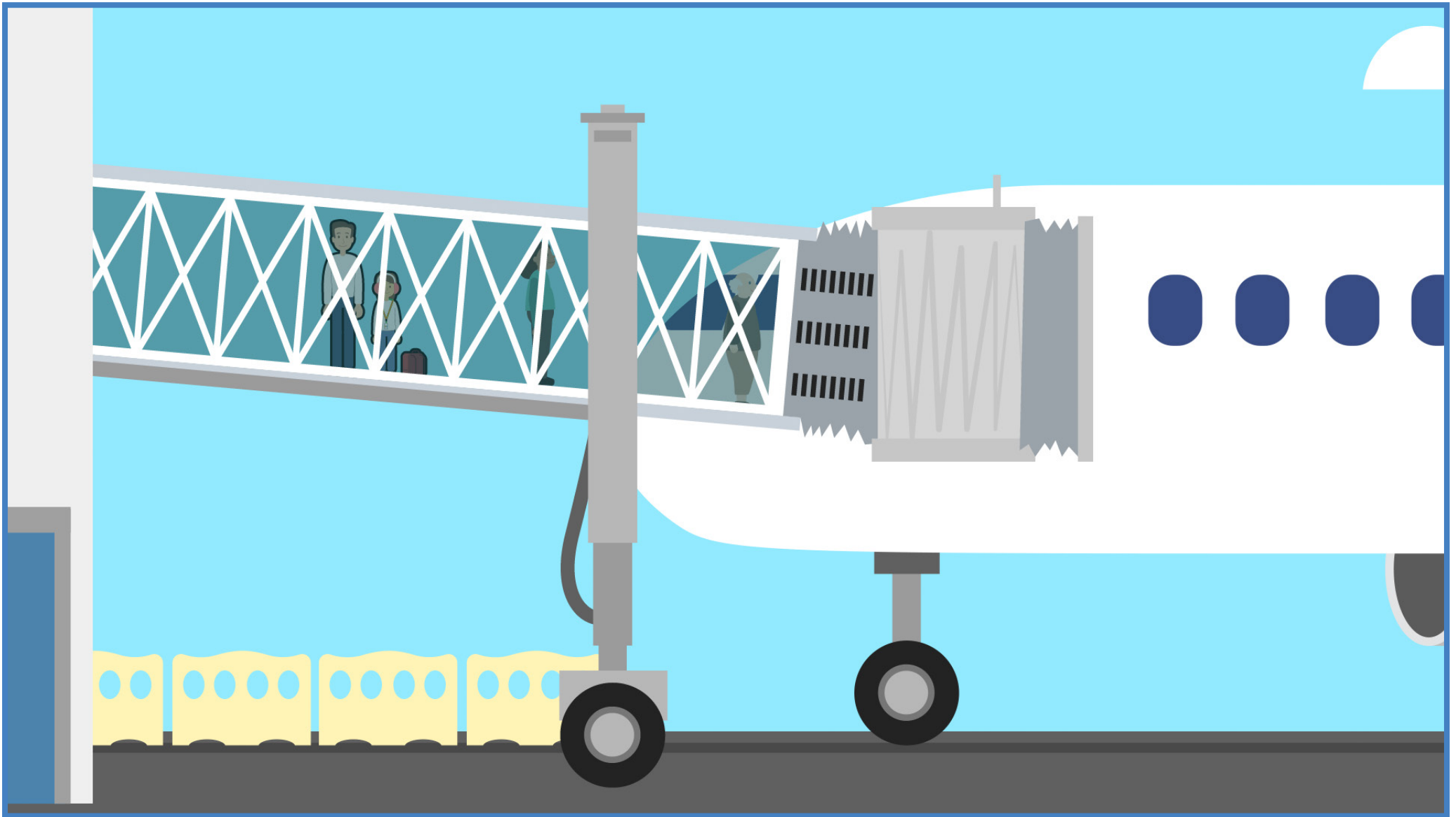
When you meet the airline staff, show them your boarding pass and they will scan it.



You will get to your plane either through a boarding bridge...



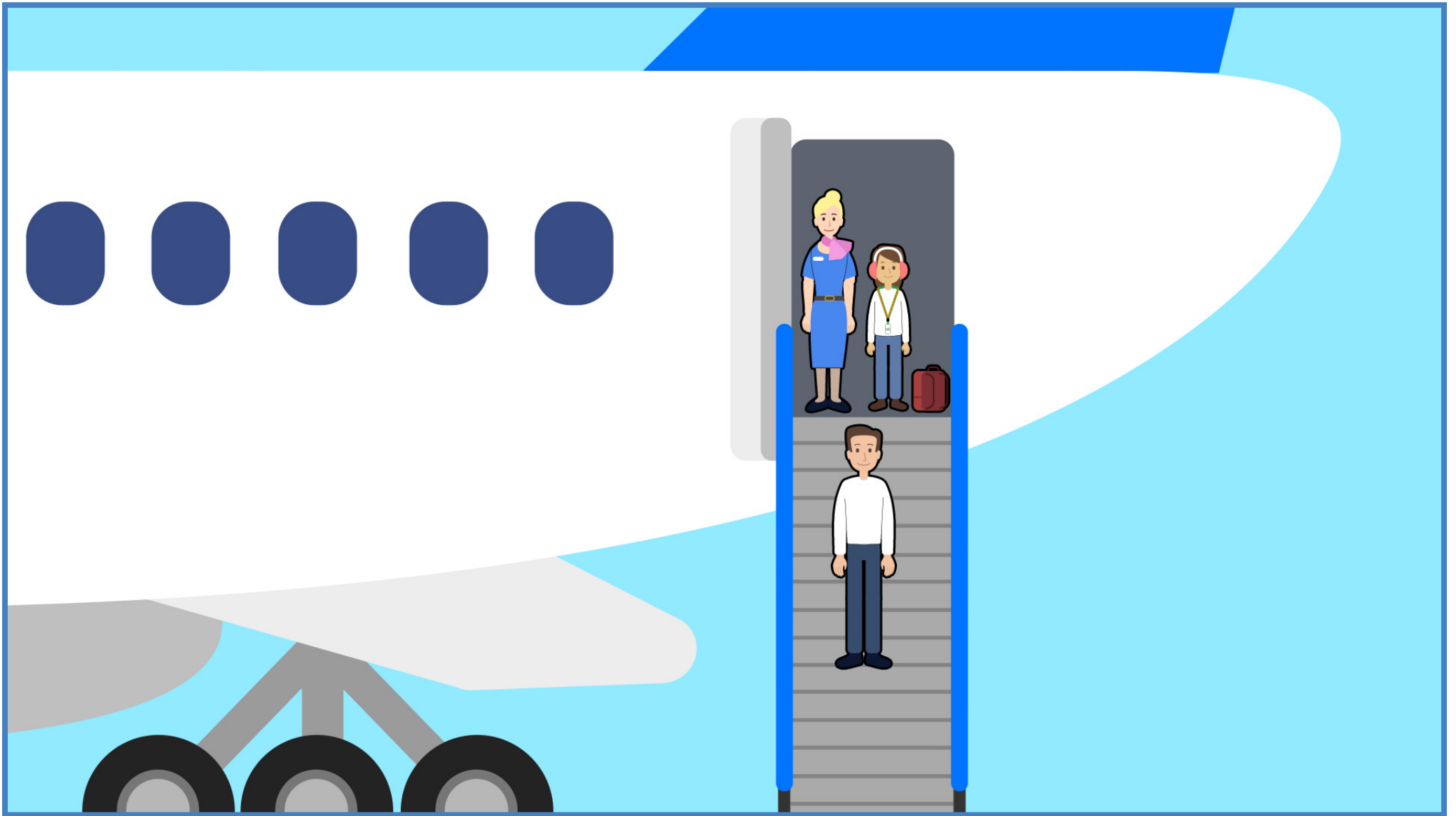
...or by walking onto the tarmac. This will depend on your gate number and seat number.



The boarding bridge connects your gate to your plane directly, so you do not need to walk outside on the tarmac.



Walking on the tarmac to your plane can be loud as you will be outside. You may also smell fumes from the planes.



You will be greeted by another airline staff. They will check your boarding pass.



Find your seat. You may need to get up and let people past so they can sit next to you. Follow instructions from the airline staff until you are off the plane.



Enjoy your flight.



Remember, if you are ever unsure of what to do, or become overwhelmed at Gold Coast Airport, talk to a help desk, GCA ambassador or airline staff member for assistance.