

SYD

Journey Planner



Sydney's Airport



Planning for travel

- When booking your trip, check with your airline that their inclusion and accessibility policies meet your needs
- Visit your doctor 6-8 weeks prior to travel and confirm your fitness to travel
- Ask your doctor for supporting medical documentation, ensuring the name on any medication matches the name on your passport
- Be informed and prepared and log your trip with Smartraveller for overseas travel
- Explore ways to care for your body when flying and meet your sensory needs, i.e., noise cancelling headphones

Airline information

At Sydney Airport, the airlines provide additional assistance for their passengers. Be sure to advise your airline of any specific assistance or equipment you may need and to confirm these 48 hours prior to travel. Confirm with your airline the number and weight of each bag you can take on your flight.

Hidden Disability

Wearing a sunflower lanyard at Sydney Airport enables staff to recognise that you have a hidden disability. If you would like to identify your hidden disability, you can pick up a hidden disabilities lanyard at the Airport.



Getting to the Airport

- Pre-book your transport to the airport
- Accessible drop off zones are located at the Departures level with the nearest access points to the terminals
- Book your parking online and ensure you have your mobility permit if you plan to park in accessible spaces



Preparing for departure

Check-in

- At T1 International - have your passport, visa (if required) and airline boarding pass
- At T2 & T3 Domestic - identification such as a drivers licence and airline boarding pass

Security

- For your International flight pack powders, liquids, aerosols and gels under 100ml in the small plastic bag provided in the security area. Any materials over this amount need to be packed in check-in luggage.
- Have any supporting medical documentation ready for security staff



Use our Information kiosks to locate accessible facilities at the airport including bathrooms, changing rooms and animal relief area.





Preparing for your arrival

Disembarking

- Most aircrafts will usually disembark via an aerobridge, however some flights may require passengers to exit via stairs. If you have advised your airline of your additional assistance requirements, assistance will be ready and available to you

Passport Control – (International flights)

- Make sure you have your current passport, visa and completed Incoming Passenger Card ready to present to passport control officers

Baggage Claim

- Collect your luggage from the baggage reclaim area

Terminal Transfers

- Check with your airline to see what assistance they are able to offer

Alternate options include:

- T-Bus is a complimentary, accessible and regular loop service offered between all terminals departing from the Arrivals level
- Taxis are located on the ground floor kerbside at each terminal
- Train station access is from the arrivals level of each terminal



Leaving the Airport

Meeting point

- Re-group at the meeting point located on the arrivals level
- At T1 International, this is located on the between Exit A and Exit B
- At T2 Domestic, this is located opposite baggage carousel 6

Transport options from the airport

- Consider your transport options in advance of your arrival. Options available at Sydney Airport include car, bus, train, taxi, ride share such as Uber or UberAssist and rental cars
- Two accessible pick up spaces are available on the Arrivals level of all terminals with wheelchair ramps. Drivers must remain with their vehicle at all times

Sydney Airport are committed to providing an inclusive and accessible experience for all passengers and visitors.

More information is available on our website at www.sydneyairport.com.au/assistance

Contact details for all airlines that fly into Sydney can be found here www.sydneyairport.com.au/airlines

Check the status of your flight through the Sydney Airport website or @flySYD Facebook and Twitter pages.

