

# SOCIAL STORY

**3rd floor of Terminal D -  
International-Departures**



airBaltic AEGEAN Austrian

AirArabia  
العربية للطيران

CSA CZECH  
AIRLINES

EL AL  
הכי בבית בעולם

flydubai

PEGASUS  
AIRLINES

POLISH AIRLINES  
LOT

flynas  
طيران ناس

KLM

Lufthansa SkyUp SWISS

SAS AIRFRANCE

Wizz

vueling

WINDR\*SE

RYANAIR

QATAR  
القطرية  
AIRWAYS

TURKISH  
AIRLINES

I have to clarify the rules of check-in for my flight in advance on the website of the airline which services I am using



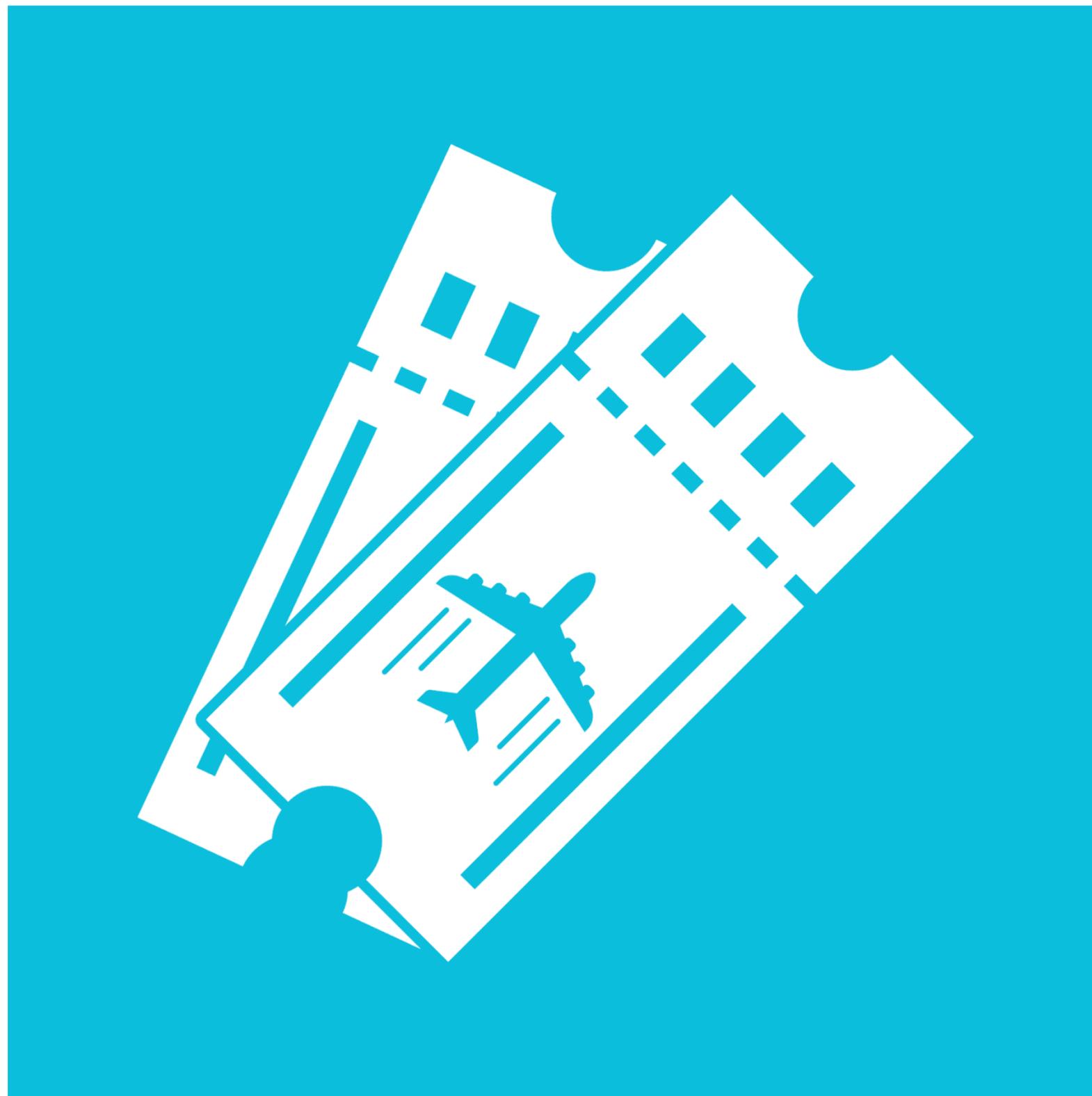
**I have arrived at the third floor  
of the Terminal**



**I am wayfinding by signs**



I am going inside



**I am showing my flight ticket  
to the official**

Відправлення				Departures				Відправлення				Відправлення			
№	Напрямок	Авіакомпанія	Час вильоту	№	Напрямок	Авіакомпанія	Час вильоту	№	Напрямок	Авіакомпанія	Час вильоту	№	Напрямок	Авіакомпанія	Час вильоту
13:00	Амстердам	KL 605	13:00	13:00	Дубай	FE 1728	13:00	13:00	Тель-Авів	PG 0777	13:00	13:00	Львів	PS 9085	13:00
13:30	Вінниця	FR 5407	13:30	13:30	Львів	7W 0183	13:30	13:30	Стамбул	FR 8234	13:30	13:30	Київ	PS 9085	13:30
13:30	Астана	QJ 4415	13:30	13:30	Мадрид	FR 8958	13:30	13:30	Львів	PQ 0981	13:30	13:30	Прага	PS 9719	13:30
13:40	Шарль-де-Голль	QJ 4435	13:40	13:40	Варшава	FR 7263	13:40	13:40	Варшава	LD 0754	13:40	13:40	Донецькоблас	FR 2749	13:40
13:45	Амстердам	PQ 0751	13:45	13:45	Стамбул	7W 0183	13:45	13:45	Прага	PQ 0881	13:45	13:45	Дубай	FR 8230	13:45
14:00	Амстердам	DL 9473	14:00	13:55	Варшава	7W 0183	13:55	13:55	Краків	FR 0411	13:55	13:55	Стамбул	PS 9560	13:55
14:00	Варшава	LD 0752	14:00	13:50	Прага	FR 8958	13:50	13:50	Київ	PS 9051	13:50	13:50	Львів	XY 0238	13:50
14:05	Франкфурт	LH 1481	14:05	13:40	Варшава	FR 8958	13:40	13:40	Київ	PS 9287	13:40	13:40	Тель-Авів	6M 0852	13:40
14:15	Шарль-де-Голль	QJ 4415	14:15	13:35	Варшава	FR 8958	13:35	13:35	Варшава	FR 0911	13:35	13:35	Тель-Авів	LY 2654	13:35
14:45	Рим	FR 7853	14:45	13:40	Мадрид	FR 8958	13:40	13:40	Варшава	FR 0401	13:40	13:40	Мур-Султан	PS 9114	13:40
14:50	Прага	KL 2382	14:50	13:30	Варшава	FR 8958	13:30	13:30	Варшава	FR 0979	13:30	13:30	Шарль-де-Голль	PQ 7305	13:30
15:00	Катанца	FR 8897	15:00	13:50	Варшава	FR 8958	13:50	13:50	Краків	6U 9897	13:50	13:50	Астана	PQ 4501	13:50
15:00	Шарль-де-Голль	QJ 4433	15:00	13:40	Варшава	FR 8958	13:40	13:40	Миколаїв	PS 9085	13:40	13:40	Дубай	FE 1728	13:40
15:05	Донецькоблас	XY 0652	15:05	13:30	Варшава	FR 8958	13:30	13:30	Львів	PS 9085	13:30	13:30	Астана	PQ 4509	13:30
15:05	Варшава	FR 7516	15:05	13:30	Варшава	FR 8958	13:30	13:30	Донецькоблас	PS 9085	13:30	13:30	Прага	PQ 8501	13:30



I am on the third floor of the Terminal

I am coming to the information board



**My flight number, its departure time and check-in desk are shown on the information board**

Departures		Довідка		Information	
Time	Destination	Flight	Remarks	14.02.2022	12:04
11:50	Kayseri	PC 5411		11:50	12:04
11:50	Treviso	FR 5832	Boarding closed	11:50	12:04
12:40	London	FR 5832	Boarding closed	12:40	12:04
12:45	Belgrade	9K 5078	Boarding	12:45	12:04
13:00	Riyadh	7W 0737	Check-in	13:00	12:04
13:25	Sharjah	WY 0358	Check-in	13:25	12:04
13:55	Warsaw	9J 0262	Check-in	13:55	12:04
14:25	Sharjah	LD 0752	Check-in	14:25	12:04
14:25	Dubai	9J 0264	Check-in	14:25	12:04
14:25	Milan-Bergamo	FZ 1738	Check-in	14:25	12:04
14:25	Ankara	FR 7849	Check-in	14:25	12:04
14:30	Krakow	TK 7869	Check-in	14:30	12:04
14:35	Alicante	FR 7263	Check-in	14:35	12:04
15:05	Istanbul	7B 0511	Delayed 20L	15:05	12:04
15:15	Ivano-Frankivsk	TK 1254		15:15	12:04
15:30	Riga	7W 0113		15:30	12:04
15:40	Vienna	BT 0403		15:40	12:04
15:40	Warsaw	OS 0662		15:40	12:04
16:10	Yerevan	FR 5167	Check-in	16:10	12:04
16:30	Munich	PQ 0401		16:30	12:04
16:40	Doha	LH 2545		16:40	12:04
17:25	Zurich	QR 0296		17:25	12:04
18:00	Tbilisi	LX 2291		18:00	12:04
18:15	Frankfurt	7B 0321		18:15	12:04
18:15	Frankfurt	LH 1495		18:15	12:04
18:20	Prague	PQ 0891		18:20	12:04
18:25	Dubai	FZ 1730		18:25	12:04
18:30	Rome	FR 7853		18:30	12:04
18:55	Warsaw	LD 0754		18:55	12:04
19:10	Madrid	FR 6421		19:10	12:04

УВАГА! З 21.10 набрали чинності

There are 2 more information boards on the right and left





Довідка

Information

There is information desk below the board

I can ask additional questions here



**There are numbers of  
check-in counters above them**

**I am following the  
information signs**

**I am finding my check-in  
counter number and I am  
coming to it**



**The queue is standing along stretch barrier taps**

**I am not going over the barrier**



I am waiting in a queue here



**If I feel unwell, I will ask an  
airport employee for help**



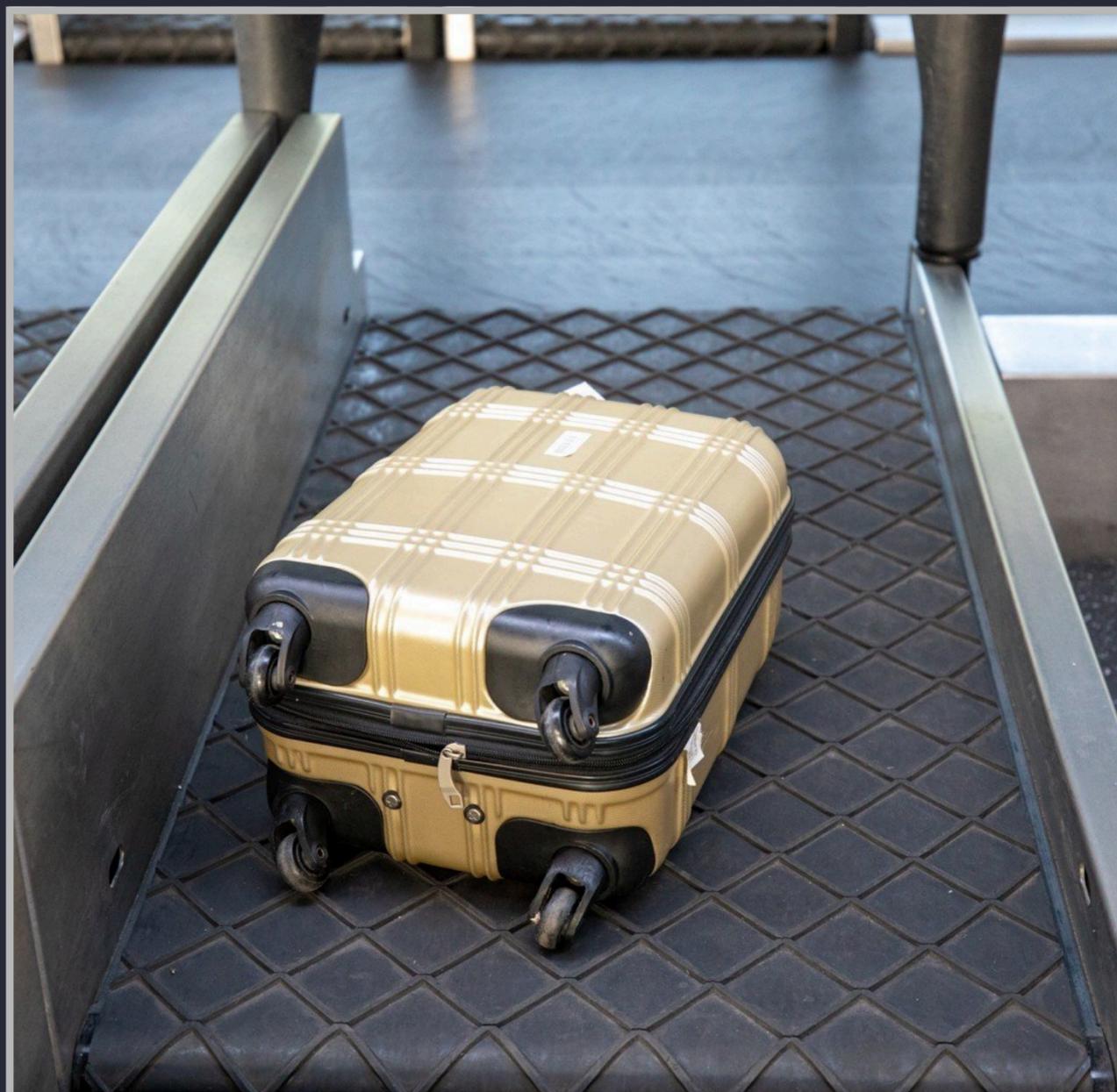
**When it is my turn, I am near  
the check-in counter**

**I say hello or use alternative  
communication cards**



**I am giving my passport to  
the airline representative**

If I have luggage, I put it on a special belt, I can see its weight





**The airline official is attaching a luggage tag to my suitcase**



**The luggage is moving  
along the belt**

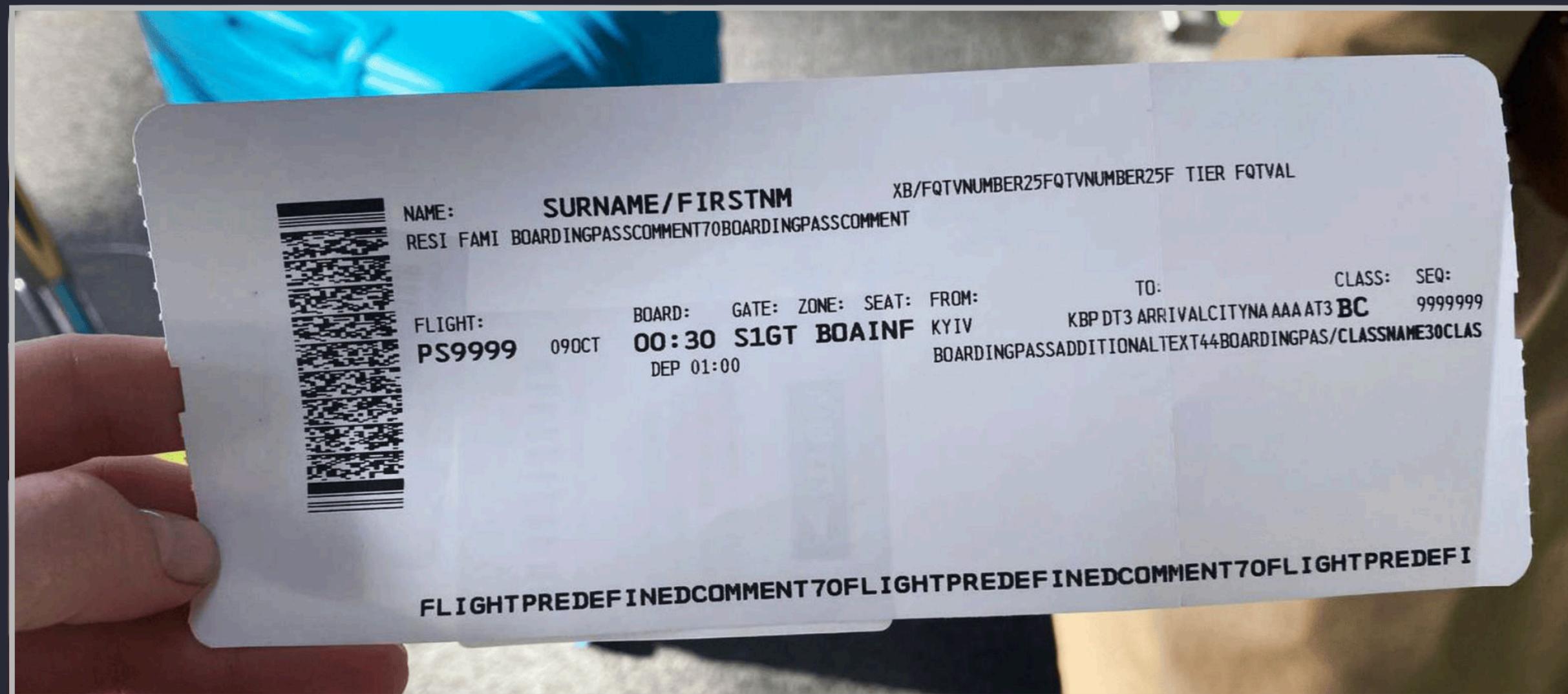
**Later it will be loaded onto  
the plane**



**They are also attaching a tag to my hand luggage**

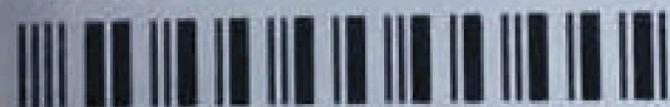
I am given a boarding pass

I find the boarding gate number, boarding and departure time



SURNAME01234567890  
X2HDUY2999/9999KG  
FINALAIRPORTNAME01  
BBB PS9999A 30NOV 01:00

PRINT DATE GMT: 09OCT21



0 999 00 999999

PS9999A 30NOV 666666 00 6660



**I receive a sticker with a barcode and information about my baggage**

**It is important to keep this sticker**



Екіпаж  
Crew

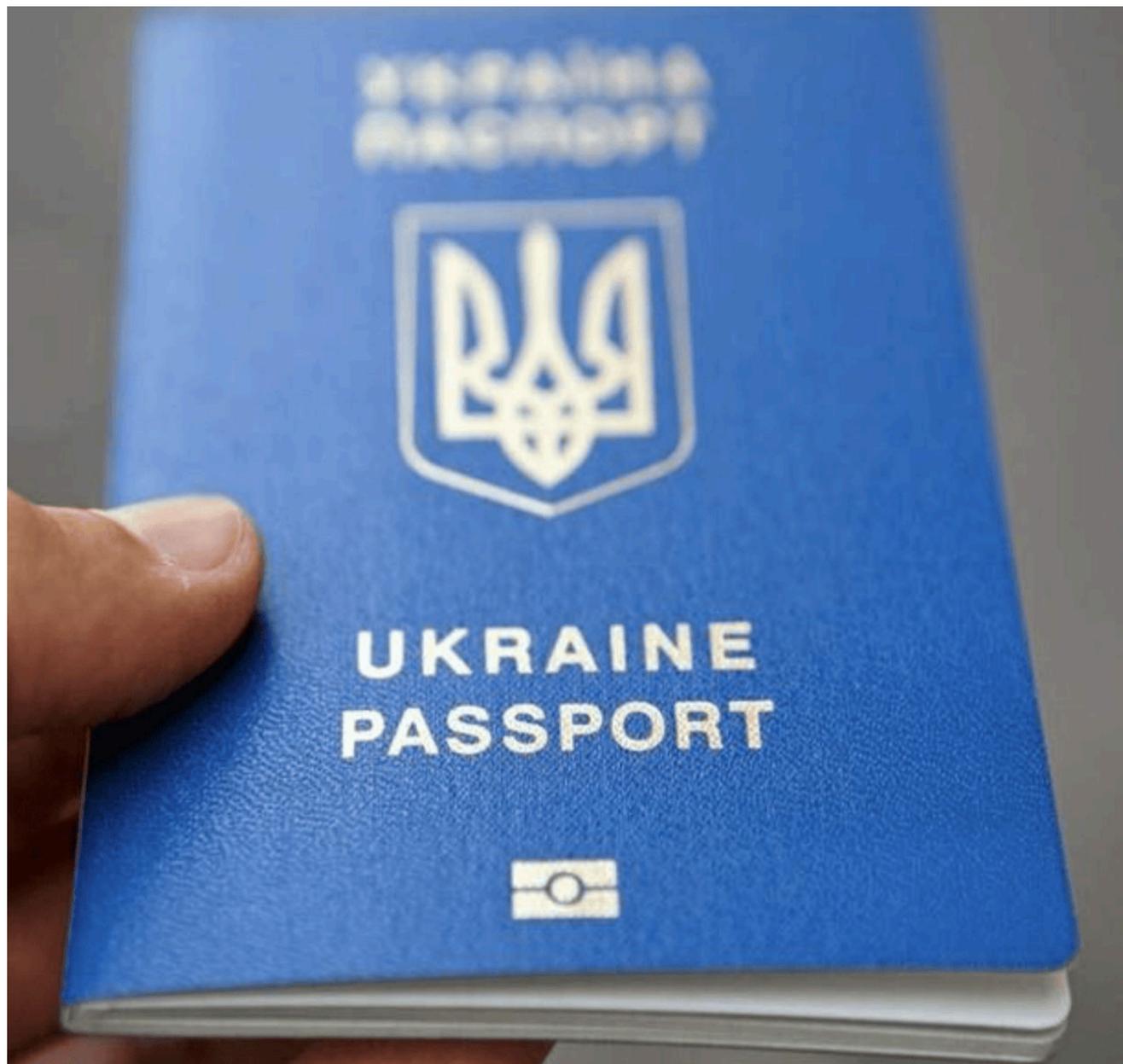
Пасажири з інвалідністю  
Passengers with Disabilities

Сім'ї з дітьми  
Families with Children

**I am going to aviation security control**

**I can choose a passage for passengers with disabilities or passengers with children**

**I am showing my passport and my boarding pass to the aviation security officer**







**I am putting my outerwear,  
hand luggage, electronic  
devices in containers**

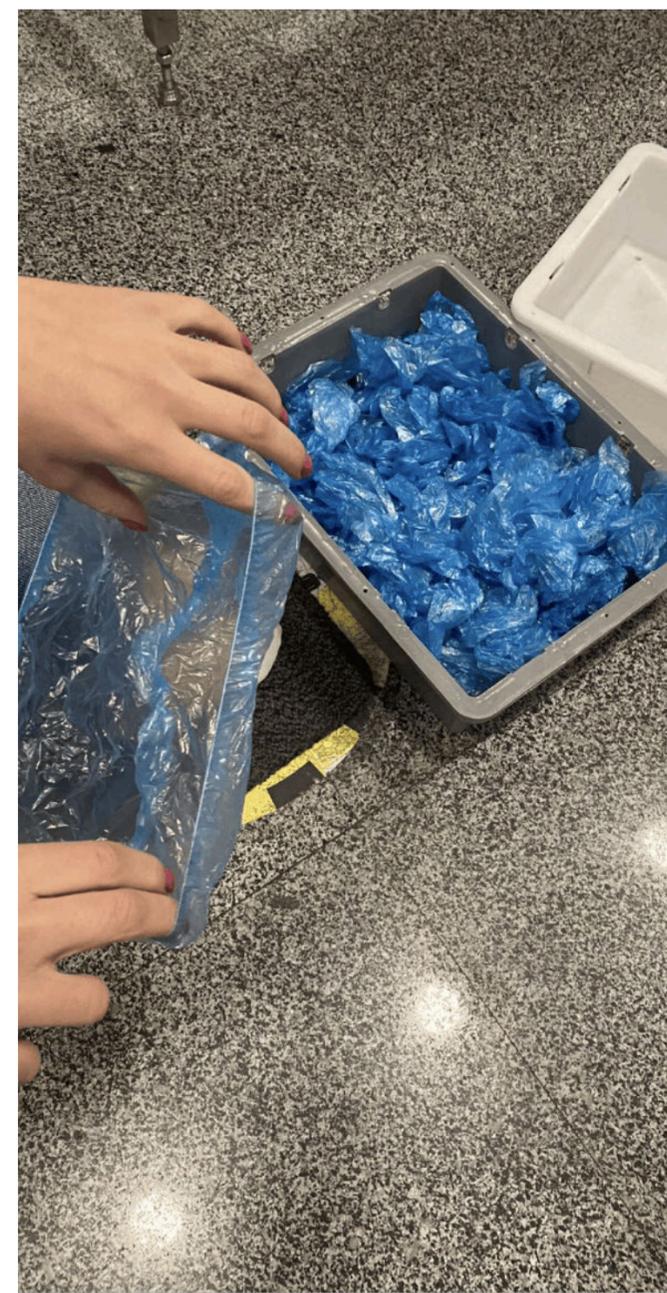
**After screening, I will take  
them back**



**All electronic devices must be placed in separate containers**

**I will take them back after the screening**

**If I am asked to take off my footwear, I will take it off and put on shoe covers**





**I am putting my footwear  
in to the container**



**I am putting the containers  
on the belt**



**I am walking through a metal detector**

**It may beep if I have metal objects**



**Aviation security staff can do screening with a special device or manually**

**This is a standard procedure**

**I am calm**



**I am taking my things back**

**I am going to pass passport  
control**



**There may be a queue**

**I am waiting calmly**

**The queue can be very long**

**If I feel unwell, I inform the  
airport staff about it**

**If I can, I wait for my turn**



**I am giving my passport to  
the passport control officer**

**The passport control officer  
can look at my face closely**

**I am calm**



**I have to look into the camera  
when asked**

**This is a standard procedure**



**When the passport control officer gives me my documents, I take them and leave the passport control area**



**I am entering the boarding gate area**

**I see gate numbers and displays with flight information**

✈ Відправлення 09.10.2021 18:11					
Час	До	Рейс	Статус	Розр.	Вихід
17:50	Хургада	PS 5101	Посадка	18:50	D5
18:00	Тель-Авів	PS 0777	Посадку закінчено	18:00	D11
18:15	Дубай	FZ 1730	Вихід змінено	19:00	D9
18:25	Варшава	FR 3167	Посадку закінчено	18:25	D8
18:50	Варшава	LO 0754	Реєстрація	19:00	D4
18:55	Іракліон	PQ 0553	Реєстрація	19:40	D12
19:10	Єреван	PS 0611	Реєстрація	19:10	D6
19:20	Тбілісі	PS 0511	Реєстрація	19:20	D3
19:40	Кишинів	9U 9897	Вихід змінено	19:40	D7
20:20	Афіни	FR 9516	Реєстрація	20:20	D1
20:40	Рим	FR 7853	Реєстрація	20:40	D8
21:30	Стамбул	PS 9560		21:30	D3
21:40	Болонья	FR 7516		21:40	D8
21:50	Ельрїяд	XY 0358		21:50	D1
22:05	Алмати	KC 0202	Вихід змінено	22:05	D4
23:45	Краків	FR 7263	Вихід змінено	23:45	D2
00:05	Шарм-Ель-Шейх	PQ 7749		00:05	D12
00:40	Дубай	FZ 1730		00:40	D5
02:05	Анталія	PQ 4709		02:05	D14
02:05	Шарм-Ель-Шейх	PQ 7723		02:05	D13
02:15	Шарм-Ель-Шейх	PQ 7731		02:15	D12
02:20	Даламан	TK 7857		02:20	D2

I can get all the information I need from the information boards

Information boards are on the walls and columns of the departure hall

I find my gate number and go there

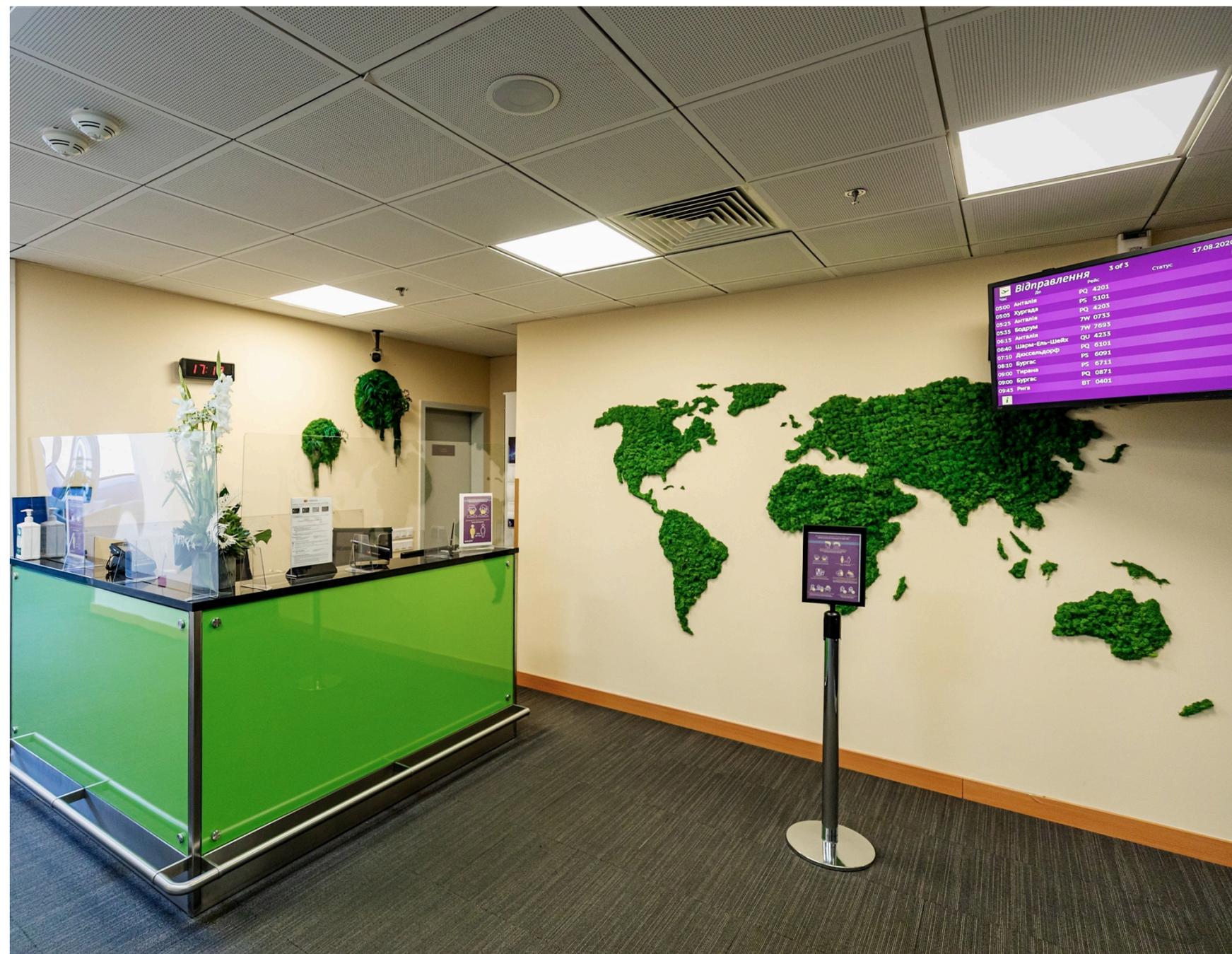
**Gates D12-D16 are on the floor below, I can go down by escalator or lift**



**Gates D1A-D1B-D1C are on the floor below, I can go down by escalator or lift**



I can use the services in the business lounge - the service is paid



I can buy something in Duty free shops





**I am going to board an aircraft**

**I am not coming to the door  
while it is closed**

**Boarding may be delayed**

**I am waiting calmly and do not  
worry**

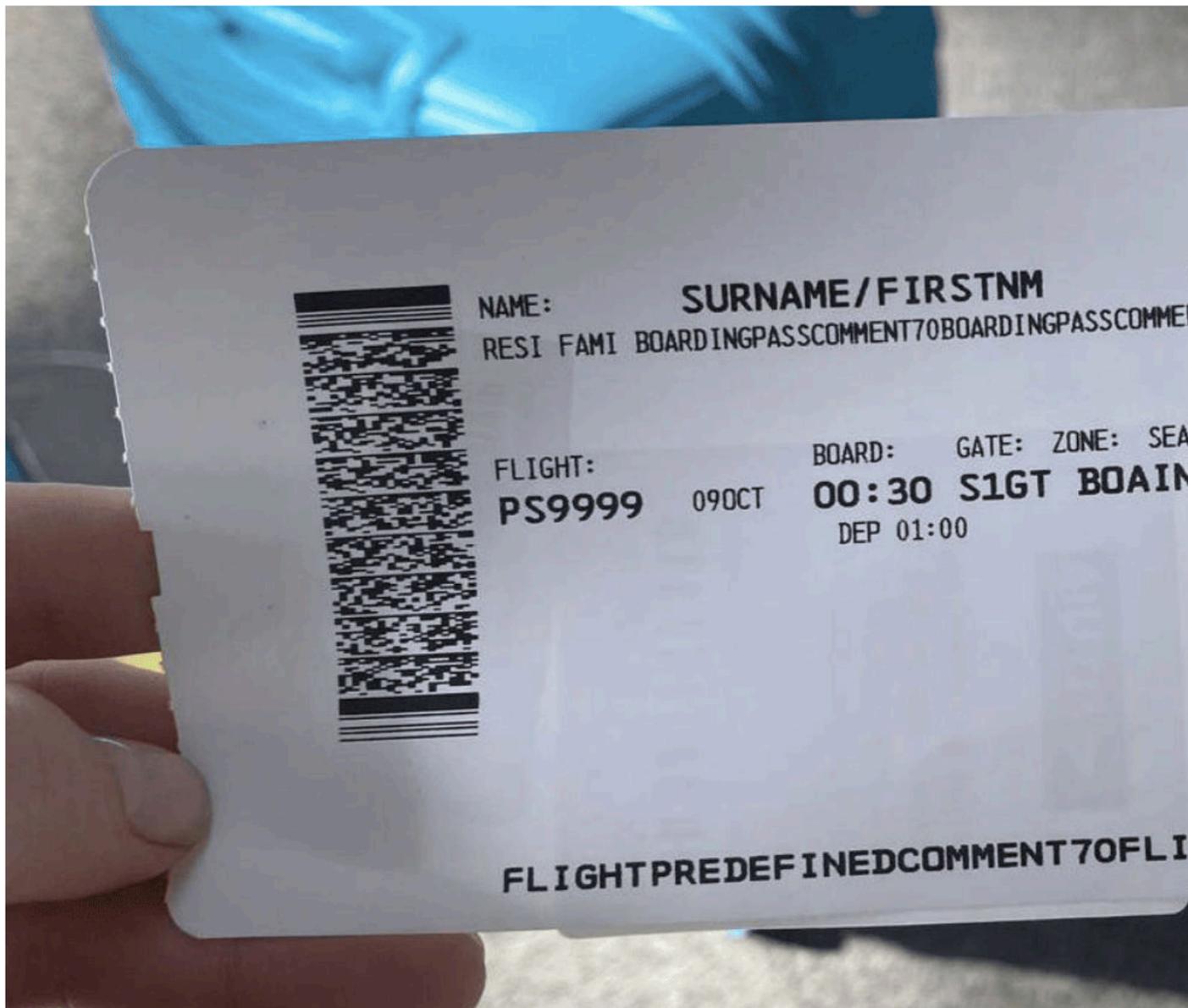
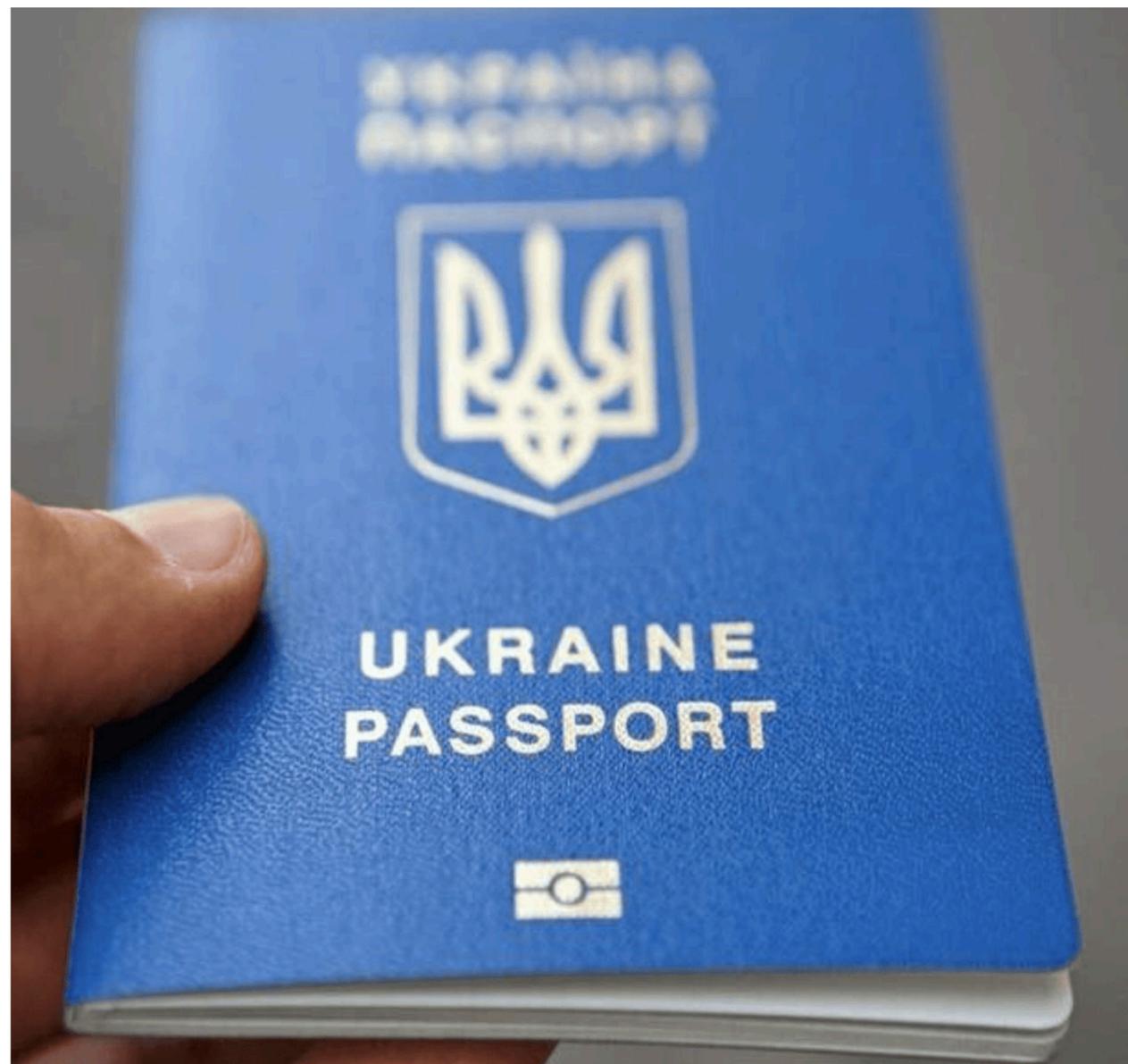


**I am calmly waiting for the  
time to board the plane**

**There may be a queue**

I am showing my passport and boarding pass to an official

He/she is passing me to board the plane



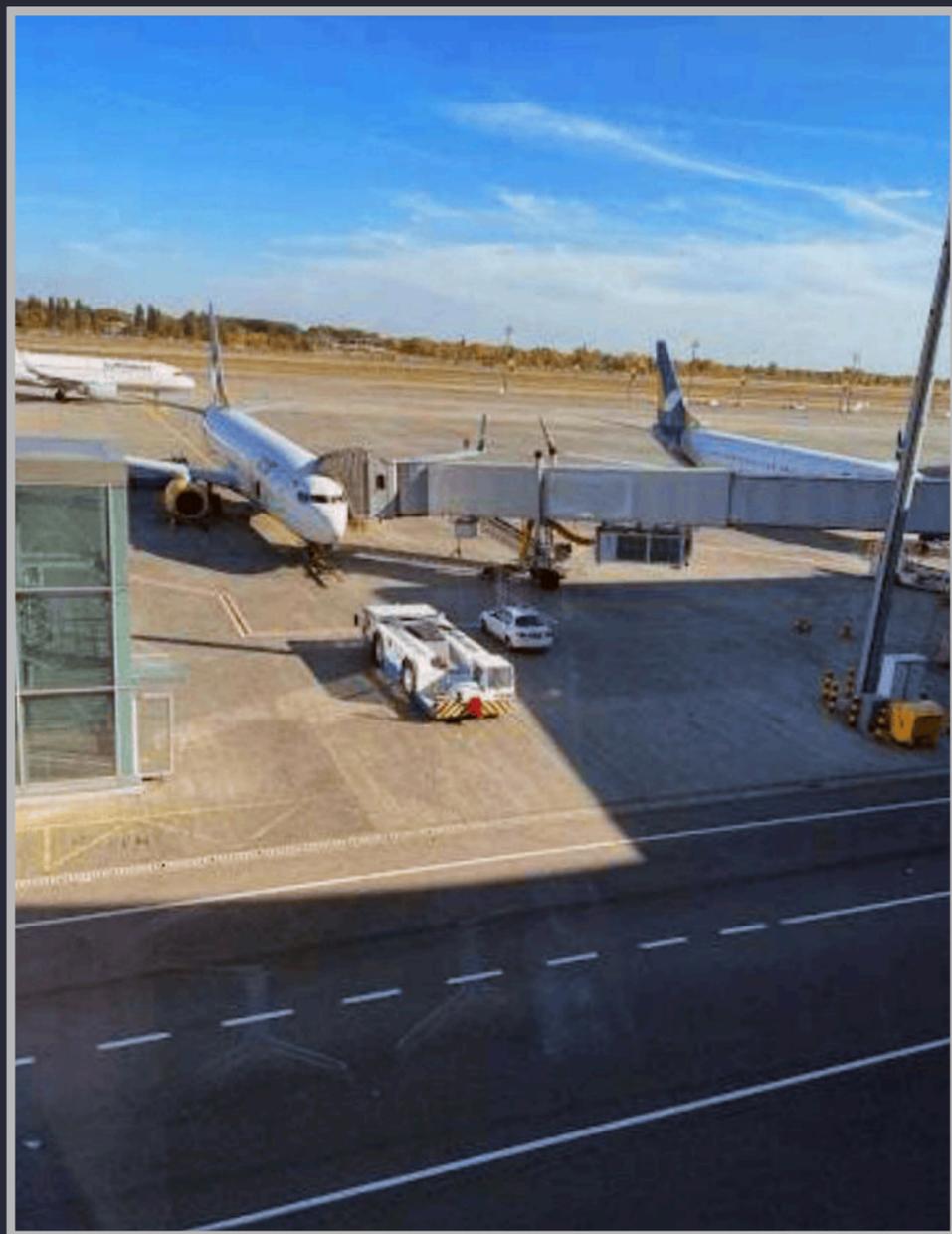


**My boarding pass must  
be scanned**

**If my gate is on the first floor, an apron bus will take me to an airstair**



If my gate is on the second floor, I am directed to an aircraft airstair through a passenger boarding bridge, either through an exit to an apron bus, or on foot to the aircraft - the route depends on the airline



**I am on the plane - I will have a happy flight**





BORYSPIL 33 34 BORYSPIL 35 36 BORYSPIL

TURKISH AIRLINES TICKET SALES

ТАКЖЕ НА БИЛОТ  
ПРОГРАМА  
АВТОМАТИЗАЦИ  
ІНФОРМАЦІЇ  
WWW.BAS-SOFT.EU