

SOCIAL STORY

**Taxi/Bus Terminal D 1st
floor – 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

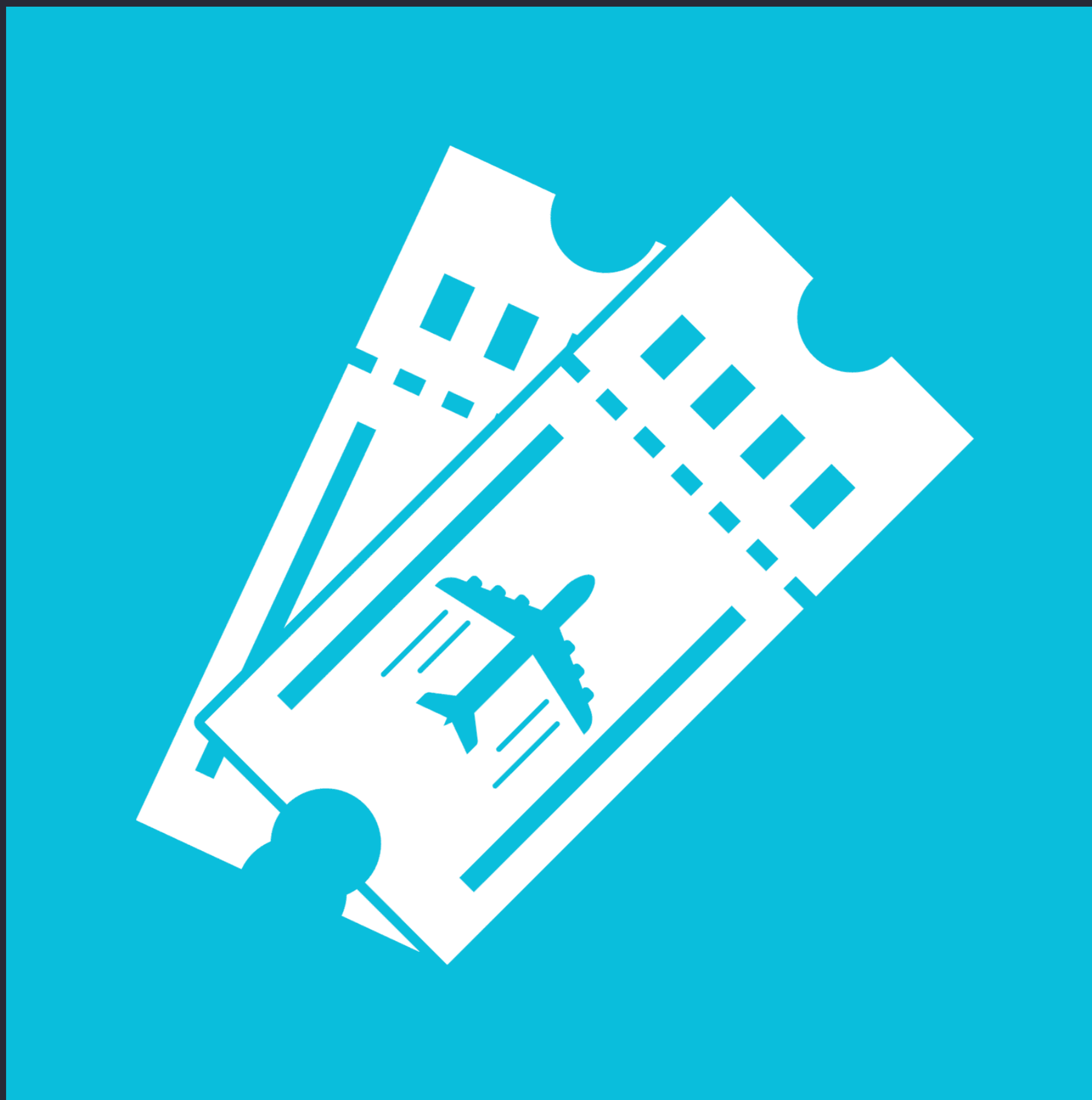
I have to clarify the rules of check-in for my flight in advance on the website of the airline which services I am using

I arrived on the first floor of the Terminal D by bus or taxi





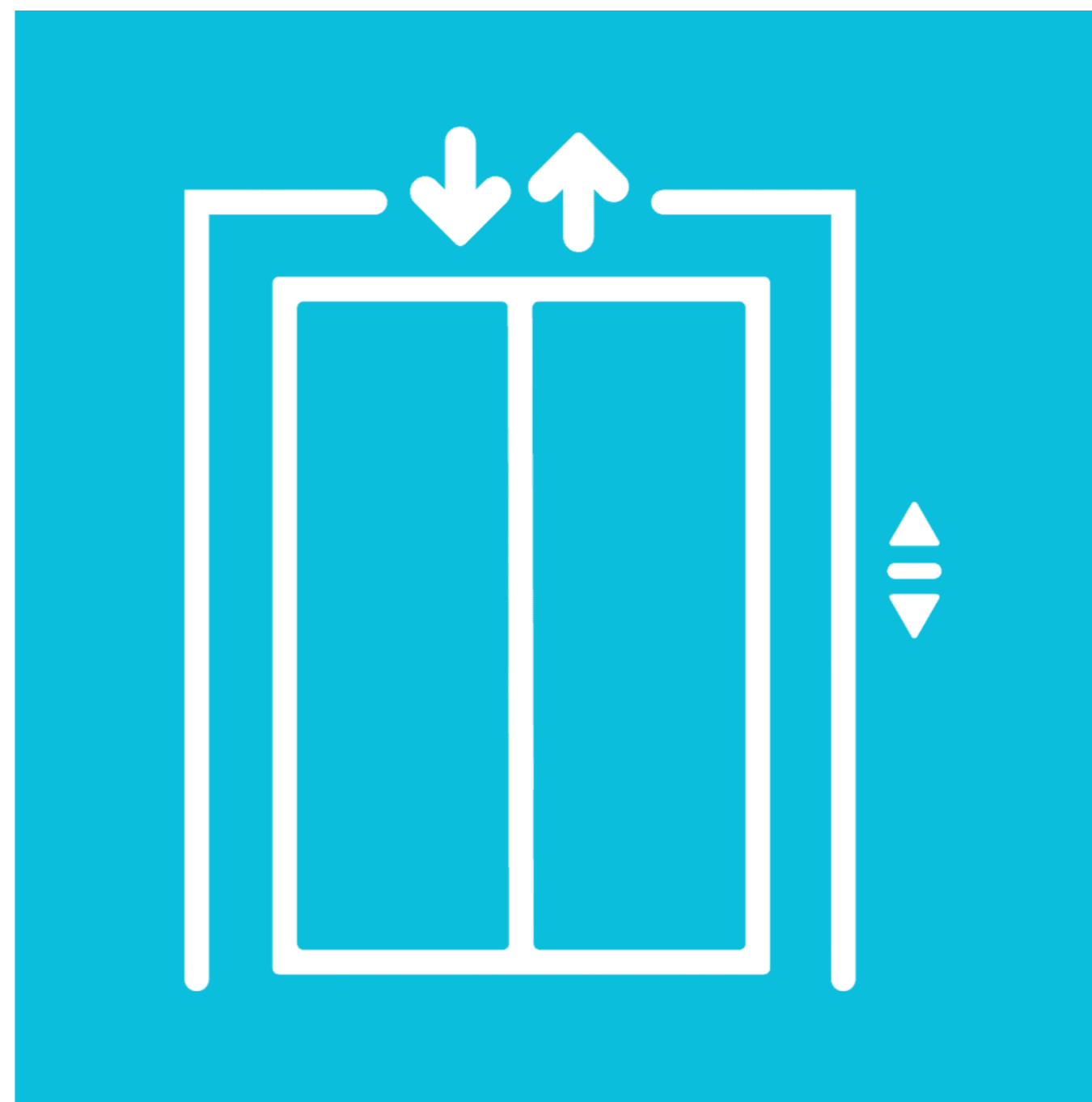
I am coming to the terminal entrance and going in



**I am showing my air ticket to
the officer**

I am on the first floor of the Terminal

I am going up to the third floor by escalator or lift



Відправлення				Departures				Відправлення				Відправлення			
№	Напрямок	Авіакомпанія	Час	№	Напрямок	Авіакомпанія	Час	№	Напрямок	Авіакомпанія	Час	№	Напрямок	Авіакомпанія	Час
13:00	Амстердам	KL 605	13-00	13:00	Дубай	FE 1728	13-00	13:00	Тель-Авів	PG 0777	13-07	13:05	Лондон	BA 0461	13-05
13:30	Відень	OS 305	13-30	13:30	Ліма	AM 803	13-30	13:30	Стамбул	TK 1983	13-30	13:10	Ліма	AM 803	13-10
13:30	Атланта	DL 1469	13-30	13:30	Мадрид	IB 610	13-30	13:30	Ліма	AM 803	13-30	13:15	Париж	AF 069	13-15
13:40	Стамбул-Стамбул	TK 1983	13-40	13:40	Відень	OS 305	13-40	13:40	Ліма	AM 803	13-40	13:20	Донецьк	PS 2743	13-20
13:45	Амстердам	KL 605	13-45	13:45	Стамбул	TK 1983	13-45	13:45	Париж	AF 069	13-45	13:30	Дубай	FE 1728	13-30
14:00	Амстердам	KL 605	14-00	13:50	Відень	OS 305	13-50	13:50	Стамбул	TK 1983	13-50	13:35	Стамбул	TK 1983	13-35
14:00	Варшава	LO 792	14-00	13:50	Париж	AF 069	13-50	13:55	Стамбул	TK 1983	13-55	13:40	Стамбул	TK 1983	13-40
14:05	Франкфурт	LH 1481	14-05	13:55	Відень	OS 305	13-55	14:00	Стамбул	TK 1983	14-00	13:45	Стамбул	TK 1983	13-45
14:15	Стамбул	TK 1983	14-15	14:00	Відень	OS 305	14-00	14:05	Стамбул	TK 1983	14-05	13:50	Стамбул	TK 1983	13-50
14:45	Рим	FR 7853	14-45	14:00	Париж	AF 069	14-00	14:10	Стамбул	TK 1983	14-10	14:00	Стамбул	TK 1983	14-00
14:50	Париж	AF 069	14-50	14:05	Відень	OS 305	14-05	14:15	Стамбул	TK 1983	14-15	14:05	Стамбул	TK 1983	14-05
15:00	Катанца	FR 6897	15-00	14:10	Відень	OS 305	14-10	14:20	Стамбул	TK 1983	14-20	14:10	Стамбул	TK 1983	14-10
15:00	Стамбул-Стамбул	TK 1983	15-00	14:15	Відень	OS 305	14-15	14:25	Стамбул	TK 1983	14-25	14:15	Стамбул	TK 1983	14-15
15:05	Донецьк	PS 0652	15-05	14:20	Відень	OS 305	14-20	14:30	Стамбул	TK 1983	14-30	14:20	Стамбул	TK 1983	14-20
15:05	Варшава	LO 792	15-05	14:25	Відень	OS 305	14-25	14:35	Стамбул	TK 1983	14-35	14:25	Стамбул	TK 1983	14-25





I am on the third floor of the Terminal




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

There are 2 more information boards for the right side and for the left side

←  Туалети
Toilets

↑  Продаж квитків
Ticket Sales

↖  Телефони
Telephones

Прибуття  →
Arrivals

Відправлення рейсів по Україні  →
Domestic Departures

✉ Departures 29.11.2023 14:49			
Time	Destination	Flight	Check-in
17:00	Canberra	ZI 0904	
17:00	Abu Dhabi	G9 0292	
17:00	Ljubljana	JP 3245	
17:00	Brussels	UX 0912	
17:00	Athens	A3 0491	
17:00	Budapest	AEH 0125	
17:00	Paris	AF 2653	
17:00	Baku	J2 6684	
17:00	Sante Fe De Bog	AI 0554	
17:00	Bucharest	IZ 0781	
17:00	Malta	KM 0547	
17:00	Addis Ababa	YE 5011	
17:00	Mexico City	6Y 8425	
17:00	Belgrade	JU 0485	
17:00	Vienna	OS 0616	

✉ Departures 29.11.2023 14:49			
Time	Destination	Flight	Check-in
17:00	Brussels	PS 0901	
17:00	Malduguri	ZT 0582	
17:00	Rome	AZ 8501	
17:00	Rome	A2 0154	
17:00	London	BA 2885	
17:00	Reykjavik	SN 0404	
17:00	Brussels	SN 1154	
17:00	Brasilia	8H 3302	
17:00	Dublin	BV 0718	
17:00	Riga	BT 0403	
17:00	Beijing	HU 0482	
17:00	Hong Kong	K4 9209	
17:00	Reykjavik	CD 9298	
17:00	Rabat	RV 7901	
17:00	Prague	OK 0234	

✉ Departures 29.11.2023 14:49			
Time	Destination	Flight	Check-in
17:00	Seoul	MF 8766	
17:00	Nicosia	CY 0409	
17:00	Yerevan	D4 5501	
17:00	Berlin	LH 3261	
17:00	Cape Town	DX 5702	
17:00	Zagreb	EL 0201	
17:00	Tel Aviv Yafo	LY 0652	
17:00	Wellington	E4 0946	
17:00	New York	ERN0276	
17:00	Washington	E9 0456	
17:00	Ottawa	EW 9129	
17:00	Muscat	FZ 0728	
17:00	Kuala Lumpur	FH 0116	
17:00	Singapore	5F 0156	
17:00	Athens	FIE 0205	

✉ Departures 29.11.2023 14:49			
Time	Destination	Flight	Check-in
17:00	Tokyo	FIE 5501	
17:00	Helsinki	AY 0192	
17:00	Oslo	50 0046	
17:00	Vienna	50 0917	
17:00	Canberra	GF 7235	
17:00	Sarajevo	5K 0451	
17:00	Sante Fe De Bog	HVN1202	
17:00	Baghdad	IA 0296	
17:00	Madrid	IB 5541	
17:00	Warsaw	6E 0358	
17:00	Skopje	6E 8507	
17:00	Santo Domingo	B9 0313	
17:00	Riyadh	W5 5033	
17:00	London	R5 2357	
17:00	Manila	J9 1346	



There is information desk below the board

I can ask questions here to clarify information



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 if possible



**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**

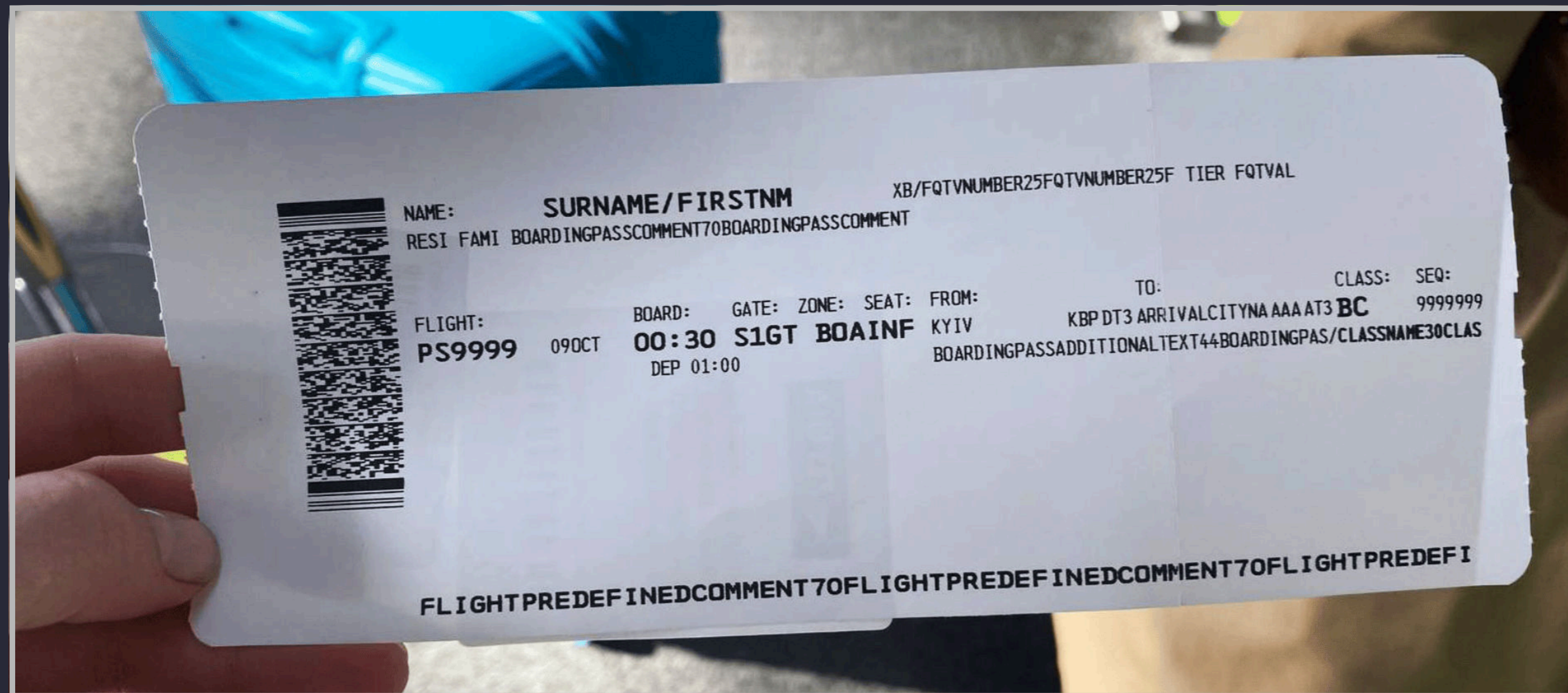
**Later it will be loaded into
the plane**



They are also attaching a tag to my hand luggage

I am given a boarding pass

There are the gate number, boarding and departure time there



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

PRINT DATE GMT: 09OCT21



0 999 00 999999



I receive stickers with a barcode and information about my baggage

It is important to keep these stickers till the end of the journey



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



ПРЕДМЕТЫ, ЗАБОРОНЕНІ ДО ПЕРЕВЕЗЕННЯ У РУЧНІЙ ПОКЛАЖІ ТА БАГАЖІ
ПРЕДМЕТЫ, ЗАПРЕЩЕННЫЕ К ПЕРЕВОЗКЕ В РУЧНОЙ КЛАДИ И БАГАЖЕ
ITEMS WHICH ARE PROHIBITED FOR CARRING IN OR AS CARRY-ON BAGGAGE AND LUGGAGE



Правила перевозок жидкостей Liquid rules transportation

Не разрешается Not Allowed	Дозволяется Allowed
 <p>Жидкости в емкостях объемом более 100 мл.</p>	 <p>Жидкости в емкостях объемом не более 100 мл, помещенные в прозрачный пакет.</p>
 <p>Острые предметы.</p>	 <p>Тупые предметы.</p>

ПРЕДМЕТЫ, ЗАБОРОНЕНІ ДО ПЕРЕВЕЗЕННЯ У РУЧНІЙ ПОКЛАЖІ
ПРЕДМЕТЫ, ЗАПРЕЩЕННЫЕ К ПЕРЕВОЗКЕ В РУЧНОЙ КЛАДИ
ITEMS WHICH ARE PROHIBITED FOR CARRING IN OR AS CARRY-ON BAGGAGE



При наявності дозвільних документів
При наличии разрешительных документов
Only with permission

They are checking for prohibited items here

The full list of prohibited items is available [here](#)



**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 screening**

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





**I am putting my
footwear into a 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	Ельріяд	XU 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**

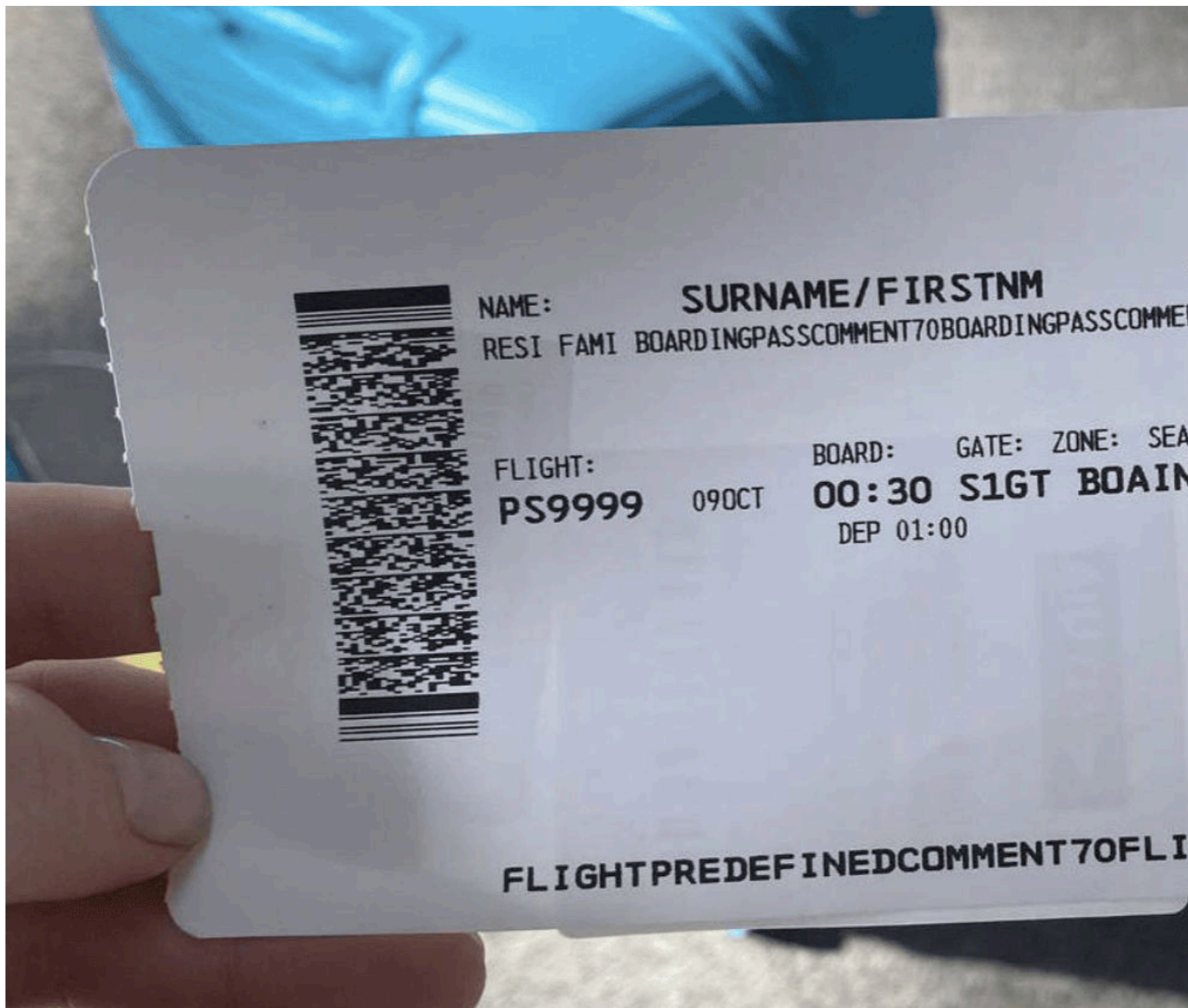
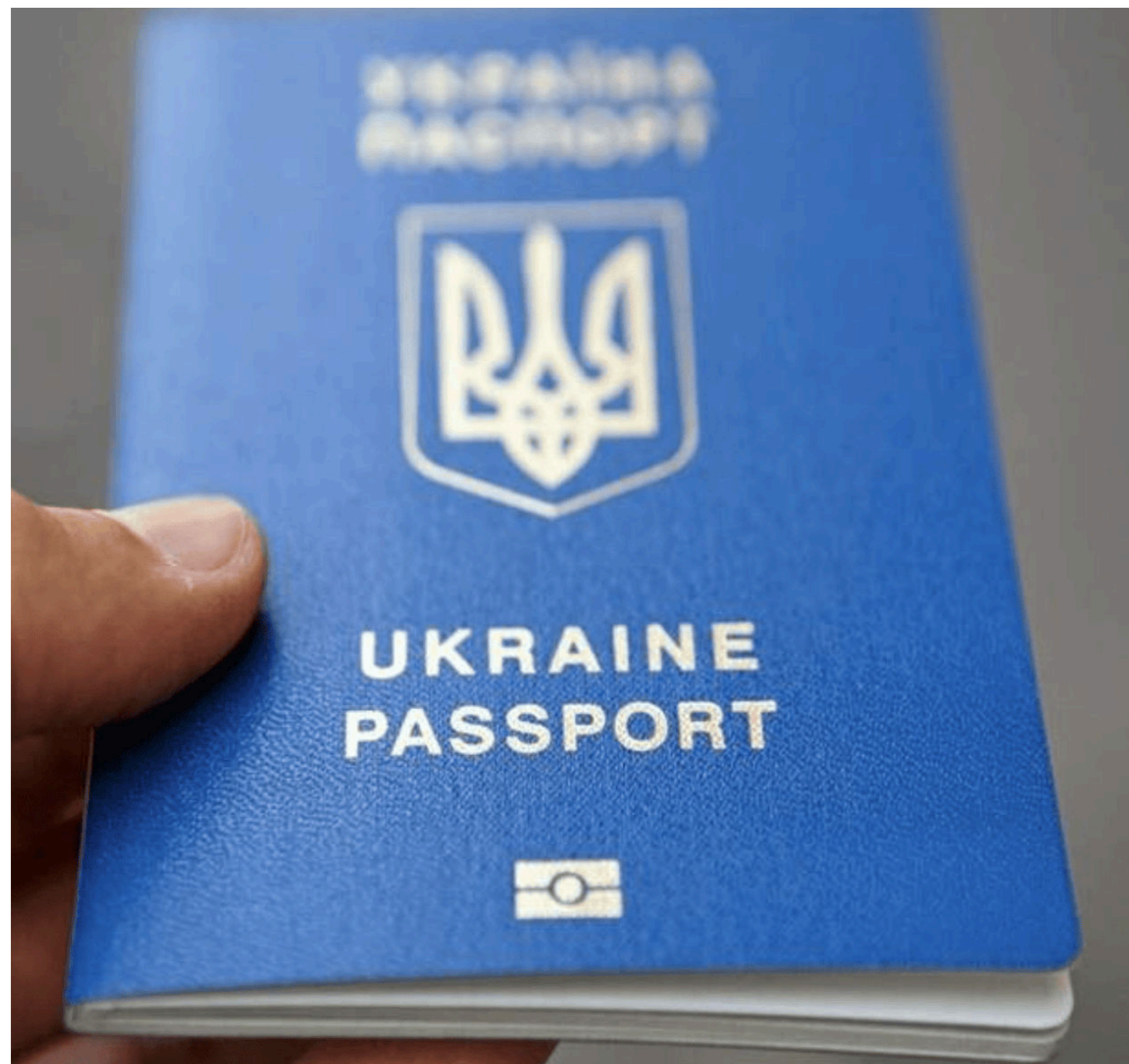


**I am calmly waiting for the
time to board the plane**

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

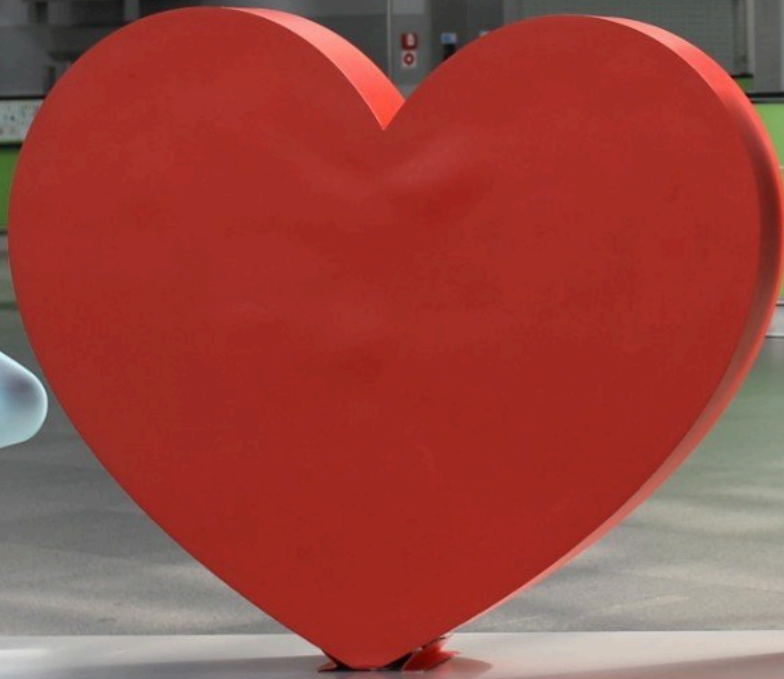


If my gate is on the second floor, I am directed to an aircraft airstair through a passenger boarding bridge, either through an exit to an apron bus, or on foot to the aircraft - the route depends on the airline



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





SPIL 33 34 BORYSPIL 35 36 BORYSPIL

TURKISH AIRLINES TICKET SALES

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