

# SOCIAL STORY

## Train - 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  
القَطَرِيَّة  
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 am getting out of the carriage at the final stop of the train to Boryspil airport





**I am going along the  
platform to the exit to the  
airport terminal**





**I am walking along the covered walkway to Terminal D**

**I am focusing on the navigation signs on the fence to my left and yellow tactile tiles - they are showing me where to go**





**I am coming to the terminal  
entrance**

**The doors are opening  
automatically**

**I am going in**



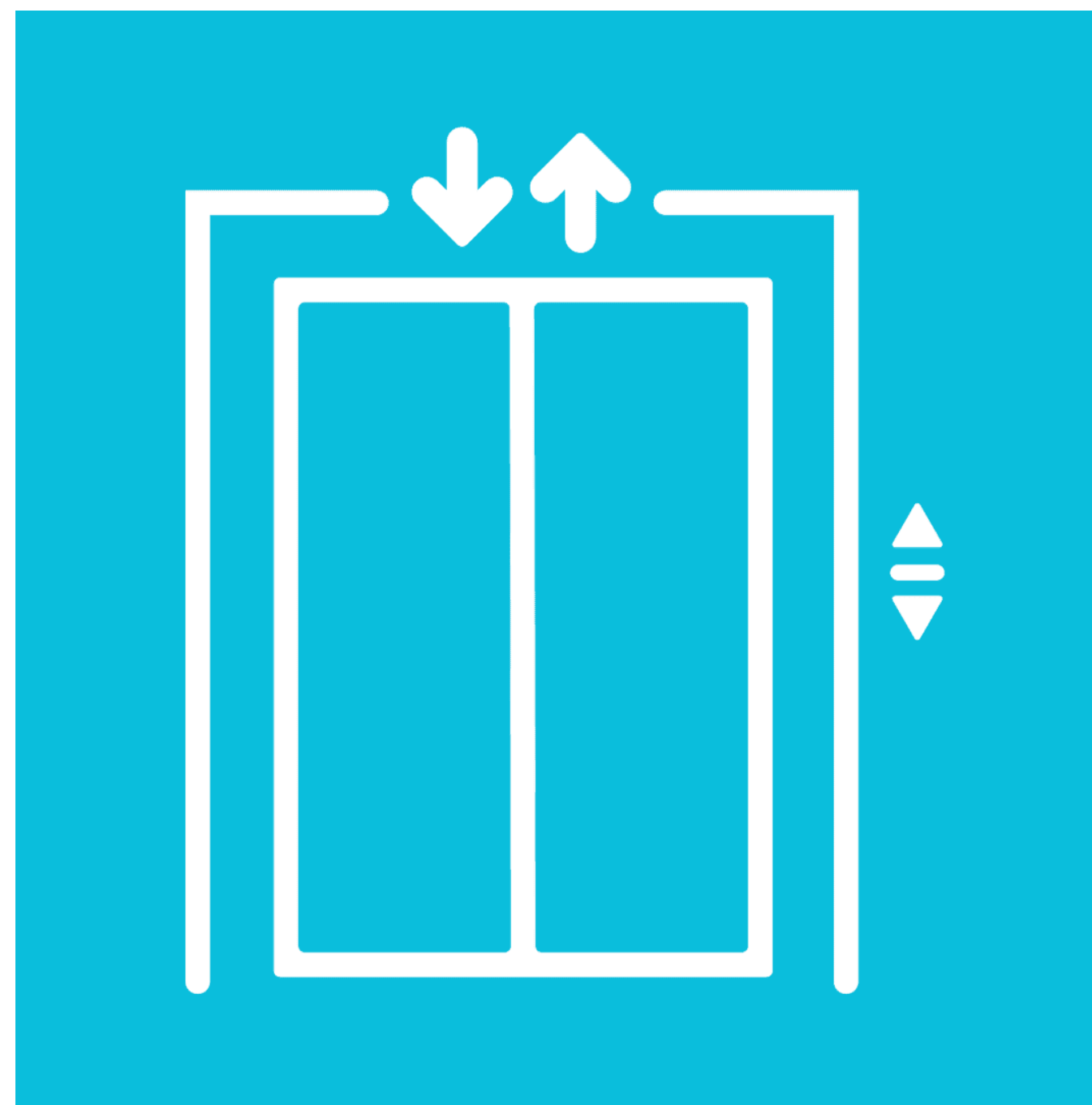


**I am showing my air ticket to  
the officer**



**I am on the first floor of the Terminal**

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







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	Maiduguri	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	ERN 0276		
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	5O 0046		
17:00	Vienna	5O 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 at 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**



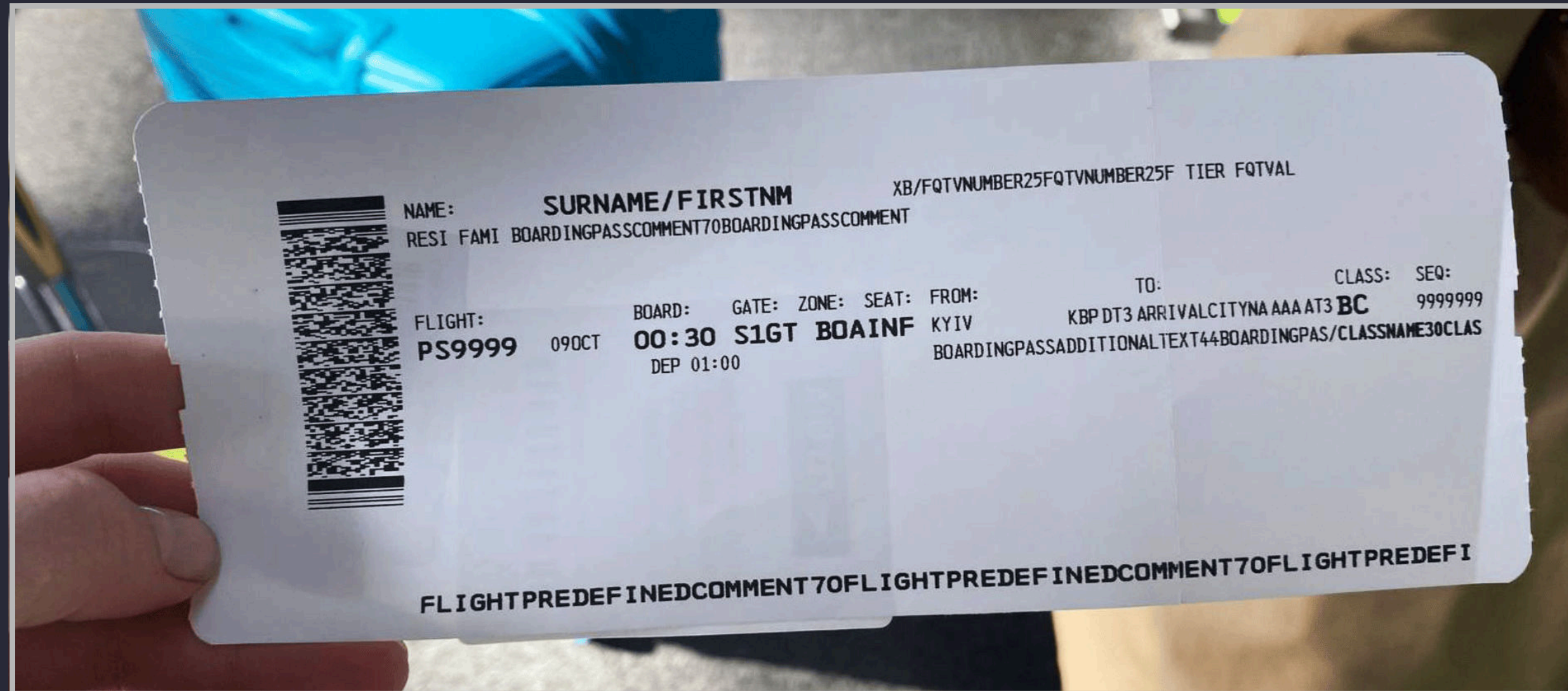


**They also add a tag to my  
hand luggage**



I am given a boarding pass

I find the gate number, boarding and departure time





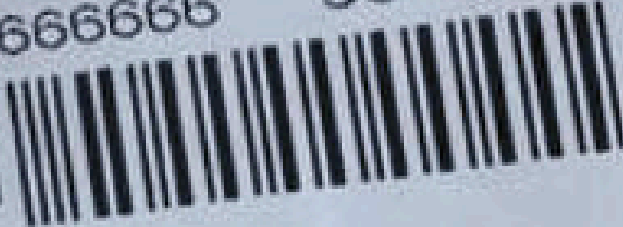
SURNAME01234567890  
X2HBUY2999/9999KG  
FINALAIRPORTNAME01  
BBB PS9999A 30NOV 01:00

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 safe  
this sticker 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 pass aviation security control

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



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







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 on shoe covers**







**I am putting my footwear into  
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 the screening with a special device or I can be checked manually**

**This is a standard procedure I am calm**





**I am taking my belongings  
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 will tell 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	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 of 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**





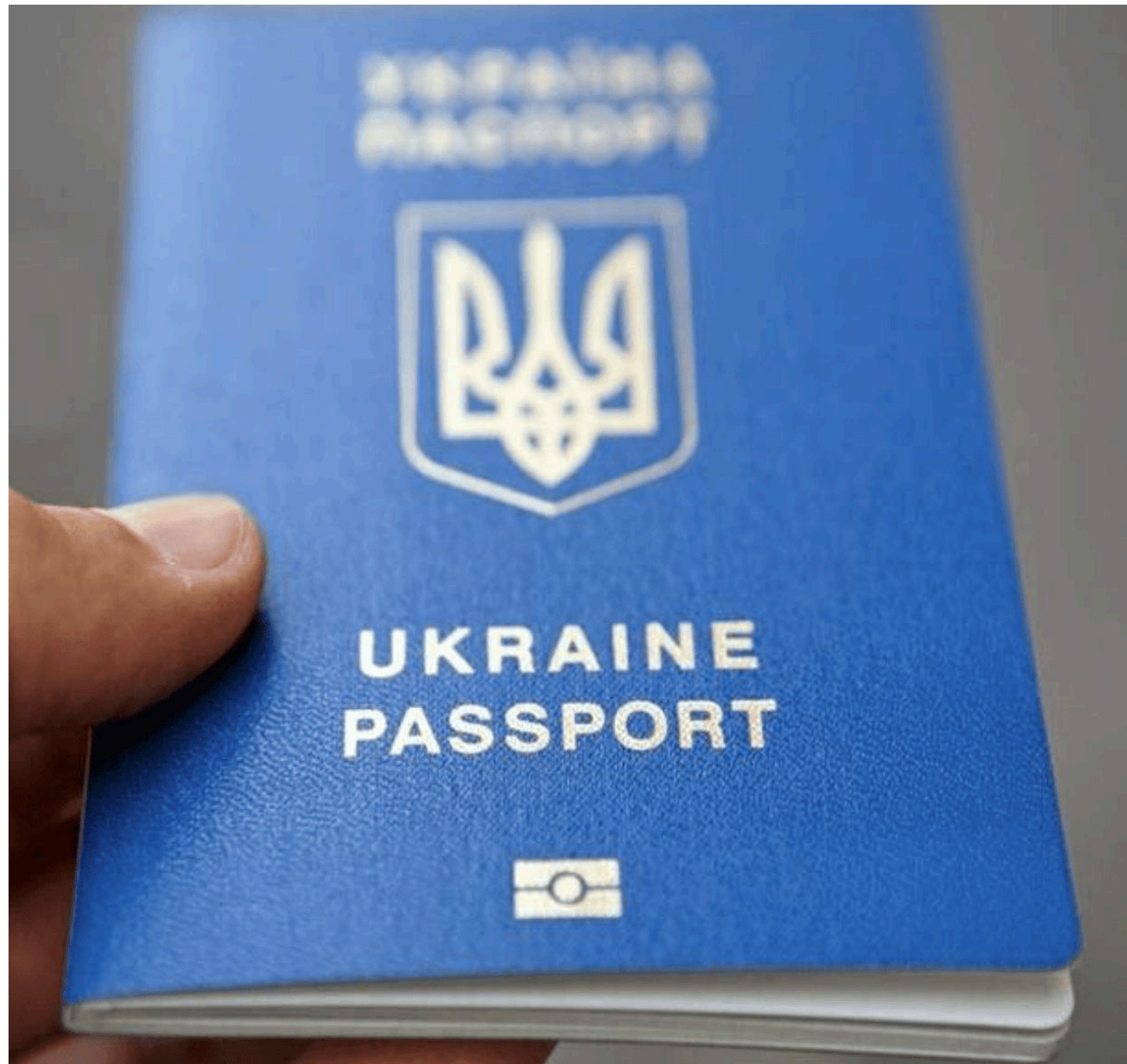
**I am waiting calmly for the  
time to board the plane**

**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**





