

Adelaide Airport - South Australia.

T1 Special Assistance Brochure.



The image shows the cover of a brochure for T1 Special Assistance at Adelaide Airport. The cover has a yellow background with a large, faint 'T1' logo in the center. At the top left, there is a stylized orange 'T1' logo with a white airplane icon inside the '1'. To the right of this logo, the text 'SPECIAL ASSISTANCE INFORMATION' is written in a bold, black, sans-serif font. Below the logo and text, there is a paragraph of text: 'The team at Adelaide Airport looks forward to welcoming you to Australia's most modern airport terminal, voted one of the world's best. The following information will help make your visit to Terminal 1 an easy and pleasant experience.' At the bottom of the brochure, there is a blue curved section. On the left side of this section, the website address 'www.aal.com.au' is written in white. On the right side, there is the Adelaide Airport logo, which consists of a green square with a white airplane icon, and the text 'Adelaide Airport' below it.

T1 SPECIAL ASSISTANCE INFORMATION

The team at Adelaide Airport looks forward to welcoming you to Australia's most modern airport terminal, voted one of the world's best. The following information will help make your visit to Terminal 1 an easy and pleasant experience.

www.aal.com.au

Adelaide Airport

Large Print Edition.

T1 Special Assistance Information.

The team at Adelaide airport looks forward to welcoming you to Australia's most modern airport terminal, voted one of the world's best. The following information will help make your visit to terminal 1 an easy and pleasant experience.

Before you travel.

Always ensure you tell your airline or travel agent when making your reservation that you have a disability and the assistance you will require. They will make the necessary arrangements for you, for example an aircraft wheelchair or suitable position on the aircraft for a guide dog. Most people, particularly those with stable conditions, will not require medical clearance before travelling, however it is important to check when booking.

Arriving at the airport.

Ensure you arrive at the airport in plenty of time before your flight. Your travel agent or airline will advise the check-in time for your flight.

The elevated road at the front of Terminal 1 leads to the check-in desks on Level 2 - this is the ideal location for departure “drop-offs”.

The public car park has parking bays for people with

disabilities, provided the authorised Disability Parking Permit is displayed.

Ground transport.

Taxis and bus services are available at the front of Terminal 1. The taxi rank and City Shuttle Bus are located outside and in front of Level 0.

Adelaide Metro Jet-Bus services depart from Level 2 at the southern end of the terminal.

The long term car park airport shuttle bus also departs from this location on Level 2. For taxis that can accommodate wheelchairs, phone Adelaide Access Taxis on 1300 360 940.

Assistance Animals.

Guide dogs and other assistance animals are welcome in all areas of T1. Check with your airline regarding travel arrangements. Adelaide Airport Limited provides an Assistance Animal Relief Area in close proximity to the terminal. The area is

located adjacent to the outdoor seating area at the northern end of the terminal at ground level.

Boarding the aircraft.

Most airlines provide special arrangements for passengers with disabilities, allowing them to board the aircraft first and disembark last via the passenger boarding bridge.

Once on board the aircraft, flight attendants will be responsible for making your journey as comfortable as possible.

Domestic arrival and baggage claim.

When flying to Adelaide Airport aboard a jet, disembarkation will be via the passenger boarding bridge into the terminal on Level 2. Should you require a wheelchair or other assistance, please ensure the airline is made aware prior to your flight. Once inside the terminal, please proceed to baggage re-claim on Level 0.

International arrival and baggage claim.

When flying to Adelaide Airport, disembarkation will be via the passenger boarding bridge into the terminal on Level 1, Should you require a wheelchair or other assistance, please ensure your airline is made aware prior to your flight. Once inside the terminal, please proceed to Customs for passport checking and then to baggage re-claim on Level 0.

T1. Level 2.

Check-in.

Upon arriving, proceed to the relevant check-in desk. For people using wheelchairs, selected check-in desks have been lowered to allow easier access. Airline staff will explain the process and location for transferring you to one of their wheelchairs, which is suitable for the aisle of the aircraft.

Several check-in desks have a Counter Hearing System (CHS) installed. The CHS unit can be used by both people who wear hearing aids and those who have a hearing impairment but do not wear hearing aids. The CHS unit consists of an amplifier, microphone, hearing loop, telephone handset and input connector for walkman headphone usage. These designated counters are fitted with a hearing loop for people who wear hearing aids with a "T" switch fitted (telecoil).

Sound waves from the speaker's voice going into the microphone are changed into an electric current, amplified, and then sent through the coil, which emits a magnetic field into the immediate area. The field is picked up by the "T" switch when turned on, amplified, and converted back into sound.

Alternately, the telephone handset can be used for listening or the user can use a "walkman" style headphone by plugging it in. Please ask airline check-in staff for assistance.

Security screening.

All travellers and visitors, including those with a disability, must undergo the mandated level of security checks. Please advise the screening officer if you have a condition or need for special assistance. If you are able to walk through the security metal detectors without assistance, then no additional provisions will be required. If you use a wheelchair or other form of mobility assistance

device, the security officer will scan you with a hand held detector (for privacy, a room adjacent to the screening area is available on request). The assistive device will also be subject to security screening processes.

Waiting for your flight.

To assist our customers with mobility movement throughout Terminal 1, some airlines operate a 'buggy' (people mover) service to help customers reach their required departure gate. This service can be arranged by airline staff.

Adelaide Airport has a large number of shops and restaurants -all easily accessible by people with disabilities. Please refer to the directory board on Level 2 for locations of all shops within the terminal. The terminal's amenities and services, including toilets, phones and lifts, are also listed on the directory board on Level 2. An information booth is located on Level 0 which can also offer assistance

regarding directions, terminal information and tourist bookings. There are escalators and elevators/ lifts in the terminal for travelling between floors, and travelators (moving walkways) along the concourse.

At each departure gate, nominated check-in counters and in designated areas of the retail/ restaurant precinct, 'hearing loops' enable people with hearing aids to have announcements amplified.

In the unlikely event of an emergency situation, audible alarms will sound and an announcement made through the public address system.

For people with hearing impairment, clear instructions will be displayed on the flight information display screens throughout the terminal.

The information contained in this Special Assistance Information brochure is available in accessible format, from our website at www.adelaideairport.com.au or telephone: +61 8 8308 9211 for further information.

Adelaide Airport Limited.

1 James Schofield Drive, Adelaide Airport.
South Australia, 5950, Adelaide.

Telephone: +61 8 8308 9211

Fax: +61 8 8308 9311

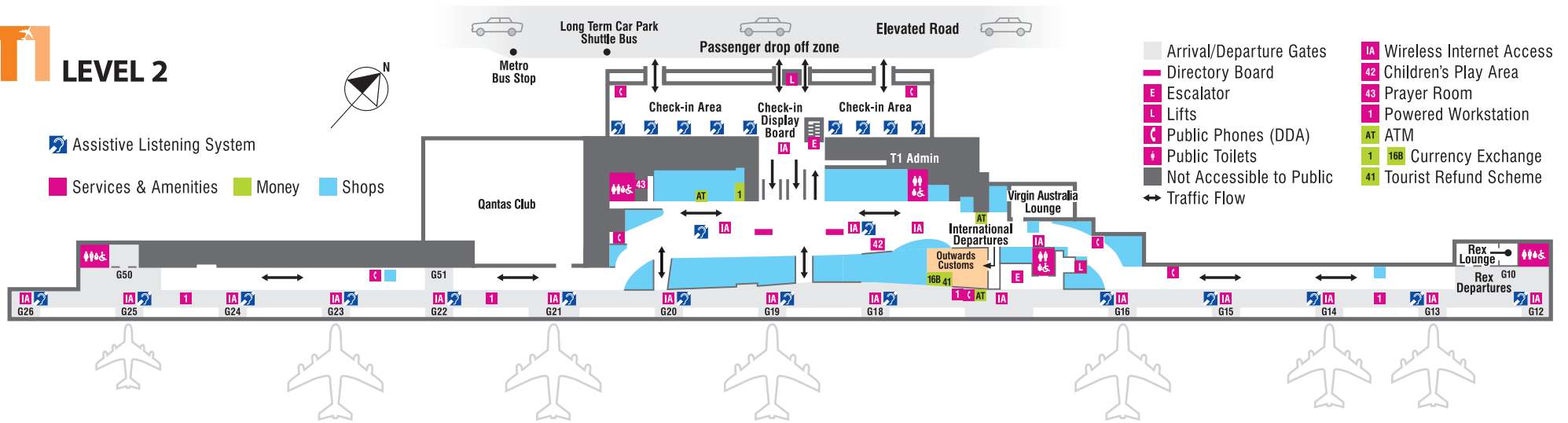
Website: www.adelaideairport.com.au

This transcription was undertaken in August 2011 by Print Alternatives Services of the Royal Society for the Blind of SA Inc (RSB) on behalf of Adelaide Airport Limited (AAL) under section 135ZP of the Copyright Act, 1968.

T1 LEVEL 2



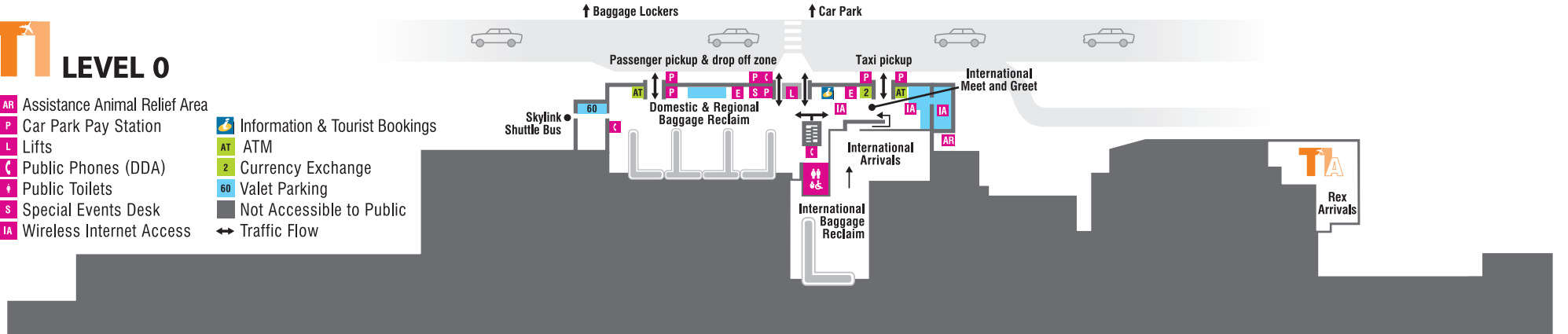
- Assistive Listening System
- Services & Amenities
- Money
- Shops



- Arrival/Departure Gates
- Directory Board
- Escalator
- Lifts
- Public Phones (DDA)
- Public Toilets
- Not Accessible to Public
- Traffic Flow
- Wireless Internet Access
- Children's Play Area
- Prayer Room
- Powered Workstation
- ATM
- 1 16B Currency Exchange
- Tourist Refund Scheme

T1 LEVEL 0

- AR Assistance Animal Relief Area
- P Car Park Pay Station
- L Lifts
- Public Phones (DDA)
- Public Toilets
- S Special Events Desk
- IA Wireless Internet Access
- Information & Tourist Bookings
- ATM
- 2 Currency Exchange
- 60 Valet Parking
- Not Accessible to Public
- Traffic Flow



T1 LEVEL 1

- Arrival/Departure Gates
- Inwards Customs
- Lifts
- Public Toilets
- Wireless Internet Access
- Not Accessible to Public

- Services & Amenities
- Money
- Shops

