



Leeds Bradford Airport



Travelling at Leeds Bradford Airport: an accessible information guide

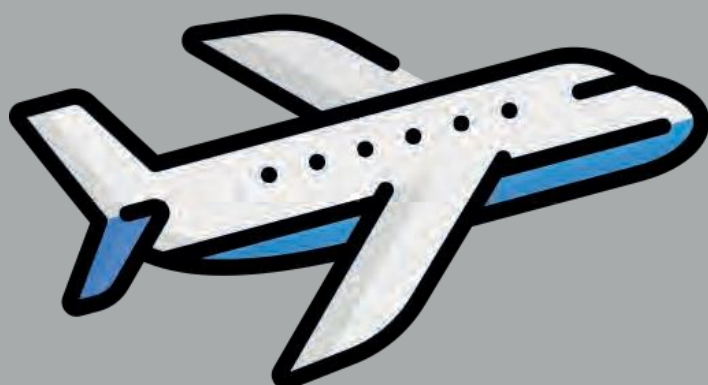


Developed in partnership with

LEEDS AUTISM SERVICES

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About This Guide



Travelling from an airport can be fun but it can also make us feel anxious



This booklet will let you know what to expect when you travel through Leeds Bradford Airport



It will also let you know about the help that is available for people with disabilities and how to get help if you need it



This is so you can prepare for your trip and pack anything you might need to help with your journey



We hope that this will help you to feel calmer when travelling with Leeds Bradford Airport

You can notify an airline about a disability on the following numbers:

Jet2.com | 0800 408 5591

Ryanair | 020 3808 885 or by their Live Chat

TUI | Flying direct with TUI 0800 145 6920, if flying with another airline booked through TUI call 0203 451 2688

KLM | 00 800 556 22737 or by filling in KLM Cares Form

Aurigny | 01481 267 267

Aer Lingus | 0333 006 6921 or by filling in Aer Lingus Assistance Form

easyJet | 0800 2606686

Balkan | 0207 543 5555

Wizz Air | 0330 977 0444

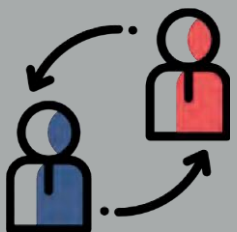
Assisted Travel



Assisted Travel is a name for the help that airports can provide for disabled passengers



If you think you might need help at the airport it is strongly recommended that you let the airline know about your disability at least 48 hours before you travel



When you let the airline know about your disability, they will pass the information on to the airport Assisted Travel team



This will help ensure the Assisted Travel team have enough staff to help out when you travel



If you do not let the airline know about your disability there might be a delay in the help you need on the day that you travel



If you have let the airline know about your disability but then don't need help on the day that you travel, it is absolutely fine



It is better to book Assisted Travel and then not need it than it is to need assistance but not be able to get it

Ways Assisted Travel Can Help

If you have booked assisted travel, they can help with things like:



Providing sunflower lanyards so that other staff at the airport know you have a disability



Helping you through the airport providing support in queues, busy or noisy areas



Escorting you through the airport so there is someone who can explain things that are happening or answer any questions



Ensuring that other staff at the airport are aware if you will have an assistance animal with you e.g. a guide dog



Helping wheelchair users or people with mobility problems to get around the airport and on and off the aircraft safely



Making sure other staff at the airport are aware of any communication needs you may have

Travel tip:



Mark any luggage which is going in the aeroplane hold with something distinctive like a secure strap or brightly coloured sticker. This can help you to easily recognise it when collecting it at your destination

Before You Set Off

Before you leave check that you have all your travel documents ready. This means your:



Online boarding pass or e-ticket



Passport



Travel visa - *if required*



Travel insurance details

You can carry these in a safe pocket or in your hand luggage. Other things you might want to carry in your hand luggage include:



Mobile phone / tablet / iPad

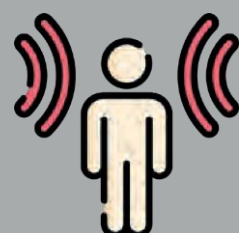


Headphones or ear-buds



Any medication that you may need to take during your journey

Here are a couple of other things you might want to think about:



The airport can be very busy and loud, especially in the summer months, so pack ear defenders, headphones, or fidget toys if you find these helpful



Don't forget to charge your devices before you leave for the airport and take your charger if you're worried about running out of battery

Your Journey to the Airport

Train



There are no direct trains to the airport, but you can connect from a train to a bus at some local stations.

Check the train times and allow enough time for delays. You can plan your rail journey here: [nationalrail.co.uk](https://www.nationalrail.co.uk)

Bus



Leeds Bradford Airport is easily accessible by bus with direct, frequent services from Leeds, Bradford, Harrogate and Otley.

The services to the airport are usually low floor, easily accessible vehicles with additional space for luggage. Buses drop off and pick up outside the airport terminal. You can plan your bus journey here:

www.transdevbus.co.uk/flyer

Taxi



Always try to pre-book taxis in advance to make sure you can get to the airport on time and with less stress.

Arrow Cars are an official partner of Leeds Bradford airport, and you can find out about booking one of their taxis here:

leedsbradfordairport.co.uk/getting-to-and-from/by-taxi

Getting a Lift



The pick up and drop off car park is right outside the airport terminal, and you need to pay to use it.

The car park operates a ticketless system - a camera records vehicle entry and you pay on exit. The cost is based on the amount of time the car is in the car park for.



If you are a blue badge holder who is getting dropped off or picked up, you can get a discount for up to 60 minutes parking in the pick up / drop off car park

To receive the discount, Blue Badge holders should press the help/call button on the barrier and clearly place their Blue Badge on the dashboard of their vehicle so it is visible

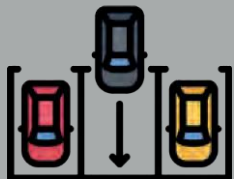
You can find out how much pick up / drop off will cost here:

leedsbradfordairport.co.uk/parking/car-parks/Pick-up-and-drop-

Car Parking



You can book your parking online by visiting:
www.leedsbradfordairport.co.uk/parking



The cheapest car park is the Long Stay. This is the furthest away from the airport terminal but there is a free shuttle bus every 15 minutes. The shuttle bus stops a short walk away from the airport terminal



The closest car park is the Meet and Greet service where you drop your car close to the terminal and then the airport staff have it ready nearby when you return to the airport



The next closest is the Premium Short Stay car park which is about 2-4 minutes walk from the airport terminal

Disabled Parking (Blue Badge)



****IMPORTANT****

Blue badge holders are advised to book their parking in advance



Dedicated blue badge bays are available in all car parks at the airport



Follow the signs for disabled parking and remember to clearly display your blue badge



If you need to take your blue badge away with you, leave a photocopy of it clearly displayed on your dashboard



If your blue badge is not displayed properly you could be given a parking fine

Airport Shuttle Bus



Shuttle Bus Stop

Leeds Bradford Airport has a shuttle bus service that runs between the car rentals, long stay car parks and the airport terminal

There are signs in the car parks to let you know where the nearest bus stop is



Shuttle Bus

Make sure you make a note of which car park you are in, and where you are parked before you go to catch the shuttle bus

The shuttle bus operates 24/7 and runs every 15-20 minutes from the mid stay and long-stay car parks to the airport terminal

Assisted Travel Upon Arrival



Passenger Assistance Call Point

If you need passenger assistance as soon as you arrive out front of the airport terminal, you can use the assistance call point to let the team know you have arrived or ask for help

The assistance call point is located near the disabled parking bays in the pick up and drop off car park. Use the intercom to ask for help or let someone know you have arrived

****IMPORTANT****

Let your airline know about your disability at least 48 hours before your flight if you think you may need help at the airport

Help Points



Help Point

If you need any help before arriving at the terminal, Leeds Bradford Airport have help points placed in the following locations:

Exit Barriers:

Help points (call buttons) are available on all car park exit barriers

Shuttle Bus Stops:

Help points are located in all bus stops. If you need assistance, press the button, and staff will assist you

Finding Assistance in the Airport



If you have booked assisted travel with your airline go to the relevant check-in hall where a member of the Assisted Travel team will be available to help you



If you need help but have not booked assistance, you can ask the staff at the check-in desk for help



Unfortunately, if you have not booked assistance there may be nobody available to help

Smoking and Vaping



Smoking and vaping are not allowed inside the airport terminal



If you are caught smoking or vaping inside, you could be asked to leave the airport, even if it means that you will miss your flight

You could also be fined up to £2500



The only place to smoke is in the smoking shelter outside, and there is no smoking area available once you have been through security

The Check-in Halls



**Check-in Hall A
(all airlines except Jet2)**

There are two check-in halls at Leeds Bradford Airport:

- Check-in hall A is to the left of the main entrance and is for all airlines except Jet2
- Check-in hall B is to the right of the main entrance and is for Jet2 flights only

Both check in halls are very bright and have lots of reflective surfaces

Both check-in halls can be very busy and loud, with long queues, especially in the summer months

Priority check-in means being allowed to go to the front of the queue



Check-in Hall B (Jet2 only)

Check-in Assistance



If you have booked assisted travel or are wearing a sunflower lanyard, Jet 2 provides a designated queue for people who might need assistance



Other airlines may be able to direct you to a different queue or offer additional help if you need it



There should be staff in both check-in halls who will be able to help you with the check-in and baggage drop process

Top Tip:

Instead of throwing away plastic water bottles at security, bring an empty, reusable bottle to fill up at our water bottle filling stations in the departure areas!

Checking In



You can check in online and print out your boarding pass at home or download it to your phone



If you check-in at the airport, the staff at the desk may ask you some questions. This is nothing to worry about, just answer them as honestly as you can



Once you have answered the questions, the staff will print out your boarding pass. Keep this in a safe place that is easy to reach as you will need it again as you move through the airport

Baggage Drop-off



Before you can leave the check-in hall, you will need to either drop any bags off which will go into the hold on the plane or, in some cases, print a label for your hand-luggage

Different airlines have different rules about dropping off baggage or taking hand-luggage so check the rules for your airline before you travel to the airport

There are machines you can use to weigh and label your luggage before dropping it off. Just follow the instructions on-screen

If you have booked Assisted Travel, you can ask them for help with dropping your baggage off

Arriving on Time



Try to get to the airport 2-3 hours before your flight is scheduled to take off to ensure you have enough time to drop-off your bags and get through security

Preparing Your Baggage for Drop-off



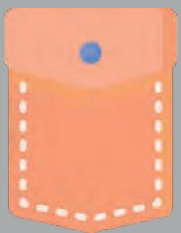
Make sure any extendable handles are retracted (pushed in)



Remove any old barcodes or airline labels



Make sure any zips on your baggage are closed and secured



Make sure any straps or flaps are securely fastened

Tips for Dealing With Busy, Noisy Areas

Many parts of the airport can be extremely busy and noisy, especially during peak travel times like the summer. Here are a few tips to help stay calm:



Use noise reducing earplugs (in-ear) or ear defenders (over ear) to cut out the noise



Listening to music, a podcast or your favourite relaxing sounds on headphones or ear-buds can give your brain something to focus on, as well as cutting down on unwanted noise



Fidget toys can also provide an excellent source of focus, helping to distract the brain from trying to process noise



Deep breathing exercises can help to stave off panic attacks. Take a deep breath in through your nose, hold it, count to 10, and then breath out slowly through the mouth - repeat a few times

Entering Security Screening

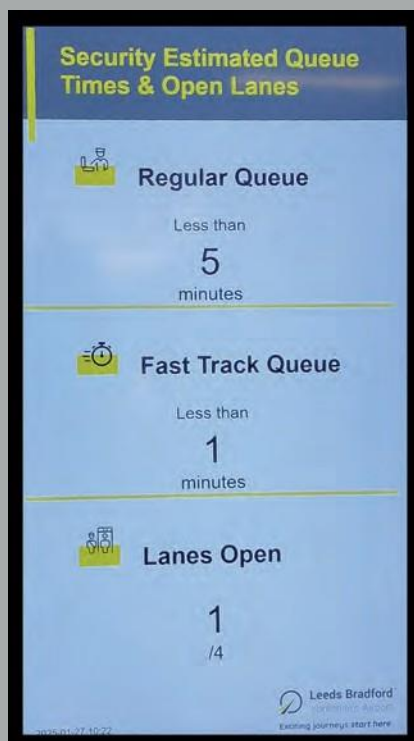


Security can be a very busy, noisy area. You may hear machines beeping, see different testing machines, and experience security checks on your belongings.

Queuing for Security Screening

 **All Gates**  **Fast Track Only** 

Signs for the Queue



Queue Time Screen

There are two queues for the security hall, all gates (left), and fast track (right). To use the fast track queue you need to have either:

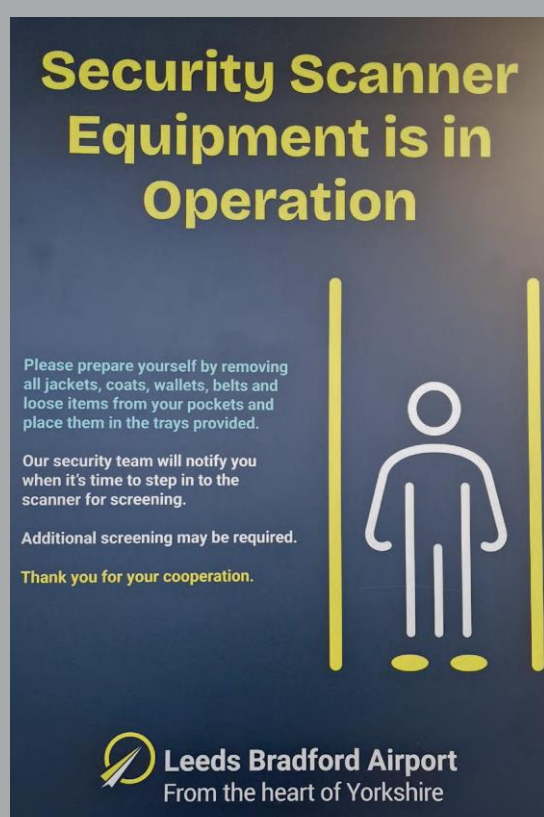
- Pre-booked assisted travel (one of the assisted travel team can escort you through here)
- Booked a place in the premium short-stay car park
- Paid to be a fast track member



Security E-Gate

You will need to scan your boarding pass to go through to security, so have this ready

If you need help scanning your boarding pass at the security e-gate, a staff member will be able to help



When you enter the security hall, you will need to:

- Remove jackets, coats and belts
- Remove loose items from pockets such as wallets, keys, vapes, lighters or coins
- Place any items you have removed in one of the trays, and put it on the conveyor belt (see pg.14)

Airport Body Scanner



An Airport Body Scanner

While your bags are being sent through the baggage x-ray, you will need to stand in the body scanner if you are able

The body scanners do not take pictures of people and no information is saved

You may be asked to remove your shoes before entering the scanner

When you are in the body scanner stand where the foot marks are on the floor and copy the pose on the picture opposite you

Hand Search



Hand Search

If you are a wheelchair user, use mobility aids, or are unable to stand still in the scanner for 5 seconds, you will need to be hand searched

This involves a security officer lightly patting along your arms, legs and torso

You can ask for a hand search to be done in a private room, but you should be aware that this room is very small

We realise that hand searches can make people feel uncomfortable, but the security officers will try to make the experience as comfortable as possible

Please note: The photographs on this page were not taken at Leeds Bradford Airport as photography is not permitted in the security hall

Feeling Anxious?

If you feel uncomfortable at any stage, please inform the security staff. Let them know if you have a condition or disability that may affect your experience, and they will do their best to assist you.

Bag Search



There are restrictions on what you can take in your hand luggage, and the rules can change at short notice. You can check the rules before you set off at:

<https://www.gov.uk/hand-luggage-restrictions>



There are also signs in the security hall to tell you which items you are not allowed to carry in your hand luggage



If you have any of items in your luggage which are not allowed on the plans, place them in the bins provided or hand them to a staff member



Before you go through the body scanner or have a hand search you will need to place any loose items, electronics, coats, bags, belts or liquids into a grey tray



While you are being scanned or hand searched, the tray will be passed through an x-ray machine to check that you are not carrying any items which are not allowed on the plane



Your items will only be away from you for a few minutes, and you can see your tray come through the other side



Sometimes the security officers may need to double-check items in your luggage. This means after they have passed through the x-ray machine items may be tested or your bag may be searched by hand



If your bag needs further checks, try not to worry—the security staff will handle it quickly and explain the process to you



Once your items have passed through security you can leave the security hall

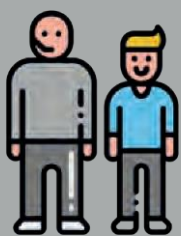
Duty Free



After passing through security, you will usually walk through the Duty-Free section. This is a large shop sells items such as perfume, alcohol, tobacco, and travel essentials



Duty-Free can be bright, noisy, and have strong smells; there are also lots of reflective surfaces. If you are sensitive to these, you may want to consider using ear defenders, sunglasses, or nose clips to help manage your comfort



If you have booked Assisted Travel, you can ask to be escorted through a route which bypasses Duty Free altogether. This route may change due to building work

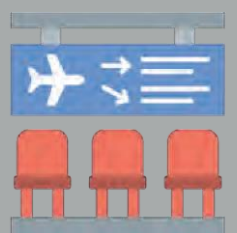


If you bypass duty free, you will may go through a door which says 'no entry - staff only'. It is OK to go through this door when you are being escorted by a member of the airport staff team

****IMPORTANT****

You must show your boarding pass when making purchases at Duty Free or in the departure lounge. Duty Free items can be ordered online in advance and picked up from the airport on the day you travel

Departure Area



The departure area is where people wait until their flight is called. This area includes shops such as Boots and WHSmiths, along with places to eat and drink like Starbucks, Burger King, Saltaire Bar, and Camden Food Market



It can be very busy, bright and noisy in the departure area



Gates 6, 7, and 8 are usually the quietest places in the departure area. You can wait there for your flight to be called if the main part of the departure area is too overwhelming



For a quieter experience you may want to book one of our airport lounges via the LBA website:

www.leedsbradfordairport.co.uk/at-the-airport/lounges

Boarding the Plane



If you are being escorted through the airport by assisted travel, you should return to the meeting point no later than 1 hour before your scheduled departure time



There are no flight boarding announcements at Leeds Bradford Airport, so you will need to keep an eye on the departure screens that are placed around the departure lounge and gates



Around one hour before departure, your flight number will update to “Go to Gate”, indicating that your plane is nearly ready to board. You will either need to make your way to the assisted travel meeting point, or to the gate which has been announced



If you have booked assisted travel, you may be given the option to board before or after other passengers



You may hear beeping sounds at the gate as well as gate agents calling out specific instructions to passengers. If you need help understanding these, feel free to ask a staff member



You will need to show your passport and boarding pass to the staff at the gate before boarding the plane. You will go to the plane either on a bus (which may be crowded), via an airbridge, or if you need mobility assistance, via an ambulift



When you enter the plane, you will need to find the seat that is written on your boarding pass.



If you are stowing your bag in the overhead compartment, take any essentials for your flight out first as it may be difficult to access the overhead compartment once the plane has taken off

Packing Tip:

Keep in-flight essentials, such as headphones, snacks, reading materials or fidgets, in a smaller separate bag inside your hand luggage. This will make them easier to access if you are using the overhead compartment.

On the Plane



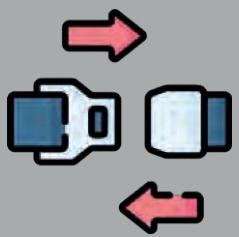
Once everyone is seated the cabin crew will give some important safety instructions, so you should try to listen carefully to them



Before take-off, you will need to turn off electronic devices and fasten your seatbelt. The cabin crew will check to make sure everyone is secure and can assist if needed.



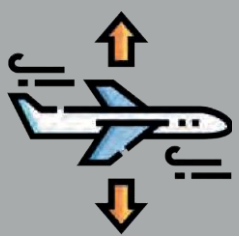
When the plane is ready to take off, the pilot will drive it (taxi it) to the runway. During take-off the engines will be loud and the plane will move down the runway very quickly



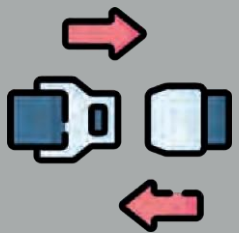
You must keep your seatbelt on during take-off. The seatbelt light above your seat will go off when it is safe to remove your seatbelt, move around on the plane if you need to, and turn your electronic devices back on



At some points during the flight, the cabin crew will walk up and down the aisles selling drinks, snacks, meals, and duty-free items. This can be a noisy time on the plane and it can feel quite cramped as passengers stand up and move around to make purchases



The plane may experience turbulence during the flight. This is where differences in air currents outside the plane make the flight bumpy. If the plane experiences turbulence you may be asked to put your seatbelt back on



When the plane is preparing to land, the seatbelt light above your seat will come back on and you must put your seatbelt on



When the plane is coming down to land you may experience more sensations of movement than you have during the rest of the flight. When the plane lands on the runway, there may be a bit of a bump - this is completely normal



Once landed, you must remain in your seat until the crew announces it is safe to leave the plane

Leaving the Plane



If you have booked assisted travel you may be asked to wait on the plane until all other passengers have disembarked. This is so the staff can assist you properly



Before you leave the plane, check that you have all your personal items, your travel documents, and any coats or bags stored in the overhead compartment or under the seat

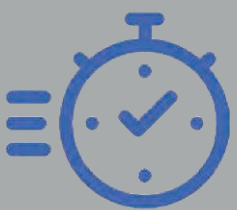


After leaving the aeroplane you will need to access the airport terminal either by walking, taking an airport bus, or using an ambulift, depending on the layout of the airport

Border Control



Once you have landed, you will need to pass through border control where officials will check your passport to make sure you are permitted to enter the country

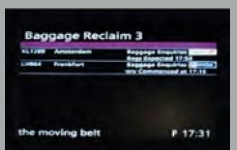


If you have booked assisted travel, you may have access to fast-track or designated assistance lanes for customs and passport control

Baggage Collection



If you have any bags or suitcases stored in the hold of the plane, you will need to go to the baggage collection area



Screens will display which baggage belt the people on your flight will need to go to collect their luggage



It can take quite a while to unload all the luggage from the plane and get it over to baggage collection, so try not to worry if you have to wait



If you cannot find your bag check to see if all luggage has been unloaded onto the belt. If your bag is still missing, ask an airport staff member for assistance.

Customs



After collecting your baggage you may need to go through customs where officers may ask questions or check bags. Try to answer honestly and follow their instructions



Sometimes customs officers will have sniffer dogs who help them to check for prohibited items



People need to declare items that require official notification or payment of taxes, for example, restricted items, or goods which exceed the usual allowances



Some airports will have different channels depending on whether passengers have any items to declare.



There is usually a lane with a red sign for people who have items to declare, and a lane with a green sign for people who do not have anything to declare



Once you have been through customs, you can leave the airport and head for your transport

Final Tips for a Smooth Journey



- Make a checklist before you start packing to make sure you have everything you need
- Take any items which may help you to manage busy or noisy environments in your hand luggage



- Try to get to the airport early to avoid any last minute stress
- If you have a hidden disability wear a sunflower lanyard so the staff at the airport are aware



- Don't be afraid to ask for help if you need it
- If you think you may need assistance, tell your airline about your disability at least 48 hours before your flight

The Journey of Your Suitcase

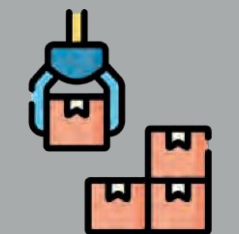
Ever wondered what happens to your suitcase after you check it in? Here's a step-by-step guide to its journey:



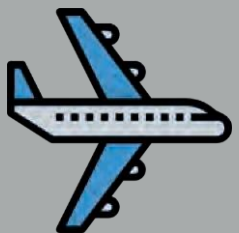
Check-In & Tagging – Your suitcase is weighed, tagged, and placed on the baggage conveyor belt. The tag contains all the details needed to your case to the correct destination



Security Screening – Your bag goes through X-ray machines to check for any restricted items. If necessary, security staff may conduct additional checks



Sorting System – After screening, your suitcase is directed through the airport's baggage system where it is sorted based on your flight number



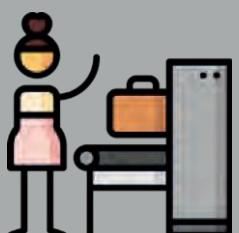
Loading Onto the Aircraft – Your bag is placed onto a baggage cart and driven to your aircraft, where baggage handlers load it safely into the cargo hold



In-Flight Storage – Your suitcase travels in the temperature controlled cargo hold underneath the passenger cabin



Arrival & Unloading – Once the plane lands, baggage handlers unload all suitcases and transport them to the terminal



Baggage Claim – Your suitcase is placed onto a carousel at the baggage claim area, ready for you to collect

We hope this guide helps make your journey through Leeds Bradford Airport as stress-free as possible. Have a great trip!

Who are Leeds Autism Services?

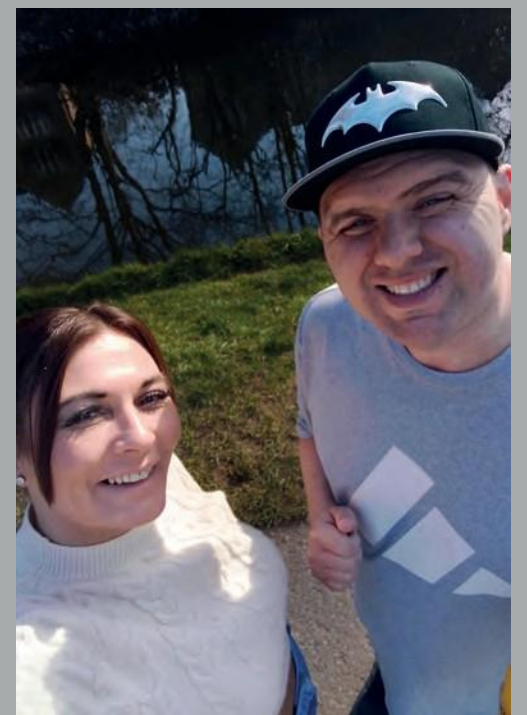


Leeds Autism Services are a local charity who campaign for the rights and recognition of autistic people. They believe that education and understanding of autism is the key to creating a more autism friendly society.

They work with families, communities, and businesses to encourage a better understanding of autism and are able to provide information, advice, bespoke training and consultancy.

The charity also provides direct support through their Vocational and Community Services (VACS) for around 70 autistic adults with a diverse range of needs and abilities, and specialise in helping those with complex needs, or who may be deemed to be at risk in some way.

They use a range of interventions to assist with this, including total communication approaches, sensory formulation, autism specific positive risk management, intensive interaction, and self-advocacy strategies.



Leeds Autism Services regularly publish accessible and easy-read resources to help ensure autistic people are equipped with the information and knowledge they need to take control of their own lives.

Leeds Autism Services have worked with Leeds Bradford Airport since joining their Accessibility Group Forum in 2017. Find out more:

www.leedsautism.org.uk

Registered Charity Number: 1047981





www.leedsbradfordairport.co.uk

Whitehouse Ln,
Yeadon,
Leeds
LS19 7TU

Updated: April 2025