

QUICK TRAVEL GUIDE

The easyJet Quick Journey Guide is designed to help our customers feel confident, informed, and comfortable at every stage of their trip. Created with support from accessibility specialists, this guide offers clear and simple information about what to expect during your journey with us.

Each part of the guide shows a different step in the flying experience—using friendly icons, straightforward language, and helpful tips to explain the sights, sounds, and routines you may encounter at the airport and onboard.

While the guide is especially helpful for customers who are autistic or have additional needs, it's also a great resource for anyone who may feel anxious about flying or simply wants extra reassurance and support.

At easyJet, we believe flying should be accessible for everyone—and we're here to make sure your journey is as smooth and stress-free as possible.



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Getting to the Airport

- **Car:** Park in long-stay or short-stay airport car parks.
- **Public transport:** Travel by train, bus, or taxi.
- **Arrival time:** Aim to arrive at least 2.5 hours before your flight.
- **Assistance:** Go to an Assistance Point and let them know you have arrived.

Entering the Terminal



- **Getting in:** Most airport drop-off points are at the same level as the bag drop.
- **Look for staff:** Look out for our orange signage. Our easyJet team are ready to help

Sensory Notice: Terminals can be busy and noisy with lots of signs. Ask for help if needed

Check in and Boarding Passes



- **Mobile check-in:** Check in using the easyJet App or online between 30 days and 2 hours before departure.
- **Boarding Passes** – Printed or on mobile device



Checking in your Bags

- **Bag Drop** - Go to the easyJet Bag Drop area. You will either use Auto Bag Drop machines to drop off bags, or a staff member at a desk will help you. Have your passport and boarding pass ready. At some airports bags can be checked in the night before if you have an early flight using [Twilight Bag Drop](#)
- **Tag it** - When using Auto Bag Drop you will put the tag on your own bag. Staff can assist you if needed
- **Cabin Baggage** – Your Boarding Pass will tell you what cabin baggage allowance you have. [Cabin baggage allowance](#)

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Assistance

Customers needing accessibility support should let us know as soon as possible, and at least 48 hours before your flight. At the airport, a separate company contracted by the airport will help you to the boarding gate or on to the plane.

Report to the airport assistance desk as soon as you arrive so that they know you are there (even if you want to be self-reliant in the terminal). Tell us in advance about any specialist or medical equipment you need to bring with you.



Going through Security

- **Prepare your items:**

Put your bag on the conveyor belt to go through the X-ray machine.

At some airports, you may need to take out electronic items (like laptops or tablets) and liquids.

You must take off your headphones before you walk through a body scanning machine

- **Walk through the security scanner:**

You will be asked to walk through a body scanning machine.

Follow the instructions from the security staff.

- **If asked to remove items:**

Take off jackets, belts, or shoes if requested.

Place them in a tray to go through the X-ray machine.

- **Collect your items:**

After scanning, gather your bags and personal items.

Make sure nothing is left behind.

- **Ask for help if needed:**

Security staff are trained to assist.

You can request quiet assistance or extra time if you feel anxious.

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At the Gate and Boarding

- **Check the Departure Boards** Find your flight number on the airport screens. The screen will show the gate number that you will use to board the plane. If the gate is blank, check again in a few minutes.
- **Go to your gate** - Follow airport signs to reach your gate. The distance to your gate can vary, and it might involve using an escalator or lift. Some airports may use buses or a train.
- **Arrive at the gate before boarding starts.** – The boarding gate closes 30 minutes before departure. Make sure you get to the gate before this time.
- **EasyJet boarding priorities at the gate:** Assistance customers (who requested help and are present at the gate). Speedy Boarding customers. Families with children under 5. All remaining customers.
- **Extra support** – If you need additional support for your journey, please tell us as early as possible. Staff can help direct you to the gate if you need help.
- **Tips for comfort and safety:**
 - Keep your boarding pass and passport ready.
 - Take a photo of the airport screen to help remember your gate number.
 - You can use headphones, fidgets, or familiar objects to stay calm.



Ready for Take Off

- **Cabin Crew Support:** Cabin Crew will show you how to use safety equipment before take-off and can explain things to you.
- **Luggage and Seating:** Small cabin baggage must go under the seat in front of you. Large bags must go in the overhead locker.
- **Before Flight:** Cabin Crew can explain what will happen during the flight, including take-off, if there is turbulence, and during landing. Please ask for more information if you need it.
- **Sensory needs:** If you have sensory sensitivities, let the crew know so they can try to help. There will be announcements made on board, and the brightness of the lights can vary.

Thank you for flying easyJet.

For more info on assistance: <https://www.easyjet.com/en/help/boarding-and-flying/special-assistance>