



Cairns Airport Accessibility Facilitation Plan

Version 4.1 – 17 January 2024

**Any alterations to this SOP must be approved by the:
Head of Operations**

The current copy of this SOP is held on Sharepoint & Cairns Airport Website

Document Control

Version	Status	Sponsor	Author
4.1	Approved	Head of Operations	Terminal Operations Manager

Amendments	Date	By whom
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Version 2 – Minor amendments	20/04/2020	Aviation
Version 1 – new SOP inclusive of document control	19/10/2017	Aviation

Summary
<p>Cairns Airport is committed to ensuring our airport is accessible and inclusive for all. The Accessibility Facilitation Plan has been created to provide visitors with a disability, carers and other parties, clear and easily available advice on access to the terminals.</p>

TABLE OF CONTENTS

SECTION 1	FRAMEWORK	5
1.1	AIM	5
1.2	PURPOSE	5
1.3	RESPONSIBILITIES	5
1.4	REFERENCES & RELATED PROCEDURES.....	5
SECTION 2	INTRODUCTION	7
2.1	CAIRNS AIRPORT	7
SECTION 3	PRIOR TO ARRIVAL	8
3.1	RESERVATIONS	8
3.2	ADVANCE ASSISTANCE REQUEST	8
SECTION 4	AIRPORT ARRIVAL	9
4.1	CHECK-IN TIMINGS	9
4.2	KERBSIDE PROCESS.....	9
4.3	CAR PARK	9
4.4	TAXI RANK.....	9
4.5	SHUTTLE BUS	9
4.6	LIMOUSINES.....	9
SECTION 5	TERMINAL FACILITIES	10
5.1	ACCESS TO/FROM AIRCRAFT	10
5.2	ASSISTANCE ANIMALS	10
5.3	CHECK-IN & SERVICE DESKS.....	10
5.4	EMERGENCY RESPONSE.....	10
5.5	FLIGHT INFORMATION DISPLAY SCREENS	10
5.6	GENERAL AVIATION	11
5.7	HEARING LOOPS	11
5.8	INTERNATIONAL BORDER AGENCIES & SECURITY SCREENING	11
5.9	PEOPLE MOVERS (Mechanised Assistance Vehicle).....	11
5.10	TACTILE GROUND SERVICE INDICATORS (TGSI)	11
5.11	TERMINAL TRANSFER	11
5.13	TOILET FACILITIES	11
5.14	WHEELCHAIRS.....	12
5.15	WATER FOUNTAINS	12
5.16	ADDITIONAL INFORMATION.....	12
SECTION 6	SECURITY SCREENING	13
6.1	OVERVIEW	13
6.2	ASSISTANCE ANIMALS	13
6.3	MEDICAL IMPLANTS	13
6.4	MEDICAL PRACTITIONERS LETTER.....	14
6.5	PERSONS WITH VISION IMPAIRMENT	14
6.6	PERSONS WITH HEARING IMPAIRMENT	14
6.7	PRAMS/STROLLERS.....	14
6.8	PROSTHESIS	15
6.9	PRIVATE SCREENING ROOMS	15

6.10	WALKING AIDS	15
6.11	WHEELCHAIRS.....	15
SECTION 7	HIDDEN DISABILITIES PROGRAM.....	16
7.1	OVERVIEW	16
7.2	HIDDEN DISABILITIES INFORMATION PACK	16
SECTION 8	ASSISTANCE ENQUIRIES AND COMMUNICATIONS	17
8.1	CONTACT CAIRNS AIRPORT	17
8.2	TERMINAL OPERATIONS STAFF	17
8.3	AIRPORT AMBASSADORS.....	17
8.4	DIRECT ASSISTANCE.....	18
SECTION 9	SERVICE DELIVERY	19
9.1	TRAINING	19
9.2	SECURITY ENVIRONMENT.....	19
9.3	PERFORMANCE MONITORING	19
SECTION 10	PLANNING & REVIEW.....	19
10.1	EXPECTED IMPROVEMENTS	19
10.2	REVIEW	20
SECTION 11	APPENDICES	20
11.1	AIRLINE CONTACTS	20
11.2	GENERAL LAYOUT	24
11.3	T1 INTERNATIONAL TERMINAL – EXTERNAL LAYOUT	25
11.4	T1 INTERNATIONAL TERMINAL – INTERNAL LAYOUT.....	26
11.5	T2 DOMESTIC TERMINAL – EXTERNAL LAYOUT	27
11.6	T2 DOMESTIC TERMINAL – INTERNAL LAYOUT.....	28
11.7	CAR PARK	29

SECTION 1 FRAMEWORK

1.1 AIM

Cairns Airport Pty Ltd is committed to providing facilities and infrastructure that is accessible for all.

The aim of this plan is to provide detailed information to assist with the planning and preparation for travellers with specific needs.

1.2 PURPOSE

The purpose of the Accessibility Facilitation Plan is to advise passengers of:

- The service measures Cairns Airport will take to ensure access for passengers with disabilities; and
- how passengers requiring assistance can assist the airport and/or the airline to be best placed to provide an appropriate service (e.g. provision of information prior to travel).

1.3 RESPONSIBILITIES

This document applies to those areas that Cairns Airport Pty Ltd has direct control.

Where an airline or government agency has the prime accountability, assistance requirements are the responsibility of that airline or agency. Typically, this includes any wheelchair or mobility requirements. Passengers are encouraged to contact the relevant airline or agency for further information regarding specific assistance available.

1.4 REFERENCES & RELATED PROCEDURES

The Australian Government's Department of Infrastructure and Regional Development encourages airline and airport operators to develop and publish disability access facilitation plans with the aim of providing detailed information on the approach to meeting the needs of travellers with disabilities. The plans are intended as a communication tool between airport operators, airlines and the travelling public with respect to the availability of services for passengers with disability.

Consultation:

This document was created in consultation with airlines, disability advocacy consultants, relevant Government bodies, Cairns Airport staff and contractors. In addition, significant consultation was undertaken with Adelaide airport who authorised the use of their disability facilitation plan as a guide for the Cairns Airport Plan.

References:

- Workplace Health and Safety Act 2011
- Civil Aviation Act 1988, Civil Aviation Safety Regulations 1998
- Annex 9 to the Chicago convention on International Civil Aviation
- Disability Standards for Accessible Public Transport (2002)
- Disability (Access to Premises – Buildings) Standards (2010)
- AS 1428 suite of Australian Standards – 'Design for access and mobility'
- Cairns Airport Terminal Operations Manual
- Cairns Airport Fire & Terminal Evacuation Plans

Related websites:

- [Air North Disability Access Facilitation Plan](#)
- [Jetstar Disability Access Facilitation Plan](#)
- [Qantas Airways Disability Access Facilitation Plan](#)
- [Rex Airlines Disability Access Facilitation Plan](#)
- [Virgin Australia Disability Access Facilitation Plan](#)
- [Bonza Disability Access Facilitation Plan](#)

SECTION 2 INTRODUCTION

2.1 CAIRNS AIRPORT

The terminal facilities at Cairns Airport incorporates the Domestic and International Terminal Buildings and associated Aircraft Parking and Ground Support Equipment areas. Airlines operating at Cairns share airport facilities.

Cairns Airport (as well as Mackay Airport) is part of the North Queensland Airports Group which is privately owned and held by a consortia of shareholders which include: IIF Cairns Mackay Investment Ltd (IIF) (managed by JP Morgan Asset Management), TIF Airports Pty Ltd as trustee of the TIF Airports Trust (TIF) (managed by Gardior Pty Ltd) and Perron Airports Holdings Pty Ltd (Perron).

SECTION 3 PRIOR TO ARRIVAL

3.1 RESERVATIONS

To assist in the provision of the highest level of service available, passengers are asked to advise the airline or travel agent when making a flight booking of any disability and/or specific assistance required at the airport. The airline or travel agent can then make any necessary arrangements if these services are available. For example, book a wheelchair or reserve a specific seating requirement for a service dog or other assistance animal. It is also important to check if medical clearance is required by the airline for your specific circumstances.

As each airline may have different guidelines on carriage of people with reduced mobility and requirements for special assistance, we recommend you contact your airline directly ahead of time to ensure your individual needs are met. Airlines will also advise you of their policy in relation to check-in requirements.

3.2 ADVANCE ASSISTANCE REQUEST

Assistance from the front of the terminal buildings into the terminals may be provided by the relevant airline if pre-arranged. Not all airlines offer this service. The same applies for flight connections and transfers between terminals. Careful preparation considering parking location is recommended. It may be necessary to arrange to have someone accompany the person requiring assistance into the terminal. Vehicles are unable to be left unattended in the public pick up and drop off zone.

Please refer to Appendix 1 for airline contact information

SECTION 4 AIRPORT ARRIVAL

4.1 CHECK-IN TIMINGS

Check-in and baggage acceptance for international flights generally opens three hours prior to departure, and most airlines open two hours prior to departure for domestic flights.

4.2 KERBSIDE PROCESS

Each terminal has designated drop-off and pick up areas for people with a disability adjacent to the general drop-off and pick up areas. Drivers must follow the normal kerbside parking rules. Under government legislation, no vehicle is permitted to be left unattended kerbside. Drivers may assist passengers to disembark from the drop-off/pick up areas for people with a disability, however the vehicle must not be left unattended to assist passengers into the terminal.

4.3 CAR PARK



Accessible parking is available in the public car parks and is clearly sign posted.

The accessible parking within the public car park is located at the nearest point to the terminal entrances. An appropriate and valid permit sticker is required to park in these spaces. Booking information available [here](#).

Pay stations have also been configured to assist people who use wheelchairs.

4.4 TAXI RANK

Each terminal has its own sheltered taxi rank in front of each terminal building. Taxi set-downs are directly in front of departures.

4.5 SHUTTLE BUS

Shuttle buses to / from the city and regional locations are located outside both Terminals. Bookings can be made from the booth in the arrivals area at both terminals. Shuttle bus set-downs are directly in front of departures. Booking information available [here](#).



4.6 LIMOUSINES

Limousine pick-up and set-down areas are located in front of both terminals. Further information available [here](#).

SECTION 5 TERMINAL FACILITIES

5.1 ACCESS TO/FROM AIRCRAFT

Ramps, lifts, and aerobridges allow easy access to and from the gate lounge to the aircraft. Airline staff can offer assistance for boarding and disembarkation by prior arrangement. In some cases, a mobile assistance lift is also available, particularly for regional flights.

5.2 ASSISTANCE ANIMALS

Accredited assistance animals are welcome inside and around the terminals.

5.3 CHECK-IN & SERVICE DESKS

Check-in facilities at both T1 and T2 are on the ground floor. Please check the counter overhead monitors to ascertain the assigned check-in counters for each airline.



Check-in counters are located just post the main entry doors. A number of check-in and service desk have been configured to facilitate wheelchair access.

Airline owned and operated self-services check-in kiosks are installed within T2 (Domestic) and have been configured to facilitate wheelchair access.

Airline staff may be able to provide assistance getting from the check in area to your boarding gate if required. Please confirm with airline staff during check in.

5.4 EMERGENCY RESPONSE

In the event of an emergency, public announcements will be made by the Chief Warden. Please follow any instructions given to you by the wardens who will be identified by the wearing either white, red or yellow helmets.

The Flight Information Display Screens (FIDS) also have the capacity to provide emergency warning. This is to ensure that passengers and visitors with hearing difficulties can receive visual messaging.

Airline, retail and airport staff will assist with the evacuation of any persons with specific needs.

5.5 FLIGHT INFORMATION DISPLAY SCREENS

Each terminal has numerous Flight Information Display Screens (FIDS) throughout the public areas to communicate flight arrival and departure times, boarding status, flight landed information and gate numbers. Public address announcements are also made by airline staff.

The FIDS also have the capacity to provide emergency warning information in the event of an incident or emergency in the terminal. This is to ensure that passengers and visitors with hearing difficulties can receive visual messaging.

5.6 GENERAL AVIATION

The General Aviation precinct is a tenanted aviation industry area on the western side of the airport. Public access is limited largely to those who engage charter operators and maintenance service providers. It is therefore not included in this plan and it is highly recommended that you contact the operator concerned to make any arrangements required.

5.7 HEARING LOOPS

Hearing loops are in place throughout both terminal buildings including boarding gates, check-in desks and the main retail area to assist people with hearing difficulties.

Hearing aid users within the loop system can pick up the speaker's voice with a minimum of distortion and with minimal background noise.

5.8 INTERNATIONAL BORDER AGENCIES & SECURITY SCREENING

All international passengers are subject to relevant security screening and border security processes.

There are strict rules regarding the carriage of liquids, aerosols and gels on international services. This includes restrictions on medications. Further information can be obtained [here](#).

If you have any specific enquiries regarding International Border Security procedures, please contact Australian Border Force or the Department of Agriculture and Fisheries:

[Home \(abf.gov.au\)](http://abf.gov.au)

[Home - DAFF \(agriculture.gov.au\)](http://agriculture.gov.au)

5.9 PEOPLE MOVERS (Mechanised Assistance Vehicle)

Not all airlines have people movers. Therefore, please contact your airline before you travel to check if this service is available.

5.10 TACTILE GROUND SERVICE INDICATORS (TGS)

Tactile ground surface indicators are used both within the terminals and outside the terminals to provide an indication of changes of condition to people with vision impairment. The locations include escalators, ramps, lifts, and stairs.

5.11 TERMINAL TRANSFER

A five-minute walk (approximately 250m) along a covered walkway connects T1 (International) and T2 (Domestic) terminals.

5.13 TOILET FACILITIES

Public toilets are located throughout the terminals. Each toilet facility includes an accessible toilet suitable for wheelchair access.

Braille is included on toilet doors/signs to assist a person with vision impairment locate the correct facility.



5.14 WHEELCHAIRS

Most airlines have wheelchairs available for use within the terminal and for boarding and disembarking. Please contact your airline prior to travelling to confirm this service is available.

5.15 WATER FOUNTAINS

Accessible water fountains are situated throughout both terminals in the check in, departures and arrivals areas.

5.16 ADDITIONAL INFORMATION

The Cairns Airport website offers links to airlines and offers further information about the facilities at Cairns Airport including accessible car parking, transport, security screening and other terminal facilities.

[Welcome to Cairns Airport » Cairns Airport](#)

SECTION 6 SECURITY SCREENING

6.1 OVERVIEW

Prior preparation by passengers/visitors is essential to ensure smooth security processing.

The security screening staff undergo specific training in assisting passengers/visitors with disabilities using screening practice guidelines issued by Cyber and Infrastructure Security Centre. Our security screening officers treat all customers and their belongings with dignity and respect. Please advise our screening officers of any specific requirements or concerns and they will then make an assessment as to most suitable screening method to accommodate you.

There are strict rules regarding the carriage of liquids, aerosols and gels on international services. This includes restrictions on medications. Further information can be obtained [here](#).



6.2 ASSISTANCE ANIMALS

Passengers travelling with assistance animals will undergo secondary screening using a hand-held metal detector.

A private screening room will be offered by the screening officer.

Passengers will not be separated for their assistance animals at any time during the screening process. Certified Assistance Animals are subject to screening and will be visually inspected by a screening officer. There is no requirement to remove the harness from the assistance animal prior to passing through security screening.

6.3 MEDICAL IMPLANTS

Passengers are to advise the screening officer of their condition so that the appropriate method of screening can be done which will not affect the device or implant.

Screening will be done either via a frisk search or by hand-held metal detector.

Private screening facilities will be offered by the screening officer.

Under no circumstances should a person fitted with a pacemaker use the walk-thru metal detector or hand-held metal detector. It is imperative that passengers fitted with a pacemaker inform the screening officers prior to the screening process commencing. This is best done as you get to the front of the security queue.

6.4 MEDICAL PRACTITIONERS LETTER

Where passengers have medical implants, artificial limbs, prosthesis etc it is highly recommended that a medical certificate or doctor's letter be carried and presented to the screening officer. Such documentation will assist the screening officers to determine the most appropriate method of screening.

6.5 PERSONS WITH VISION IMPAIRMENT

Passengers or their carers should advise the screening officer of the passenger's particular needs. Passengers with vision impairment will be required to undergo primary or secondary screening. All mobility equipment (eg. Canes) will be required to be screened via x-ray which means the passenger may be without this equipment for a short period of time.

Assistance may be requested by the screening officer to support the passenger who is vision impaired through the screening process.

Secondary screening may include a frisk search of the use of a hand-held metal detector.

Private screening rooms will be offered by the screening officer.

6.6 PERSONS WITH HEARING IMPAIRMENT

Passengers who have a hearing impairment will be screened via the walk-thru metal detector.

Passengers who have a hearing aid device will not be required to move them.

The screening officer will endeavour to verify that the passenger with a hearing impairment understands what is being communicated. The screening officer may write down what they've said as a way to communicate with the passenger.

Private screening rooms will be offered by the screening officer.

If secondary screening is required, it will be conducted via a handheld metal detector or frisk search.

6.7 PRAMS/STROLLERS

Prams/strollers will be screened and allowed entry to the sterile area at the screening point. Passengers should liaise with their airline regarding the carriage of prams or strollers on board the aircraft.

Prams and strollers are required to be screened through the x-ray equipment. If size does not permit this, a physical inspection of the pram or stroller will be undertaken by the screening officer.

6.8 PROSTHESIS

Passengers with prosthetics should advise the screening officer.

Passengers may undergo secondary screening via a frisk search or handheld metal detector. Screening officers may be required to inspect the prosthesis however you will not be required to remove it.

Private screening rooms will be offered by the screening officer.

The passenger or carer should advise the screening officer of any of the passenger's particular needs.

6.9 PRIVATE SCREENING ROOMS

Private screening rooms are available upon request.

6.10 WALKING AIDS

Walking aids must be screened and as such may require X-Ray or Explosive Trace Detection. At the Screening points there are chairs available to assist during this process. A walking stick is also present at the screening point to assist passenger if required.

6.11 WHEELCHAIRS

Staff are very familiar with the movement of passengers requiring wheelchairs and will make every effort to facilitate passengers directly to the screening point. At the screening point they will be required to undergo screening by way of a pat down search by a security officer of the same gender. Private screening rooms will be offered by the screening officer.

SECTION 7 HIDDEN DISABILITIES PROGRAM

7.1 OVERVIEW

An airport can be a busy and stressful place, especially for those who are unsure of what to expect on the day. It may be even more stressful for people with a disability that is not immediately obvious to airport staff. Hidden Disabilities can include autism, anxiety, dementia, mental health conditions, visual impairments, deaf or hard of hearing.

Cairns Airport offers an information pack to passengers to assist with the airport journey, which includes a sunflower lanyard. Cairns Airport staff and operators are trained to recognise the sunflower logo and offer specific assistance as required.

7.2 HIDDEN DISABILITIES INFORMATION PACK

Further information, including a request form for an information pack, can be found [here](#).



SECTION 8 ASSISTANCE ENQUIRIES AND COMMUNICATIONS

8.1 CONTACT CAIRNS AIRPORT

If you would like to speak to a Cairns Airport staff member, please call (07) 40 806 703 during business hours. For further information:

- The Cairns Airport web site accessibility for persons with vision impairment and can be made available in an audio or Braille format on application. Please visit www.cairnsairport.com.au
- Talk to us on Social Media
Facebook - www.facebook.com/cairnsairport

Enquiries and Feedback:

- Please email enquiries@ Cairnsairport.com.au
- www.cairnsairport.com.au/contact-us/feedback/
- QR Codes are located throughout the terminal to provide feedback

8.2 TERMINAL OPERATIONS STAFF

Cairns Airport employs Terminal Operations Staff who monitor activity in both terminals and provide assistance when possible, including first aid and advice as required. Should you require the assistance, they can be contacted on your behalf by security screening staff or airline staff at check-in, or boarding gates.

Note: All Terminal Operation Staff are duly authorised and trained officers who coordinate all emergency response requests including medical assistance.

8.3 AIRPORT AMBASSADORS

Cairns Airport is fortunate to have a team of Airport Ambassadors Volunteers. This dedicated group volunteer their time to provide customer service to passengers and visitors. Our Airport Ambassadors are easily identified by their bright blue shirts. The Ambassadors are not available to provide direct assistance with baggage or mobility however, are on hand to answer any questions you may have, or arrange assistance if required.



8.4 DIRECT ASSISTANCE

Cairns Airport provides accessible pathways between the terminal entries/exits and the accessible car parking bays and taxi and public drop off and pick up points.

Direct assistance from the front of the terminal buildings into the terminal may be provided by the relevant airline if pre-arranged. Not all airlines offer this service. The same applies for flight connections and transfers between terminals.

SECTION 9 SERVICE DELIVERY

9.1 TRAINING

All Cairns Airport Staff and Contractors undergo specific training in assisting passengers and visitors with disabilities.

Airline staff receive specialised training regarding assisting customers with specific needs and disability awareness, as well as undertake Cairns Airport Hidden Disabilities Program awareness.

9.2 SECURITY ENVIRONMENT

Please be aware that a heightened security threat level applied to an airport, or the industry, could lead to challenges in the delivery of the level of disability access described in this plan.

9.3 PERFORMANCE MONITORING

Cairns Airport ensures that its service delivery to all its facility users is monitored and where appropriate remedial actions are undertaken within a reasonable time frame. Our performance is monitored through the following:

- Comprehensive feedback monitoring system and commitment to responding to feedback when requested or deemed necessary;
- QR Codes for customer feedback have been installed throughout the terminal
- Happy or Not devices have been installed throughout the terminal to capture feedback
- Robust analysis of feedback and action plans in place to address issues raised;
- Detailed reporting process; and
- Sharing of relevant feedback to our airport community.

SECTION 10 PLANNING & REVIEW

10.1 EXPECTED IMPROVEMENTS

Any future expansion, developments or alterations to infrastructure will be undertaken in accordance to the Public Transport Disability Standards and/ or Australian Standard 1428-1 applicable at the time.

10.2 REVIEW

This document will be reviewed every 24 months or earlier, if any significant changes to the terminals are made.

SECTION 11 APPENDICES

11.1 AIRLINE CONTACTS



Air New Zealand

Bookings & Call Centre:

13 24 76

International Destinations:

Auckland (seasonal)



Air Niugini

Bookings & Call Centre:

180 3444 (Toll Free) or 07 4035 9209

International Destinations:

Port Moresby



Air North

Bookings & Call Centre:

1800 627 474

Domestic Destinations:

Cairns – Gove – Darwin, Toowoomba



Alliance Airlines

Bookings & Call Centre:

1300 780 970

Charter Services



Bonza

Bookings & Call Centre:

Book via the Bonza app

Domestic Destinations:

Sunshine Coast, [Rockhampton](#) and the Gold Coast



Jetstar

Bookings & Call Centre:

Call 13 15 38 (24 hours)

Domestic Destinations:

Adelaide, Brisbane, Gold Coast, Perth, Melbourne, Sydney, Darwin



Qantas

Bookings & Call Centre:

13 13 13

Domestic Destinations:

Ayers Rock (Uluru), Brisbane, Darwin, Melbourne, Sydney, Rockhampton, Mackay, Horn Island, Townsville, Weipa, Hamilton Island



Regional Express

Bookings & Call Centre:

13 17 13

Domestic Destinations:

Townsville, Bamaga, Burketown, Mt Isa, Doomadgee, Karumba, Normanton, Mornington Island



Singapore Airlines

Reservations & KrisFlyer enquiries:

+61 (2) 7209 4388

Baggage enquiries:

+61 (0) 481 471 902

International Destinations:

Singapore



Skytrans

Bookings & Call Centre:

1300 759 872

Domestic Destinations:

Weipa, Bamaga, Horn Island, Pormpuraaw (Edward River), Coen, Kowanyama, Aurukun, Lockhardt River



Virgin Australia

Bookings & Call Centre:

13 67 89

Domestic Destinations:

Melbourne, Sydney, Brisbane, Adelaide, Perth

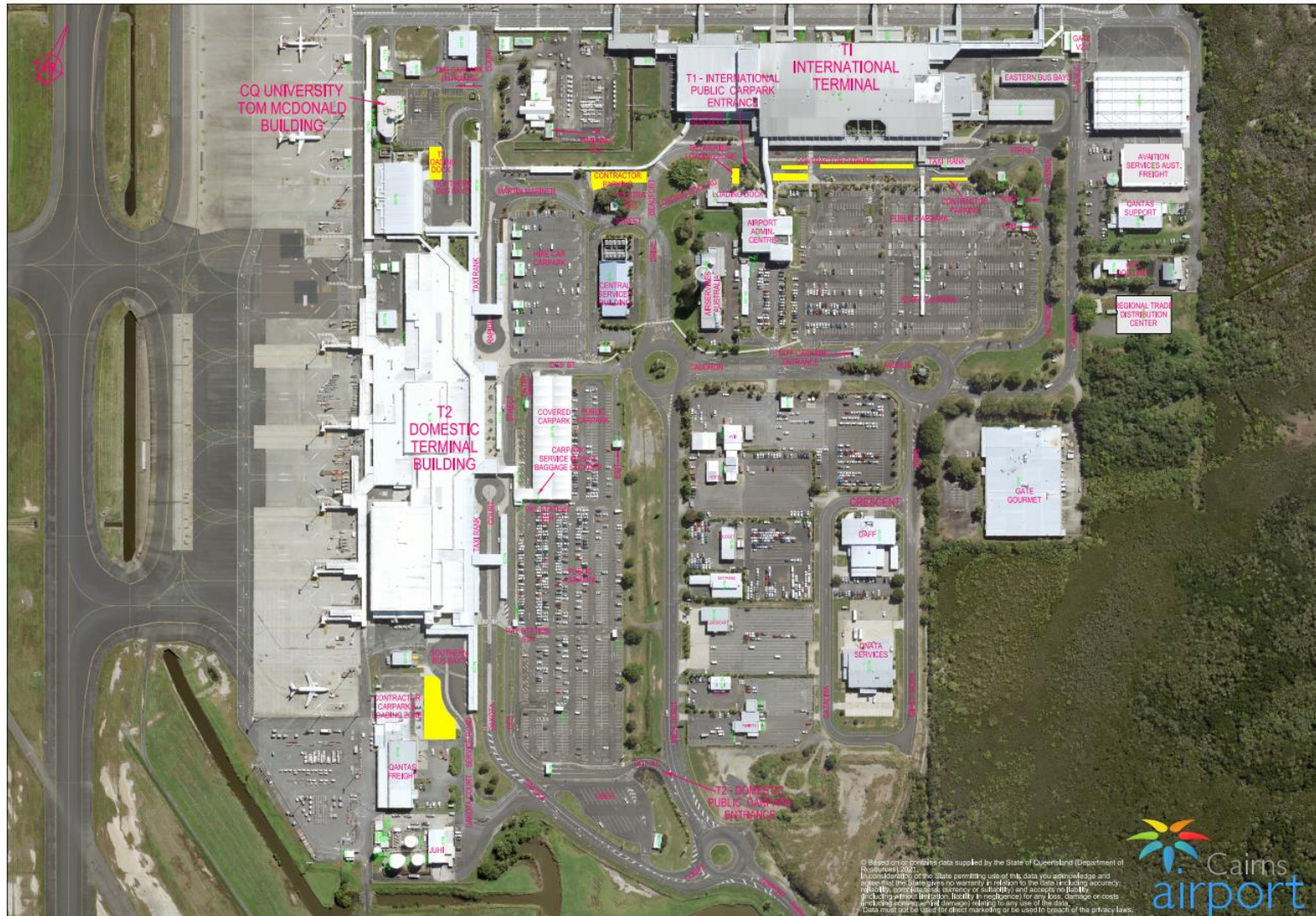
International Destinations:

Tokyo (Haneda)

Onward connecting flights are available to numerous other worldwide destinations, from the direct ports served. Many of our International Airlines codeshare with other International Airlines.

11.2 GENERAL LAYOUT

T1 (International) and T2 (Domestic) Terminal are connected by a 250m covered walkway

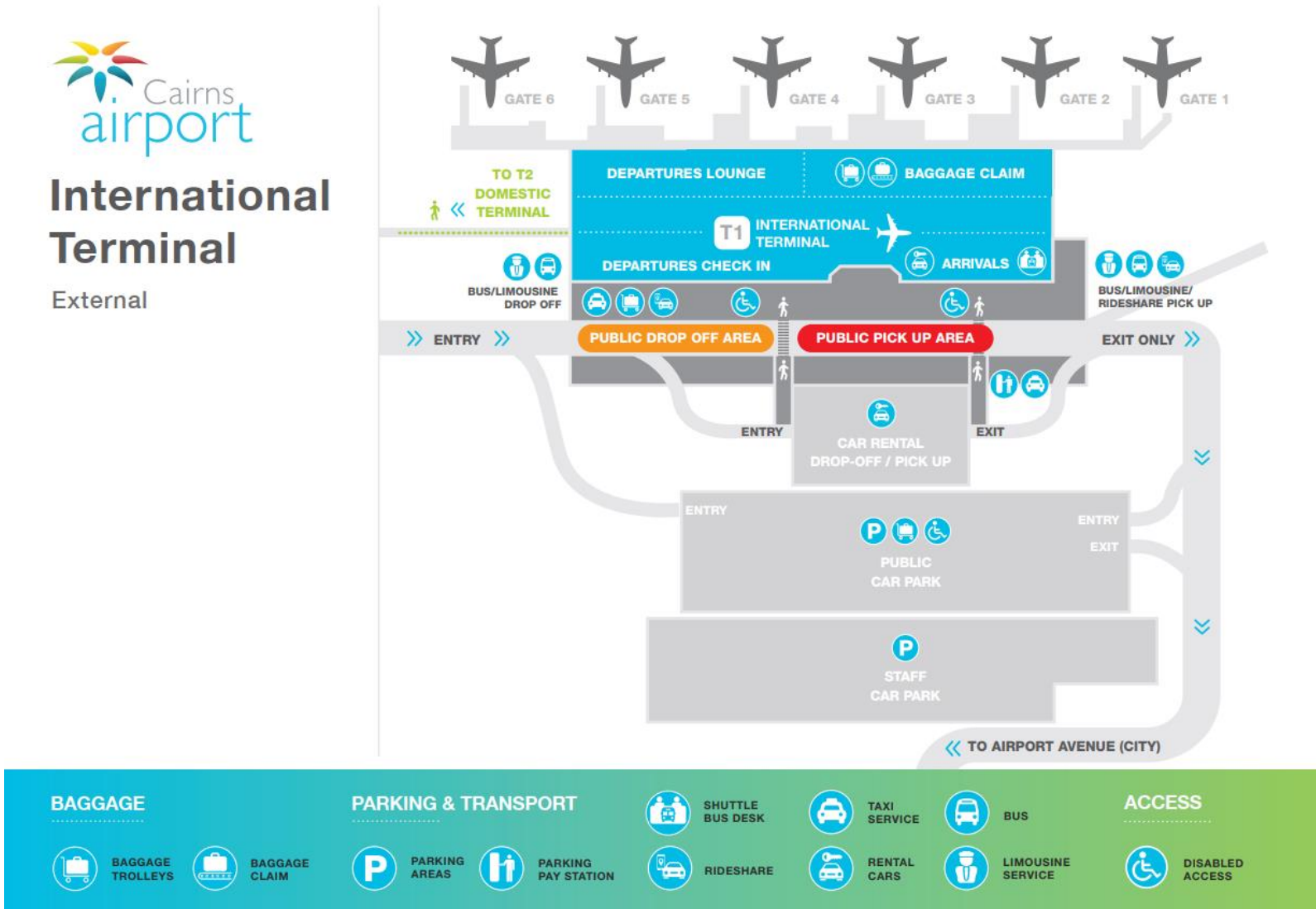


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Accessibility Facilitation Plan SOP Effective Date:17/01/2024 Review Date: 31/01/2025

11.3 T1 INTERNATIONAL TERMINAL – EXTERNAL LAYOUT



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11.4 T1 INTERNATIONAL TERMINAL – INTERNAL LAYOUT



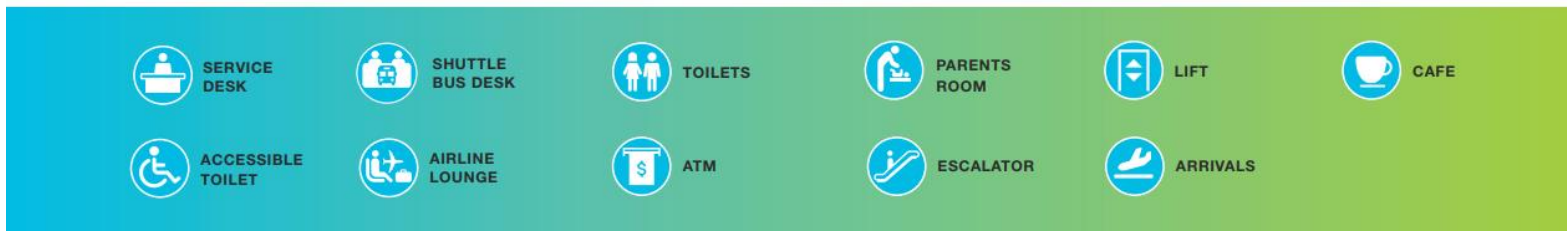
International Terminal

Internal

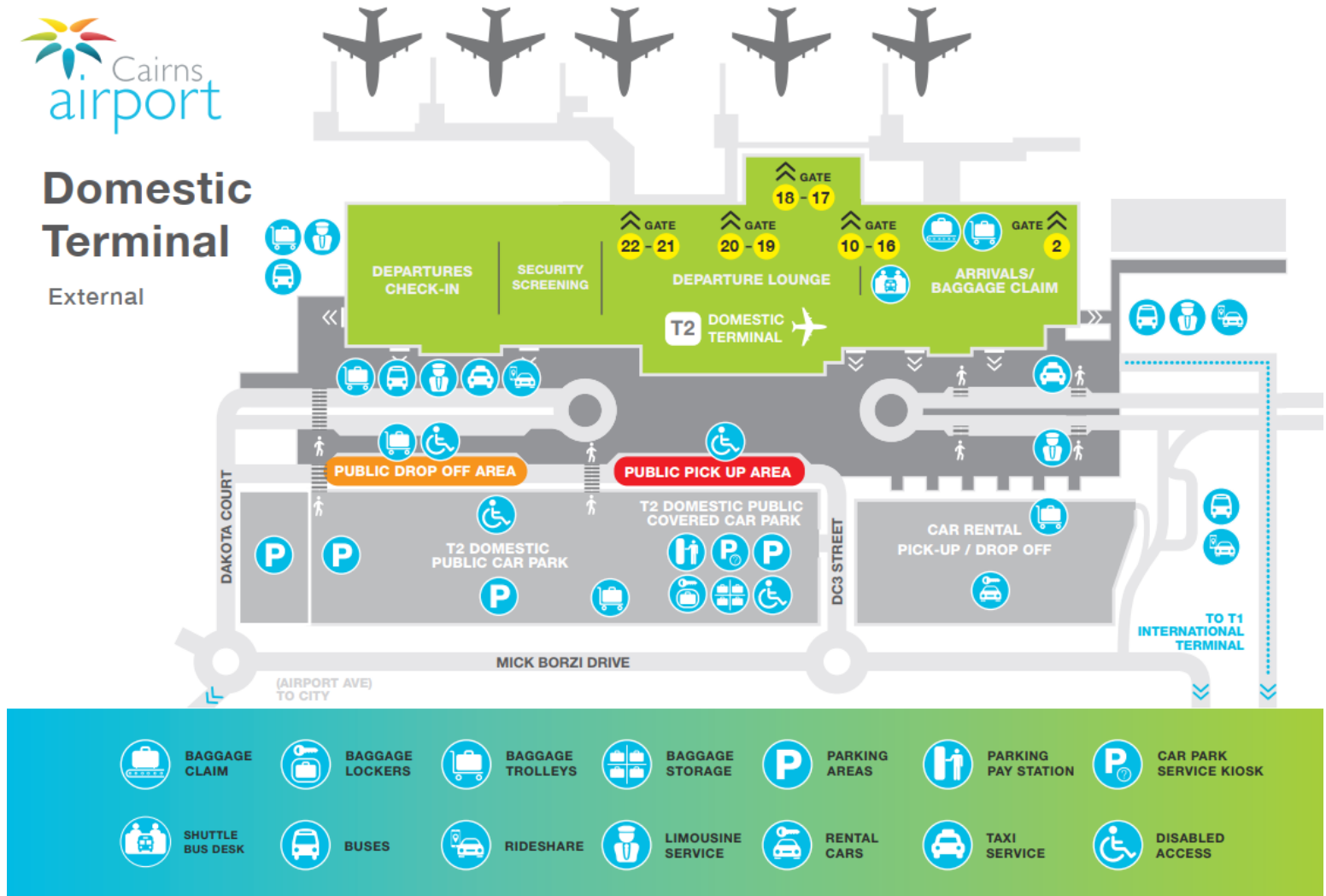
GROUND LEVEL



LEVEL TWO



11.5 T2 DOMESTIC TERMINAL – EXTERNAL LAYOUT



11.6 T2 DOMESTIC TERMINAL – INTERNAL LAYOUT



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11.7 CAR PARK



Car Parks Map

Legend

- T1 International Budget Car Park
- Standby Zone
- T2 Domestic Car Park
- T2 Covered Car Park

