

Travelling through London City Airport

our visual guide



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Introduction

Thank you for flying through London City Airport. This guide will take you through the airport journey using images and text so you can familiarise yourself with the airport before you travel. If in doubt while at the airport, speak to London City Airport members of staff who will be able to direct you if you have any questions or need help.

If you have any questions or would like to receive any further information, please contact us on: assistance@londoncityairport.com



This booklet was developed in partnership with the Business Disability Forum.

London City Airport is located in London's Royal Docks, East London. There are different ways to arrive at the airport:



Docklands Light Railway (DLR) and Buses

London City Airport is connected to the London Underground network via the DLR. The airport's DLR station is in zone 3 and is connected to the airport Terminal, so just follow the signs for "London City Airport" when you get off the train. Bus routes 473 and 474 operate to and from the airport. The bus station is located outside the terminal building across the street.



Car

You can also reach the airport by car. The airport's car park is located east to the terminal building – follow the blue signs for the "Terminal" located throughout the walkway.



Taxi

You can get to and from the airport by black cabs or private hire vehicles which will drop you off in front of the terminal building. After you have landed, you can take a black cab taxi from outside the terminal building across the street and if you are taking a private hire vehicle you will need to go to the short stay car park. There are signs throughout the airport for the car park.



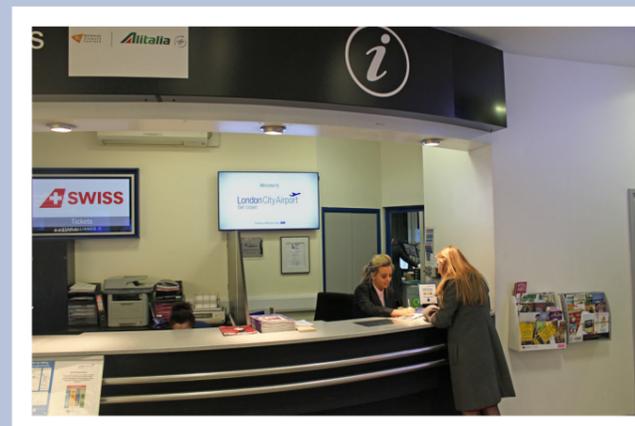
Check-in Desk

When you arrive at the terminal building, you should approach the check-in desk of the airline you will be flying with. To check-in for your flight, you will need to show the check-in agents your passport and leave your suitcase for them to put on the plane.



Self Check-in

We also provide self-check in kiosks if you would like to check in on your own. The kiosks are touch screens and are located in front of you when you enter the terminal building.



Information point

If you need any further information or assistance, you can find the airport's Information point located to the left of the terminal entrance. Look for the white  in a circle above the Information desk.

After you go through the automatic gates, you will enter the main security area. We play relaxed music in this area to improve the passenger experience.



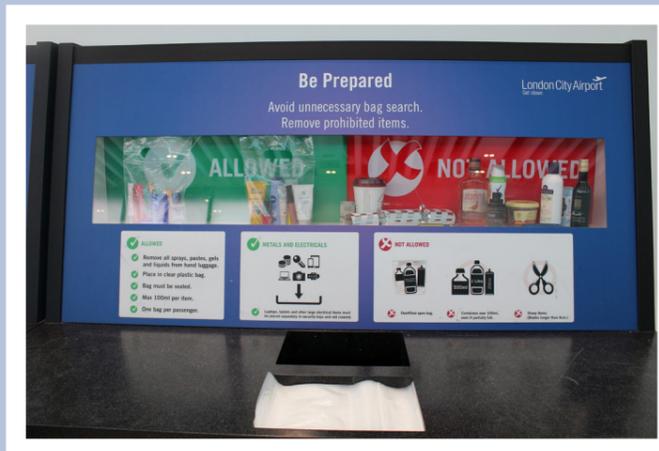
Preparing for security screening

After check-in you will go through security. In order to get to security go to the automatic gates located on the second floor at the top of the lift/escalators. Follow the signs for “Departures”. You will need to scan your boarding pass at the automatic gates to reach the central security search area. Security screening is mandatory for all passengers to make sure everyone is safe on the plane.



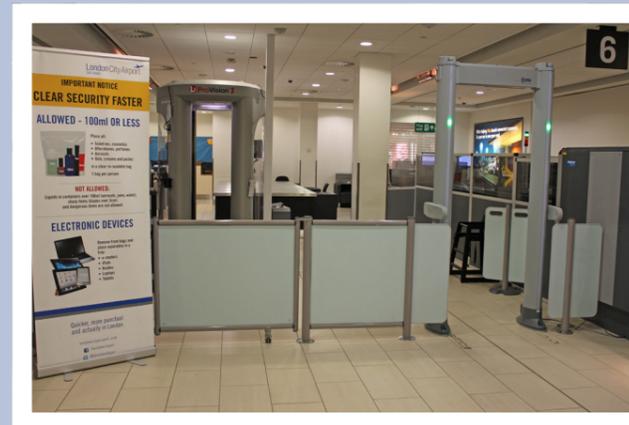
Trays

Please place any bags, loose items you might have in your pockets and the clear bag containing liquids in the trays provided. You will be required to remove your belt and any electronic devices such as phones or laptops. These should also be placed in a tray. You may also be asked to remove any footwear. The items in the tray will pass through a scanner and this only takes a few minutes.



Avoid prohibited items

There are signs at the airport to help you know what you can and cannot take on the plane. All liquids should be in maximum 100ml containers and in a clear re-sealable bag. Each passenger is allowed to have one clear bag which should be removed from your hand luggage prior to security screening. The airport provides plastic bags in case passengers have forgotten. Containers over 100ml – even if partially full – and sharp items are not allowed and will be confiscated by a member of staff. If you require any medication while travelling you can take that in your hand luggage – it just needs to be properly marked with a label explaining what the medication is.



Metal detector

All passengers are asked to pass through a metal detector. After you walked through the metal detector, a security agent might search you separately. If you are nervous about passing through the detector, please let the security agent know.



Security scanner

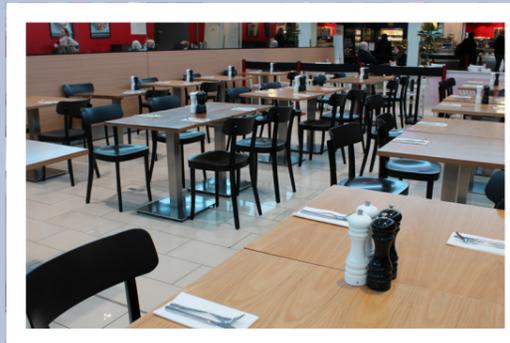
Occasionally you might be asked to go through a further security scanner which is a standard procedure. You simply need to stand in front of the scanner with your arms slightly away from the body. A security agent might search you separately. After that you may collect your possessions from the trays.

After you go through security, you will enter the departure lounge where you can relax before your flight.



Flight Information Screens

Flight Information Screens are located throughout the airport's departure lounge. The screens provide flight, gate and boarding information.



Places to Eat

The airport offers a number of different restaurants, cafes and shops for your convenience before departure.



Gates

Once your gate is announced on the flight information screen, you should make your way to your gate by following the signs. The locations of gates are clearly signed throughout the airport departure lounge.



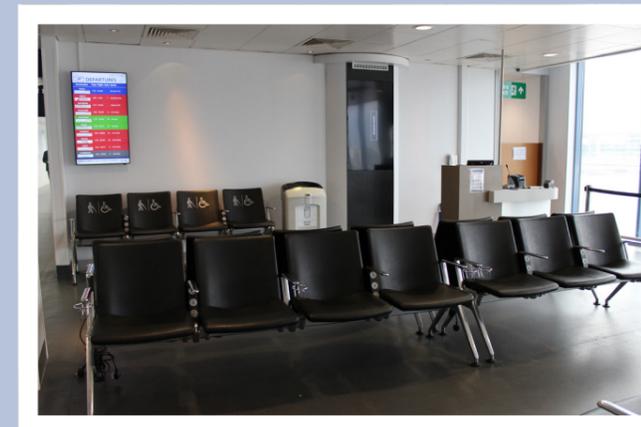
Toilet Facilities

There are a number of toilets including accessible toilets at the airport's departure lounge – just look out for a sign which says "Toilets".



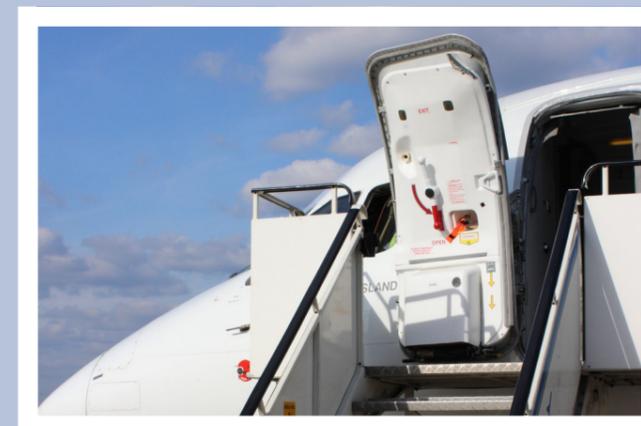
Passport and boarding card

Once you are at the gate, make sure you have your passport and boarding pass ready for inspection.



Seating area

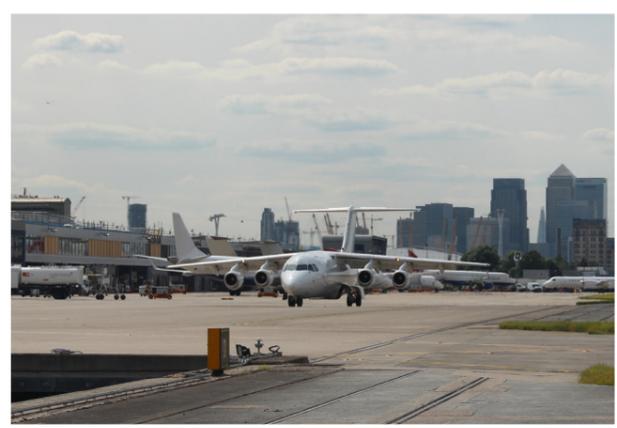
There are seating areas present at all departure gates.



Boarding your plane

After you have arrived at your gate, a member of staff will invite passengers to board the plane. As part of the boarding process your passport and boarding pass will be checked and you will be welcomed to board the plane.

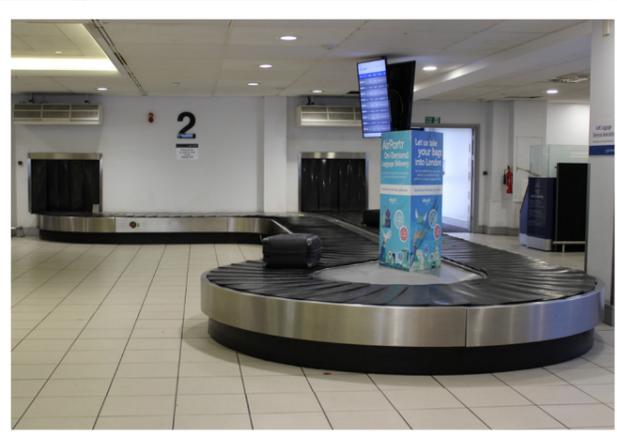
Landing at London City Airport



Landing and Passport Control

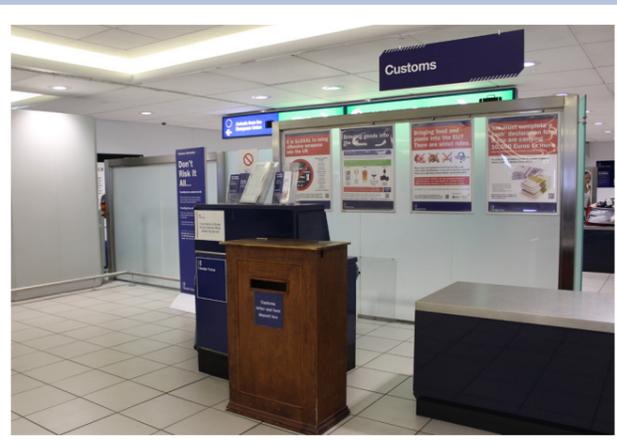
After your plane has landed and parked at its stand, you will be invited to get off the plane. Make sure you have all your personal belongings with you.

Please have your passport ready for inspection to go through passport control. Passport control is a standard procedure which involves queuing, handing your passport over to the official and receiving it back.



Collect Your Luggage

Please collect your luggage from the luggage belt. You must do this before exiting the area as you cannot return to that area.



Customs and Exit

Before you exit a member of the Customs staff may ask you to open your suitcase for additional search. This is a standard procedure.

Follow signs for **Exit** to enter the Arrivals area of the terminal.

Thank you for flying through London City Airport and we hope to welcome you back soon!

London City Airport 
Get closer.

londoncityairport.com   