

Your guide to Brisbane Airport

Accessibility Journey Planner



Welcome

Brisbane Airport Corporation is committed to ensuring our airport is accessible and inclusive for all.

This guide is for people who have accessibility requirements and may require additional assistance as a passenger or visitor at Brisbane Airport.

In this booklet we'll cover getting to and from the airport, parking, transferring between the terminals and moving around the terminals as well as the services and facilities you'll find at the airport.

If you can't find what you're looking for, please visit our website: www.bne.com.au for further information.

Our website is now accessible to more people of different abilities and backgrounds with the **Recite Me** tool.

1. Click the **'Accessibility'** tab in the top-right corner of the BNE website menu bar.
2. The white Recite Me Toolbar will appear above the navigation, in addition to a separate site text reader just below the toolbar.
3. Select the accessibility feature you require from the menu.



TIP: If you require assistance through Brisbane Airport, we recommend you contact your airline or travel agent at least 48 hours before travel to discuss your special requirements.

You'll find the contact phone numbers for all airlines - www.bne.com.au/airlines or on your airline booking confirmation.

Future BNE

The next decade will be the most transformational in the history of Brisbane Airport. To prepare for this future, we are investing over \$5 billion in sustainable, inclusive infrastructure that will deliver improved services, new facilities, and an exceptional airport experience.

Future BNE is not one project. It's a series of major projects, including upgrades to checked baggage systems, security screening, retail and food and beverage facilities across the Domestic and International Terminals.

While this publication is correct as at time of printing, works are commencing across the Domestic and International Terminals and passengers may notice changes to their journey through Brisbane Airport. Please visit bne.com.au/updates for up-to-date passenger impacts.

Head to bne.com.au/futurebne to learn more about the transformation of Brisbane Airport.



Artist impression of the Skywalk



Artist impression of the Service Desk Gate Lounge area

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1 Arriving at the Airport



How do I get to Brisbane Airport?

Getting to Brisbane Airport is easy.



You can travel to Brisbane Airport by Airtrain, bus, private transfer, taxi or rideshare (like Uber, Didi, Ola and Sheba).

i For more information about public transport options to Brisbane Airport, visit:

www.bne.com.au/passenger/to-and-from-airport



I'm driving to Brisbane Airport, where do I park?

There are dedicated accessible parking spaces at both terminals. You'll need to display a valid Disability Parking Permit to use these spaces.



You'll find accessible parking spaces marked at:

International Terminal

Multi-level Car Park (Levels 1-5)

Domestic Terminal

Multi-level Car Parks P1 (Levels 2-9) and P2 (Levels 1-6)

How far away is the car park to the terminal?

Lifts and walkways connect the car parks with the terminals.

Car parks to main terminal entrance	Minimum travel distance (metres)
International Car Park	94m
P1 Domestic Car Park	164m
P2 Domestic Car Park	250m

1. ARRIVING AT THE AIRPORT

What are the parking options at Brisbane Airport?

ParkLong

ParkLong at the Domestic and International Terminal for the most popular long term parking options at the terminals.

ParkShort

ParkShort if you are meeting family and friends. It's ideal for short term parking up to four hours.

AIRPARK

AIRPARK is Brisbane Airport's budget-friendly long term parking option. Park your car, hop on the free shuttle bus and be dropped off right at the terminal door.

ParkValet

Drop off your car and start your travel hassle free with ParkValet. Located on Level 1 of the International Terminal car park and only steps away from the terminal doors.

Park&Fly

Enjoy a quick, convenient and hassle-free parking experience. Simply drop your car at the designated Park&Fly drop-off bay, hand in your keys at the Park&Fly office next to the Skywalk entrance and we'll park it for you. When you return, pick up your keys and our attendants will direct you to your car (located on Level 3 of the P2 car park).



TIP: Book your parking online in advance of your trip to get the best price available for long and short term parking.



For more information about parking at Brisbane Airport:

www.bne.com.au/parking



If I am being dropped off or picked up, where do we go?

There are designated areas at the Domestic and International Terminals for picking up and dropping off passengers with accessibility needs.



Domestic Terminal

The passenger pick-up and drop-off road has six (6) designated accessible parking spaces. You'll find these spaces centrally located under the skywalk pedestrian walkway, approximately 105 metres from the terminal doors.

If your driver wishes to escort you into the terminal from here, they will be required to display a valid Disability Parking Permit or identify themselves to a Kerbside Officer, who have the discretionary capability to allow people without a valid permit to utilise these spaces.


Vehicles can park in these spaces for up to 30 minutes.

If however, you need to be dropped off closer to the terminal, there are two (2) spaces on the Taxi drop-off road for accessible pick-up and drop-off. These need to be booked 24 hours in advance by calling 07 3406 3261. These spaces are approximately 50 metres from the terminal entrance. When you book you'll be given directions on how to access this area.

International Terminal

There are two (2) designated accessible spaces available on the departures road on level 4, in front of the terminal entrance for pick-up and drop-off. For safety and security reasons, these spaces only have a five (5) minute stopping limit.

If you need to be escorted to and from the terminal, your driver will need to park in the car park. Accessible parking spaces are available on all floors of the multi-level car park.

 **For more information about pick-up and drop-off:**
[www.bne.com.au/passenger/passenger-information/
special-assistance/getting-here](http://www.bne.com.au/passenger/passenger-information/special-assistance/getting-here)



DOMESTIC TERMINAL ACCESSIBLE PICK-UP AND DROP-OFF



P1 + P2

MULTI-LEVEL CAR PARK

- Accessible parking spaces available on Level 2-9 of P1 car park and all levels of P2 car park
- Parking spaces are in close proximity to lifts on each level
- No accessible parking bays available of Level 5 (P1)

3

ACCESSIBLE PICK-UP & DROP-OFF

- Six accessible parking bays under the Skywalk
- Vehicle must display valid disability parking permit
- 30 minute parking

4

PRE-BOOKED ACCESSIBLE

- Two special use accessible parking spaces accessed via the Taxi drop off
- These spaces must be booked by calling 3406 3261 between Friday
- 30 minute parking
- Vehicle must display valid disability parking permit

P2
MULTI-LEVEL
PARK

P1
MULTI-LEVEL
PARK

3








4



DOMESTIC
TERMINAL

Taxi Drop-Off road

Streetsboro Way

PICK-UP & DROP-OFF
Picking bays that are
road
24 hours in advance
8am to 3pm Monday to
ability parking permit

	PICK-UP & DROP-OFF POINT		TRANSFER BUS		MAIN ROADS
	TRAIN STATION		ACCESS ROUTE		TRAIN LINE
	PARKING				

 Accessible parking spaces available on Level 2-9 of P1 car park and all levels of P2 car park. Parking spaces are in close proximity to lifts on each level. There are no accessible parking bays on Level 5 (P1).

INTERNATIONAL TERMINAL ACCESSIBLE PICK-UP AND DROP-OFF



P 1

ACCESSIBLE PARKING

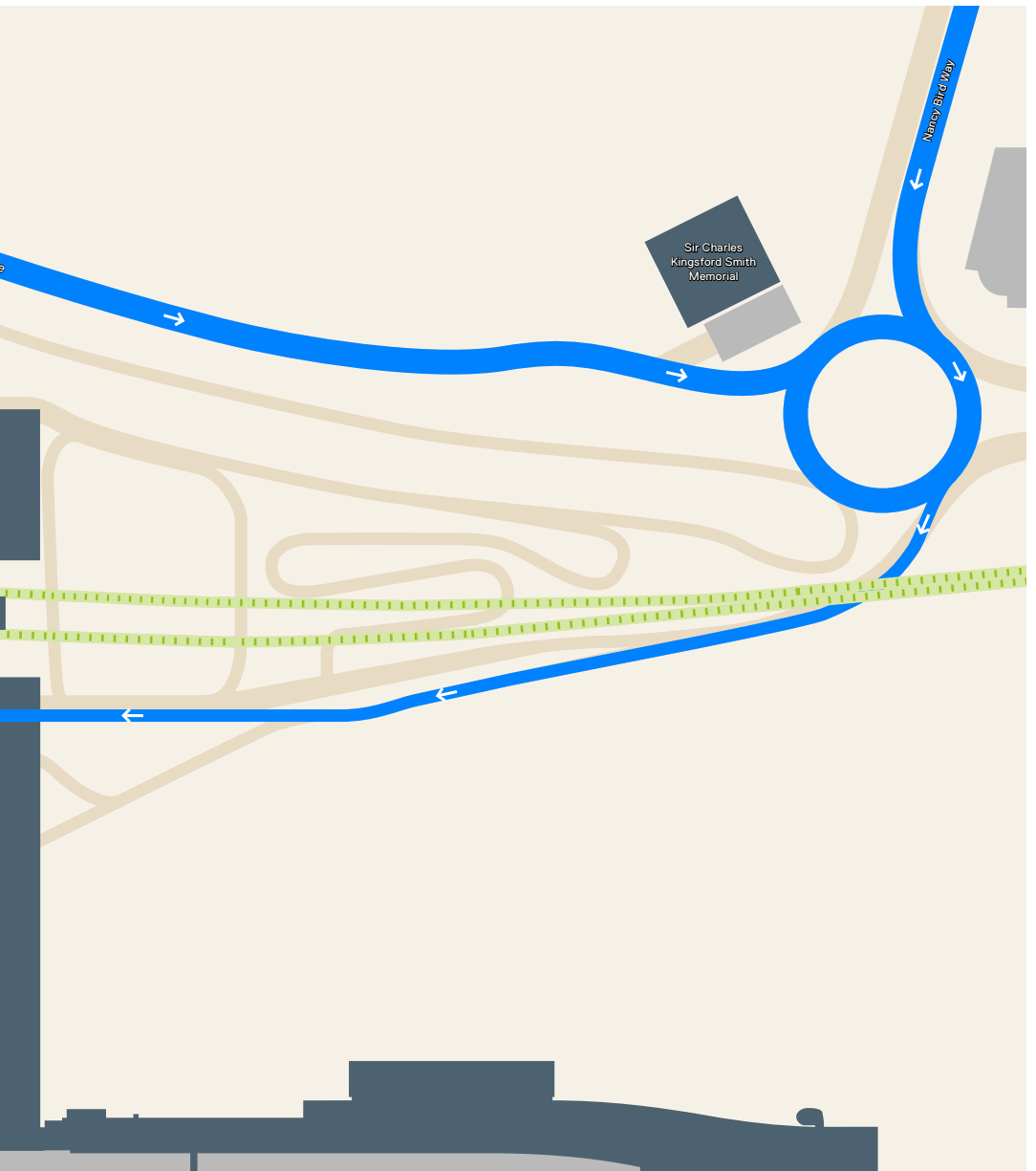
- Level 1 accessible parking via ParkValet entrance
- Accessible car parks on Level 2-5 are in close proximity to lifts









P 2

LEVEL 4 ACCESSIBLE PICK-UP AND DROP-OFF

- Follow signage to Departures on Level 4 to pick up or drop off passengers with accessible needs
- Maximum 5 minute stopping zone at marked locations only
- Driver must remain with vehicle at all times
- Vehicle must display a valid disability permit





	PICK-UP & DROP-OFF POINT		TRANSFER BUS		MAIN ROADS
	TRAIN STATION		ACCESS ROUTE		
	PARKING		TRAIN LINE		
	<p>Accessible parking spaces available on Level 2-9 of P1 car park and all levels of P2 car park. Parking spaces are in close proximity to lifts on each level. There are no accessible parking bays on Level 5 (P1).</p>				

1. ARRIVING AT THE AIRPORT

If I need to be escorted into the terminal, where does my driver park?

We offer short-term parking solutions for this very instance - for drivers to escort passengers with accessibility needs into the terminal.



Domestic Terminal: Passenger pick-up and drop-off road and Taxi Road

At the Domestic Terminal there are six (6) accessible spaces on the Passenger pick-up and drop-off road.

Vehicles with a valid Disability Parking Permit can park their car for up to 30 minutes in these spaces and assist passengers to and from the terminal. If you don't have a valid Disability Parking Permit, you can identify yourself to a Kerbside Officer, who has the discretionary capability to allow people without a valid permit to utilise these spaces.

There are also two (2) spaces located closer to the terminal entrance on the Taxi drop-off road.

If you require use of one of these spaces, please call our reception 07 3406 3261 between 8:00am to 3:45pm Monday to Friday.

Please note, you'll need to provide at least 24 hours notice to book this space.

Domestic Terminal: Short-term parking

If you're picking up a passenger from the Domestic Terminal, the first 30 mins of ParkShort will be free of charge. You will find ParkShort at level 2 of the P1 car park.

International Terminal: Short-term parking

At the International Terminal, your driver will need to use the car park if they wish to escort you into the terminal. You'll find accessible parking on all levels of the International Terminal multi-level car park. It is a 94-metre walk to the terminal doors.



TIP: Book ParkShort online and save with parking from as little as \$10* for up to 2 hours, when you book at least one hour prior to arriving at the airport.

To book your parking online, visit:
www.bne.com.au/parking

What time do I need to arrive at the airport?

Allow yourself plenty of time prior to your flight departure to check-in, clear security and get to your gate.



International flights

Generally speaking, check-in counters for international flights open three (3) hours prior to departure. If you want to be sure, please check with your airline directly.

Domestic flights

Most check-in counters for domestic flights open 90 minutes prior to departure. Check-in times can vary, please check directly with your airline.

If you arrive early, don't worry, the terminals offer some great services and facilities, whether it's finding a last minute gift, a bite to eat, or just settling in for some 'me' time.

In both terminals you'll find:

- A wide variety of stores
- Restaurants, cafes and bars
- Ample seating to rest before your flight
- Free Wi-Fi
- Airline lounges
- Accessible facilities including bathrooms, showers, water fountains and hearing loops
- Water bottle filling stations.



For more information on:

Shopping and Dining:
[www.bne.com.au/
passenger/shop-dine-
explore/shop-dine](http://www.bne.com.au/passenger/shop-dine-explore/shop-dine)



Terminal Services
and Facilities:
[www.bne.com.au/
services](http://www.bne.com.au/services)



2. AT THE AIRPORT

If my flight is delayed, where does my driver wait?

There's some great options for drivers to park and wait across the airport in the case of a delay.



Domestic Terminal

If you're picking up a passenger from the Domestic Terminal, the first 30 mins of ParkShort will be free of charge. You will find ParkShort at level 2 of the P1 car park.

International Terminal

Whilst there's no waiting area at the International Terminal, there's some other great options available:

- Pull in at the Kingsford Smith Memorial and learn a little about Brisbane's aviation history.
- Call into the BNE Service Centre, fill up the car, grab a quick bite to eat, or even use the self service car wash.
- If you're super early, why not pop into Skygate, home of Queensland's only 24 hour Woolworths and get those essentials on your list?
- Watch the planes soar by at the Acacia Loop plane spotters area. Acacia Street Loop is accessible with free parking from 4.30am-7.30pm (please be advise that these times are subject to change at the discretion of BAC).



TIP: Book online and save with parking from as little as \$10* for up to 2 hours, when you book at least one hour prior to arriving at the airport.

Find out more: www.bne.com.au/parkshort



For more information about where to wait, visit:

www.bne.com.au/wait



82-87

Departure Gates



2 At the Airport



How do I check-in for my flight?

Brisbane Airport has two terminals – Domestic and International. The terminal you are flying out of will be named on your ticket.



Check-in Domestic Terminal - Level 1

Look for signs pointing to your airline for check-in.

Check-in International Terminal - Level 4

Look for signs pointing to your airline for check-in.

Both terminals provide the option of self-service check-in kiosks and bag drop services or traditional check-in desks, operated by airline staff.

If you need any help during the check-in process, please ask the airline staff for assistance.



TIP: Need help with your luggage?

Luggage trolleys are free at the International Terminal and available for a small fee at the Domestic Terminal to assist you during your time at Brisbane Airport.



For more information about check-in and baggage, visit:
www.bne.com.au/baggage



What should I do if I need help moving through the terminal?

If you require assistance moving through the terminal please contact your airline before you travel to arrange this.



Wheelchairs

To make sure you have a smooth experience at the airport, we recommend contacting your airline well in advance of your travel to clarify the situation and arrange an airline wheelchair where required.



TIP: Be sure to let your airline know of your assistance requirements well in advance of your trip.

Who do I contact if I need help getting on and off the plane?

Your airline can assist you with getting on and off the plane.



At Brisbane Airport there is a mixture of aerobridges and stairs being used for passengers to access the aircraft.

It's important to discuss your requirements with your airline well in advance of your flight.

Your airline will make arrangements based on your requirements to access the aircraft.

We recommend confirming with your airline that they have the specific resources booked to assist you off and on the aircraft, including whether you require a specific type of lift, e.g., an eagle-lift.

What if I am travelling with an assistance animal?

Assistance animals are very welcome at Brisbane Airport.



Assistance Animals will also be subject to security screening, which may involve a pat-down search or search with a hand-held magnetic wand around the animal's harness.

Assistance Animal Facilities

Special toilet and watering facilities for assistance animals are available in both our terminals.

You'll find them:

- Domestic Terminal – on Level 2 in the central terminal area (near Gate 25), after security screening.
- International Terminal – on Level 3 in the departures area, after security screening and passport control.

Learn more about screening assistance animals.



How do I transfer between the Domestic and International Terminals and Skygate?

Brisbane Airport runs complimentary bus transfers between the Domestic and International Terminals, as well as a service between the Terminals and the Skygate Centre. All of our transfer buses are accessible.



At the International Terminal the bus will drop off at the bus stop on Level 4 and it will collect from the bus stop on Level 2 of the International Terminal. At the Domestic Terminal look for the orange Terminal Transfer Bus stops located outside at the Qantas and Virgin ends.



Terminal Transfer Bus – Hours of Operation

Approximate journey time - 10 minutes

♦ 4:00am - 1:30am (6 days a week)*

* Schedule subject to change. Accurate at time of printing



TIP: When arranging connecting flights between International and Domestic, allow two (2) hours between flights to give you stress-free time to clear immigration, check your bags, transfer and go through screening for your next flight.



For more information about Terminal Transfers and the Skygate bus service, visit: www.bne.com.au/transfers

2. AT THE AIRPORT

What services and facilities are offered by Brisbane Airport?

As one of Australia's most inclusive airports, we're proud to offer a number of accessible services and facilities at both terminals.



Assisted listening systems and hearing loops

You can find a number of hearing loops throughout the terminal. Look for the location maps which are displayed throughout the terminals.

Brisbane Airport Ambassadors

You'll find the Airport Ambassadors roaming the International Terminal (on level 2) and at the Visitor Information Desk (opposite carousel 5 and opposite carousel 3) in the Domestic Terminal. Look out for the people wearing blue shirts with a yellow 'i' information icon.



Hidden Disabilities Program

If you or someone you are travelling with has an invisible disability or would like to identify to staff that they may need some extra support, you can request a hidden disabilities lanyard.



To find out more about the Hidden Disabilities Program, or to request a Hidden Disabilities pack, please visit:

www.bne.com.au/hiddendisabilities



Information Signs and Boards

All directory boards throughout Brisbane Airport incorporate tactile and Braille features.

Flight information screens are displayed in all public locations in the airport precinct. The information displayed on the screens is supplemented by public address announcements to ensure you know when your flight has been called.

Lifts

Lifts and travelators are available throughout the terminals and transport precincts. We recommend passengers with limited mobility use lifts where possible.

First Aid Kits

First aid kits and Automatic External Defibrillators (AEDs) are located in public areas throughout the terminals for emergency situations. In the instance of a medical emergency, please call 000.

First Aid Assistance

If you are injured or become ill at Brisbane Airport, there are first aid facilities and trained staff at both terminals. If you require assistance, please call 07 3406 3171 and make yourself known to the Duty Coordination Manager. If you have a medical emergency – please call 000.

Parent Rooms

Baby change facilities and dedicated parent rooms are located throughout both terminals in the arrivals and departures areas.

Our parents rooms have facilities including microwaves, baby change facilities, nursing areas and toilets.

Pharmacies

You'll find essential travel supplies at the NewsTravels and News@BNE outlets in the terminals. At the Domestic Terminal, you'll find a more comprehensive selection at the Airport Pharmacy. If you need the services of a pharmacist, there is a chemist at the Skygate Centre. A complimentary Skygate bus operates seven (7) days each week.

 **The Skygate bus timetable can be downloaded from here:**
www.bne.com.au/transfers



TIP: Brisbane Airport has free high-speed Wi-Fi across all areas of the International Terminal and the Domestic Terminal.

To access, simply select 'BNE Free Wi-Fi' from the available networks.

2. AT THE AIRPORT

Toilets and Showers

Accessible toilets are available throughout all areas of each terminal. Accessible shower facilities are available on all levels of the International Terminal.

Accessible Adult Change Facilities (Changing Places)

Both terminals have dedicated 'Changing Places' bathroom facilities. These facilities provide additional space for people with profound disabilities and their carers to use the amenities more comfortably.



Changing Places Bathrooms are located:

- Domestic Terminal – Level 1, adjacent to the Qantas Baggage Claim area.
- International Terminal – Level 4, near the Flight Centre store.

For a full list of bathroom locations check the Terminal Maps at the back of this guide.

Please note you need to bring your own sling to use the hoist.



Water Fountains

Water bottle refilling stations are also available in both terminals.

Filtered cold water fountains are available throughout the terminals.

Boiling water is also available in the International Terminal on Level 3 after Security Screening and Passport Control.

For locations check the Terminal Maps online

www.bne.com.au/passenger/shop-dine-explore/terminal-maps



Need to know more? For a full list of our services and facilities, visit:

www.bne.com.au/services

3 Security Screening



2. AT THE AIRPORT

What do I need to do at security?

It is a requirement that all passengers and visitors and their belongings are screened before entering the departures areas of the terminals.



Whilst there's no 'opt out' for passengers with disabilities, you can request an alternative method of screening if you have requirements which preclude you from participating in the routine airport screening process.

Routine screening includes:

- Body scanning
- Belongings scanning
- Explosives test

Please refer to www.homeaffairs.gov.au/about-us/what-we-do/travelsecure for more information.



 **You can read more about the process online:**
www.bne.com.au/security



TIP: If you think you or someone you are travelling with will require special assistance at security screening points, please notify your airline before you arrive at the Airport.

What if I am flying internationally?

In addition to regular security screening, when flying internationally, passengers will need to comply with limits on travelling with powders, liquids, aerosols and gels in carry-on baggage.

At a glance:

- In carry-on baggage, passengers are only able to take liquids, aerosols and gels in containers up to 100ml in size.
- These restrictions affect items such as drinks, creams, perfumes, sprays, gels, toothpaste and other similar substances.
- Any liquids, aerosols and gels must be stored in one (1) resealable transparent plastic bag that measures approximately 20cm x 20cm.
- For inorganic powders such as salt, talcum powder and sand a limit of 350ml or 350g per passenger applies.
- There is no limit on organic powders made from living matter such as food and baby formula though these items must all be presented at the screening point. Powders do not need to be placed in a clear plastic bag.
- Duty free goods in one (1) sealed bag can be taken on board.
- Exceptions apply to baby products, medical (prescription and non-prescription) items and special dietary requirements.



For more information visit:

www.bne.com.au/flyinternational



What should I do if I have medical implants?

If you have artificial limbs or prostheses, speak to a screening officer for assistance.

What should I do if I have artificial limbs or prostheses?

If you have artificial limbs or prostheses, let the Screening Officer know before you walk through so alternate screening can be arranged.

3. SECURITY SCREENING

What should I do if I have walking or visual aids?

Walking aids and visual aids, such as long canes, will be subject to security screening. You can ask a Screening Officer for assistance if you need help walking through the screening process.

What should I do if I use a wheelchair?

If you use a wheelchair you will still need to be physically screened. If you can stand, but not walk, you will be cleared with a hand-held metal detector. If you are unable to stand, you will be screened by a pat-down search undertaken by an officer of the same gender. If you would prefer this to be done in a private room, just ask a Screening Officer to arrange this.



TIP: If you require assistance through screening, please make your Airline aware. If you have any questions please ask a Screening Officer.



For more information about security screening with special needs, visit:

www.bne.com.au/assistance



4 Further Information



3. SECURITY SCREENING

To view up-to-date terminal maps head to

www.bne.com.au/passenger/shop-dine-explore/terminal-maps



We are continually improving our services and facilities as part of our commitment to ensuring all passengers have a positive experience when using Brisbane Airport.

Feedback:

We welcome your feedback and suggestions on how we can continue to improve our service. Feedback can be provided at any time via our online form, or by contacting the Brisbane Airport administration office during business hours.

Via our website

www.bne.com.au/feedback

T: +61 7 3406 3000

(8:30am to 5pm Monday to Friday)

Administration Office

11 the Circuit Brisbane Airport QLD 4008

Postal Address

PO Box 61 Hamilton Central QLD 4007

Useful Contacts

Parking enquiries

Submit your enquiry at

www.bne.com.au/parkinghelp

Domestic Terminal Accessible Parking Bookings

T: +61 7 3406 3261

(8am to 3:45pm Monday to Friday)

Lost Property enquiries

Lost something at Brisbane Airport? Please visit the Lost Property page on the Brisbane Airport website for information on locating any lost property.

www.bne.com.au/lostproperty

Further Information:

Visit our website

www.bne.com.au

Follow us on social

@brisbaneairport   

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