



DublinAirport

A SHORT GUIDE

A Short Guide

Dublin Airport can be a busy place over the summer months and at times throughout the year. We've put together this short guide containing helpful information and tips to make your airport journey a little easier. You can also find more information including interactive maps, security queue times and flight alerts on our website **dublinairport.com** or by downloading our Dublin Airport app.

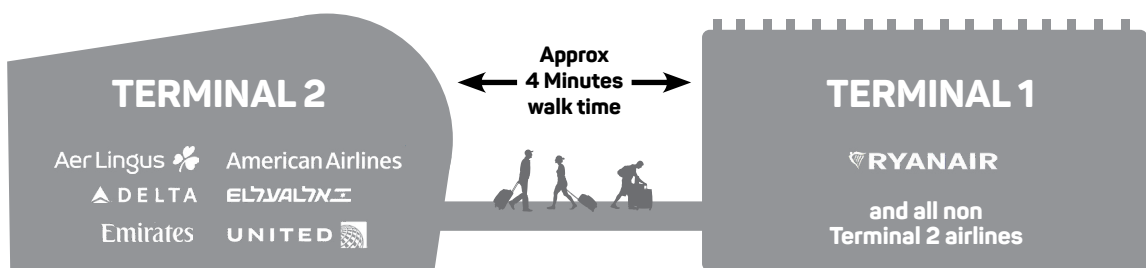
We endeavour to adhere to accessibility guidelines for this document and on our website and app. Read our Accessibility Statement by visiting **dublinairport.com/accessibility**.

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1. Finding Your Way Around

The image below shows the proximity of our two terminals, **Terminal 1** and **Terminal 2**. The terminals are located within walking distance of each-other. Airlines flying from **Terminal 2** are **Aer Lingus, American Airlines, Delta, Emirates, El Al and United Airlines**. All other airlines including **Ryanair**, fly from **Terminal 1**. Each terminal has a check in area, security screening area, food and beverage and shopping area. There are six gate areas - **Gates 101-121, Gates 201-224, Gates 301-307A, Gates 332-335, Gates 336-337 and Gates 401-426**. A small number of gates are accessed by bus (two minute journey) from **Gate 335**. Each departing flight leaves from a specific gate and that is where you board your flight.



2. Arriving by Car, Taxi or Bus

Taxi ranks and public transport drop off and pick up points are within a short walking distance of the terminals. For more information on the buses please visit www.dublinairport.com/to-from-the-airport/by-bus. If you drive and park in a Dublin Airport Long Term Car Park, shuttle buses run from the car parks to the airport **24 hours a day, seven days a week**, at regular intervals. Please allow additional time in your journey for parking and shuttle bus transfer. If you use a Short Term Car Park, you can walk to the terminals in approx. five minutes. If you experience a problem with your car while in one of our car parks, there is 24 hour breakdown assistance available at **+353 1 9444828**.

As our car parks are extremely busy during the summer, please pre-book your space on dublinairport.com/car-parks. If you are using a car park for a short period for drop off or pick up purposes, pre-booking is not necessary. An hourly rate applies, payable at paystations in the car parks. There are spaces designated for disabled parking permit holders in both Short Term and Long Term Car Parks. To pre-book these spaces and avail of a preferential rate, please register online as a Reduced Mobility Driver at dublinairport.com/car-parks/reduced-mobility and proceed to booking using the code you will receive.

For queries regarding a car park booking, please check our Frequently Asked Questions at dublinairport.com/car-parks/car-park-booking-faqs

Alternatively, please email parkingdublin@dublinairport.com or call **+353 1 9440440** (office hours).

3. Checking In

You may have checked in online and have your boarding pass already – either stored on your mobile phone or printed on a page. If you have your boarding pass, do not have a bag to check in and have not booked mobility assistance, you can go directly to Security Screening. If you need to get or print your boarding pass and/or are checking in a bag or if you require a visa check, you can do so at one of your airline’s check in desks or Self Service Kiosks (SSKs). Each airline uses a specific area of the terminal to check in passengers. To find out where your airline’s check in desks are, look at the screens located around the terminal. The image below shows how the information is displayed.



CHECK IN AREA SCREENS

Some airlines also have a self-service bag drop facility. If you are unsure how to use the SSK or need assistance at any stage, please ask an airline staff member; they are working in the area and available to help. You will need your passport or travel document to check in. When you are travelling to the US from Dublin Airport, there are some additional steps in the check in process which your airline will manage for you at their check in desks.



SELF SERVICE KIOSK (SSK)

Security Screening

Once you have your boarding pass and have checked in any bags, you can proceed to Security Screening. If you have booked or require mobility assistance, please go to the OCS Desk before you go through Security Screening. To enter the screening area, you will need your boarding pass. There is an Assistance Lane for anyone who would like a little more time or help through the security screening process. For helpful tips on how to prepare for Security Screening, please go to www.dublinairport.com/at-the-airport

New Rules For Smoother Travel

What's changed?

- ✓ Liquids, gels and electronics can stay in your carry-on baggage when going through security.
- ✓ There is no limit on the number of liquids and gels that can be carried in your carry-on baggage.
- ✓ The previous 100ml maximum limit on liquids and gels no longer applies, and items in containers up to 2 litres can be brought through security.
- ✓ Liquids and gels no longer need to be packed inside clear plastic bags.

What's staying the same?

- ✓ Items such as belts, footwear which extends over the ankle, jackets, hoodies, oversized jumpers and cardigans must be removed and placed in the security tray.
- ✓ Passengers must continue to remove all items from their pockets, including keys, wallets and phones.
- ✓ Keep your passport packed in your baggage — it won't be checked during your screening.
- ✓ Sharp objects over 6cm aren't allowed in your carry-on baggage.
- ✓ Pushchairs, wheelchairs and walking aids are welcome. Just ask a Security Officer if you need a hand.

5. Your Boarding/Departure Gate

Once you are through Security Screening, you will be able to find your boarding/departure gate number and the estimated walking time to your gate on one of the Flight Information Screens that are located all along the journey.

The images below show what the screens look like and where to find your gate number. Gate numbers are displayed on these screens before departure time, on dublinairport.com and the Dublin Airport app. There are travelators to help reduce the amount of walking for passengers departing from **Gates 100 - 121** and **Gates 401 - 426**. (See map of terminals on last page for approx. walk times to gates and Section 8 for mobility supports). All gates have a seating area for passengers awaiting boarding.



FLIGHT INFORMATION SCREENS

6. Washrooms

There are washrooms located at points along your departure journey and in the gate areas. There are accessible washrooms at each washroom block. Accessible washrooms are fitted with assistance cords.

7. Eating, Drinking, Shopping

There are cafes, restaurants and shops located in the area after Security Screening and some more limited offers in the gate areas. We hope that you have time to relax and enjoy some time here before your flight. You will find great value and super service when you shop in duty free and if you are flying within the EU, you can avail of our Shop & Collect service; buy in-store, leave with us and collect on your return. Alternatively, with our Click & Collect service you can buy online from the comfort of home and arrange to pick up your purchases when you are flying out. For more information, visit **Dublin Duty Free** online.

If you would prefer to spend your time away from the main airport areas, there are a number of airport lounges to choose from. Relax and enjoy a drink or snack before going to your gate. Lounges can be pre-booked or will accept passengers without a booking subject to availability. For more information, go to dublinairport.com/enhance-your-journey/lounges



8. We Are Here To Help

We have a great team at the airport. We have dedicated Customer Service team members who are very happy to help you along your journey. You'll spot them in their **bright pink high visibility jackets**, just like our colleague in this image. If you don't see one of this team, please feel free to stop anyone with an airport lanyard/badge, a uniform or high visibility vest if you need to ask a question or need assistance.



To speak to someone about your experience in Dublin Airport, please call our Customer Experience team at **+353 1 944 4717** (Mon to Fri, 09:00 to 13:00).

9. OCS Reduced Mobility Assistance

We also work with a company called OCS who provide support services to anyone with reduced mobility who requires assistance or help with the walk to the gate areas. If you require reduced mobility assistance, you should notify your airline in advance of travel. Your airline will arrange this for you with OCS for your departure from Dublin Airport and with the appropriate supplier at your destination airport. If you are returning to Dublin, this will be noted in your booking by the airline and OCS to ensure you have the same service on arrival back. It is very important that you go to the OCS Desk or meet them at a call point in the car parks before you go through Security Screening. For more information and detail on this, please go to www.dublinairport.com/car-parks/reduced-mobility.

If you are departing from **Gates 100-121** and would like help to cover the distance, you can pick up the OCS buggy. The buggy does not need to be pre-booked and runs from 05:00-22:00 daily.. The pick up location is shown on the map of the terminals.



For reduced mobility assistance queries please contact: prm@daa.ie

10. Important Flyer Programme



The airport can be very challenging for ASD passengers. Our **Important Flyer** wristband or lanyard allows our staff at Dublin Airport to recognise that a passenger has a non-visible disability and might require assistance. For more information on the lanyard and how to apply for one, visit dublinairport.com/accessibility/autism-non-visible-disabilities

Dublin Airport Short and Long Term Car Parks Map



A SHORT GUIDE

Dublin Airport Terminals Map

Gates

401-426

Approx 7 minutes walking time from T2 Security Screening

Gates

336-337

Approx 5 minutes walking time from T2 Security Screening

Gates

332-335

Approx 3 minutes walking time from T1 Security Screening or approx. 10 minutes walking time from T2 Security Screening.



Gate 335 is access point for two minute bus journey to boarding area 335A-F

Gates

301-307A

Approx 3 minutes walking time from T1 Security Screening

Gates

201-216

Approx 5 minutes walking time from T1 Security Screening

Gates

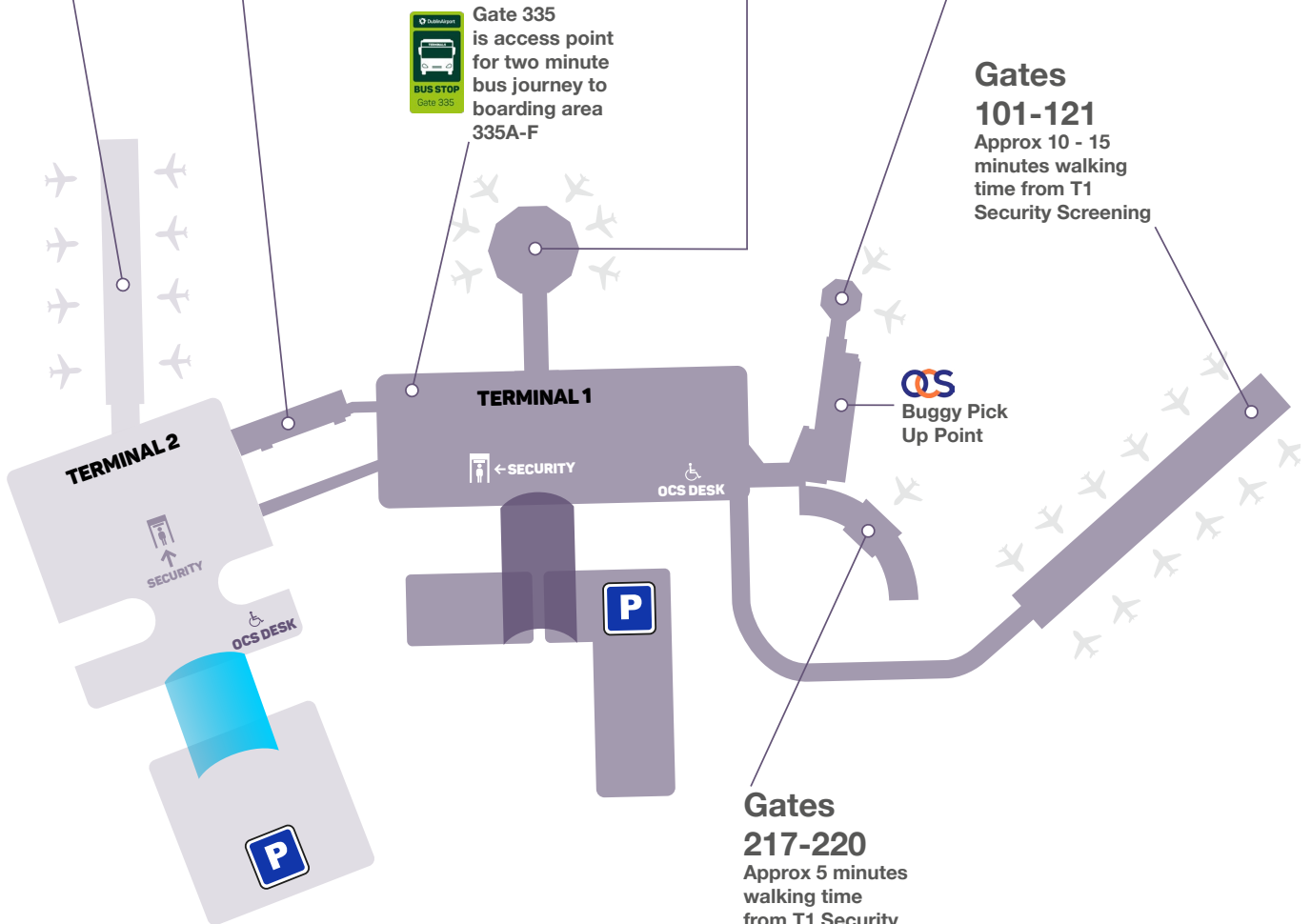
101-121

Approx 10 - 15 minutes walking time from T1 Security Screening

Gates

217-220

Approx 5 minutes walking time from T1 Security Screening



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