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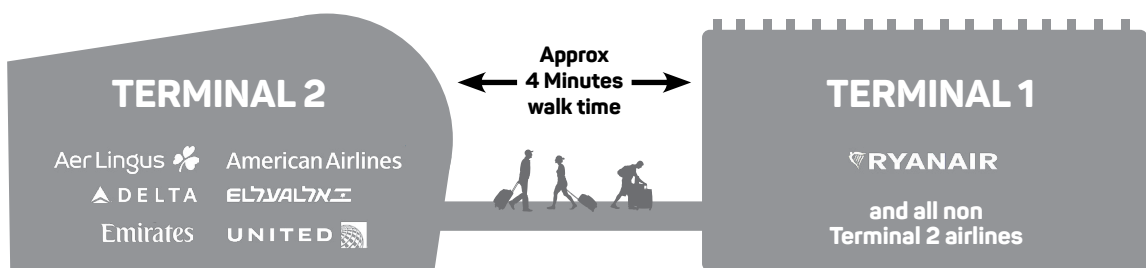
We endeavour to adhere to accessibility guidelines for this document and on our website and app. Read our Accessibility Statement by visiting **dublinairport.com/accessibility**.

Contents

## 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.

**TERMINAL 2**

Aer Lingus  American Airlines
DELTA  EL AL
Emirates  UNITED

**Approx 4 Minutes walk time**

**TERMINAL 1**

RYANAIR

**and all non Terminal 2 airlines**

## 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 that serve Dublin Airport, please go to **dublinairport.com/bus**. If you drive to the airport 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 here **dublinairport.com/prm** 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/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 man-age  for you at their check in desks.



*SELF
SERVICE
KIOSK (SSK)*

## 4. 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 **dublinairport. com/prepare**. There is both video and written content here.

Remember all your belongings must be placed into a tray and screened. Liquids, gels, pastes and sprays should be in containers **less than 100ml** in size and fit into **one sealed, clear, plastic 1LTR bag**. Each passenger can bring one bag only. There are bags available in the preparation areas before you go into the screening process. If you have **medication or baby food** for the flight that are in containers greater than 100ML, please have them ready to show to the Security Officers who will screen them for you.
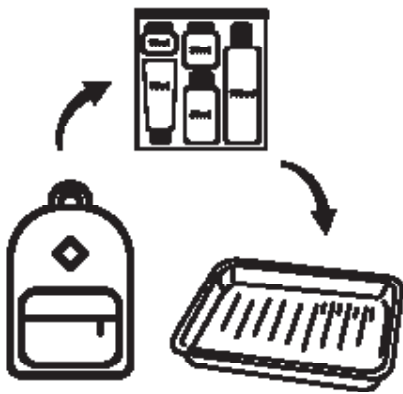
*REMOVE LIQUIDS, GELS OR PASTES FROM YOUR CARRY ON AND PLACE IN A TRAY*
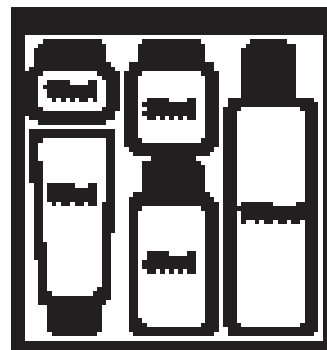
*LIQUIDS, GELS, PASTES AND SPRAYS IN ONE 1 LITRE SEALED PLASTIC BAG*
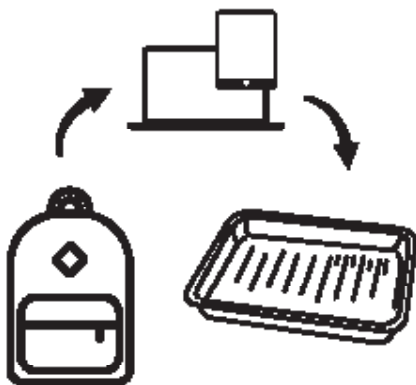
*REMOVE TABLETS, PHONES AND LAPTOPS FROM CARRY ON LUGGAGE*

*PLACE JACKET/COAT, HATS, SHOES AND BELT INTO A SEPARATE TRAY*

## 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 The Loop 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 **theloop.ie.**

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/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 <u>before</u> you go through Security Screening. For more information and detail on this, please go to **dublinairport.com/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, please go to **dublinairport.com/autism**

# Dublin Airport Short and Long Term Car Parks Map

![Dublin Airport logo]

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## 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

BUS STOP Gate 335

**Gates 301-307A**
Approx 3 minutes walking time from T1 Security Screening

**Gates 201-216**
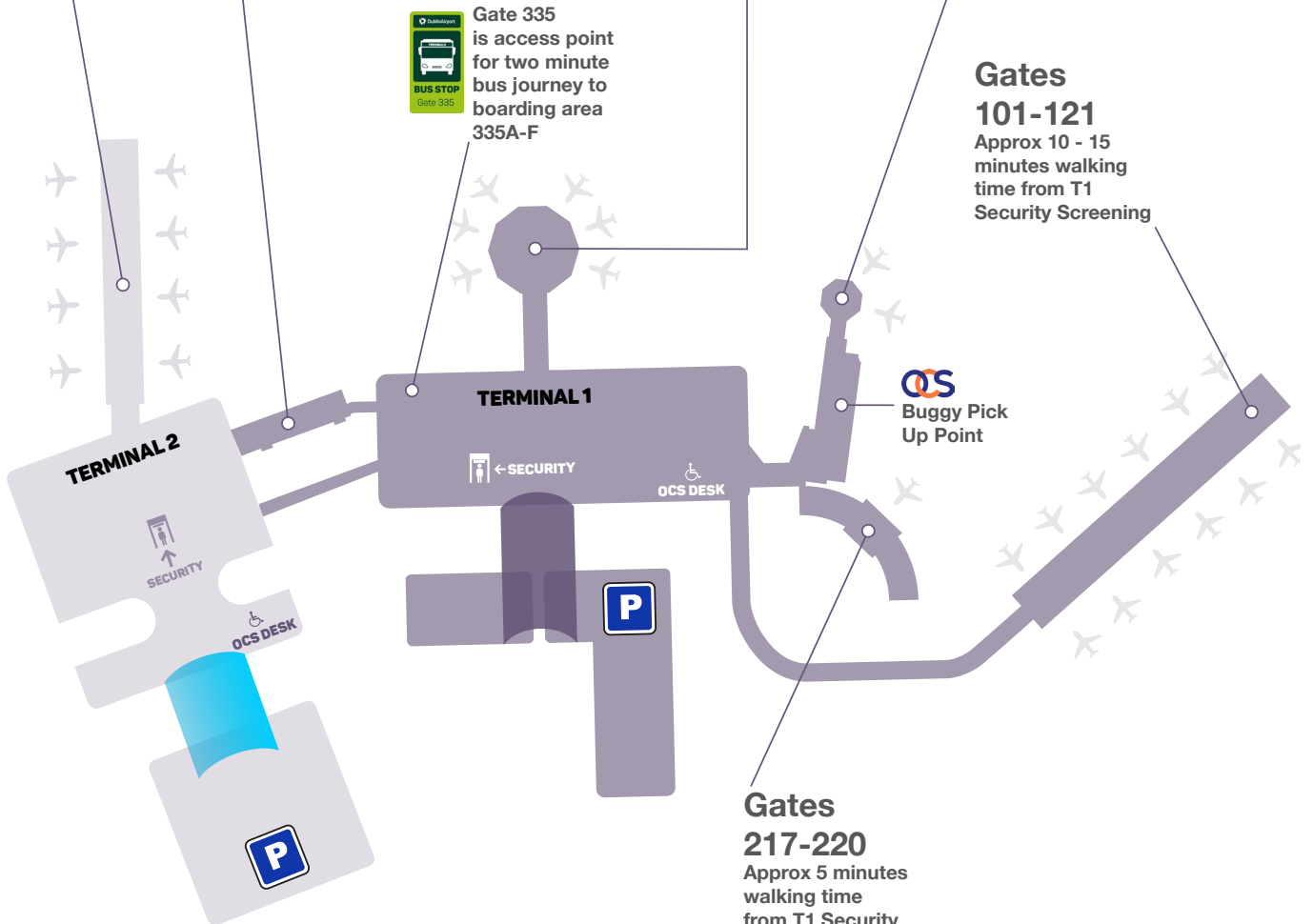Approx 5 minutes walking time from T1 Security Screening

**Gates 101-121**
Approx 10 - 15 minutes walking time from T1 Security Screening

TERMINAL 2

TERMINAL 1

← SECURITY

SECURITY

OCS DESK

OCS DESK

P

P

OCS **Buggy Pick Up Point**

**Gates 217-220**
Approx 5 minutes walking time from T1 Security Screening

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