DublinAirport

Visual Guide

A Walkthrough of your journey in Dublin Airport

Series 1

Departing from Terminal 2



English - Version 1.0

Open Guide



Before you go Check List

- [ ] Check Passport
- [ ] Plan your journey to the airport
- [ ] Join our Important Flyer list
- [ ] Order Sunflower Lanyard
- [ ] Book Passenger Assistance
- [ ] Book Sensory Room
- [ ] Pack Bag
- [ ] Charge Tech
- [ ] Check in online

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Visual Guide: A Walkthrough of your journey in Dublin Airport





We're here to help!

Look out for our support team who are here to help you with any questions you may have.

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The Important Flyer Programme



Autistic Passengers or individuals with Sensory Processing Differences (SPD) may find the airport environment overwhelming, especially during security screening. To support these passengers, Dublin Airport offers the Important Flyer Lanyard or Wristband.

Autism & Non-Visible Disabilities →

Important Flyer Form →

Hidden Disabilities Sunflower



The Hidden Disabilities Sunflower is a simple tool for you to voluntarily share that you have a disability or condition that may not be immediately apparent and that you may need a helping hand, understanding, or more time in shops, at work, on transport, or in public spaces.

Apply for Sunflower Lanyard →

5 Steps to Take Off

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1

The day of your flight

- Wake up on time.
- Passport check.
- Bag check.
- Tech check.
- Start your journey to the airport.
- Wear your lanyard or wristband.



2

Reaching Terminal 2

- Parking at T2.
- Dropping off at T2.
- Passenger Assistance.



3

Check In and Security

- Check In at T2.
- Check in a Bag.
- Airport Security.
- Fast Track Lane.
- Passenger Assistance Lane.
- Preparing for Security.
- Security Screening.
- Security Searches.



4

Find your Gate

- Flight Information Check.
- Enjoy our airport with food or shopping.
- Sensory Rooms.
- Changing Facility and Wash Room.
- Find your gate.
- Wait for the gate call.
- Get ready to board.
- Boarding the aircraft.



5

Enjoy your flight

- Find your seat.
- Stow your luggage.
- Fasten Your Seatbelt.

Parking for Terminal 2

If you'd like to park at Dublin Airport, you have 4 Car Park options

If you are parking at Dublin Airport, please allow extra time to park your vehicle and travel to the terminal. Depending on the car park used, the walk to Terminal 1 or Terminal 2 can take between **2 and 6 minutes**, while some long-term car parks require a shuttle bus transfer.



Dublin Airport, Terminal 2 short term car park entrance

Which Car Park works for you?



If you have booked a parking space at Dublin Airport **Terminal 2 Short Term** you should follow the campus road signage marked **T2 Parking**. Take the lift to Level 3 and **walk to Terminal 2**.



If you have booked our **Express Red** long term car park you should follow the campus road signage marked Express red Parking and take our **free shuttle bus to Terminal 2**. Allow some extra time.



If you have booked our **Express Red** long term car park you should follow the campus road signage marked Express red Parking and take our **free shuttle bus to Terminal 2**. Allow some extra time.



If you have booked **Drop & Go Parking** at Dublin Airport you should follow the campus road signage marked **T2 Parking** and go to **Level 3** and **walk to departures**.



In the car park you can expect to see people parking or walking with their bags. You might see baggage trolleys too.



You might smell jet fuel from here. You might smell car emissions.



This area is mostly quiet but you might hear car engines or machines beeping.



You might need to use the lift to get to T2's Departure level located on Level 3. You might need to push a baggage trolley.

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Next, it's time to go to the Terminal building.

Reaching Dublin Airport

Your transport will drop you here on
Departures Road in front of Terminal 2



Dublin Airport, Terminal 2 set down area for cars, buses, coaches and taxis.

Dropping off at the Terminal 2 Building

Getting to the airport by car, bus or taxi is easier when you know what to expect.

Passengers arriving by **car, bus, coach** or **taxi** can be dropped off on **Departures Road** on the ground floor (Level 1). You'll find the check in hall immediately inside the door.

If you have parked your car in the short term **Express Red car park**, you can take a lift to Level 3 and departures is a **2 minute walk** away.

If you have parked at one of our **long term car parks**, our **shuttle bus** will drop you right at the **door of terminal 2**.



Dublin Airport operates a no smoking policy. However, you will find a designated vaping and smoking area by the doors of the Terminal 2 main building marked with this sign.

In this area you'll see people with their bags, buses, taxis, cars. You might see airline crew and aircraft taking off.

You might smell jet fuel, cigarette or vape smoke in this area. You might smell people's perfume or food.

In this area you might hear aircraft taking off. Traffic may be noisy. You'll hear suitcase wheels on the ground. Some people may be loud.

You might need to push a baggage trolley with your bags on it to the check in area.

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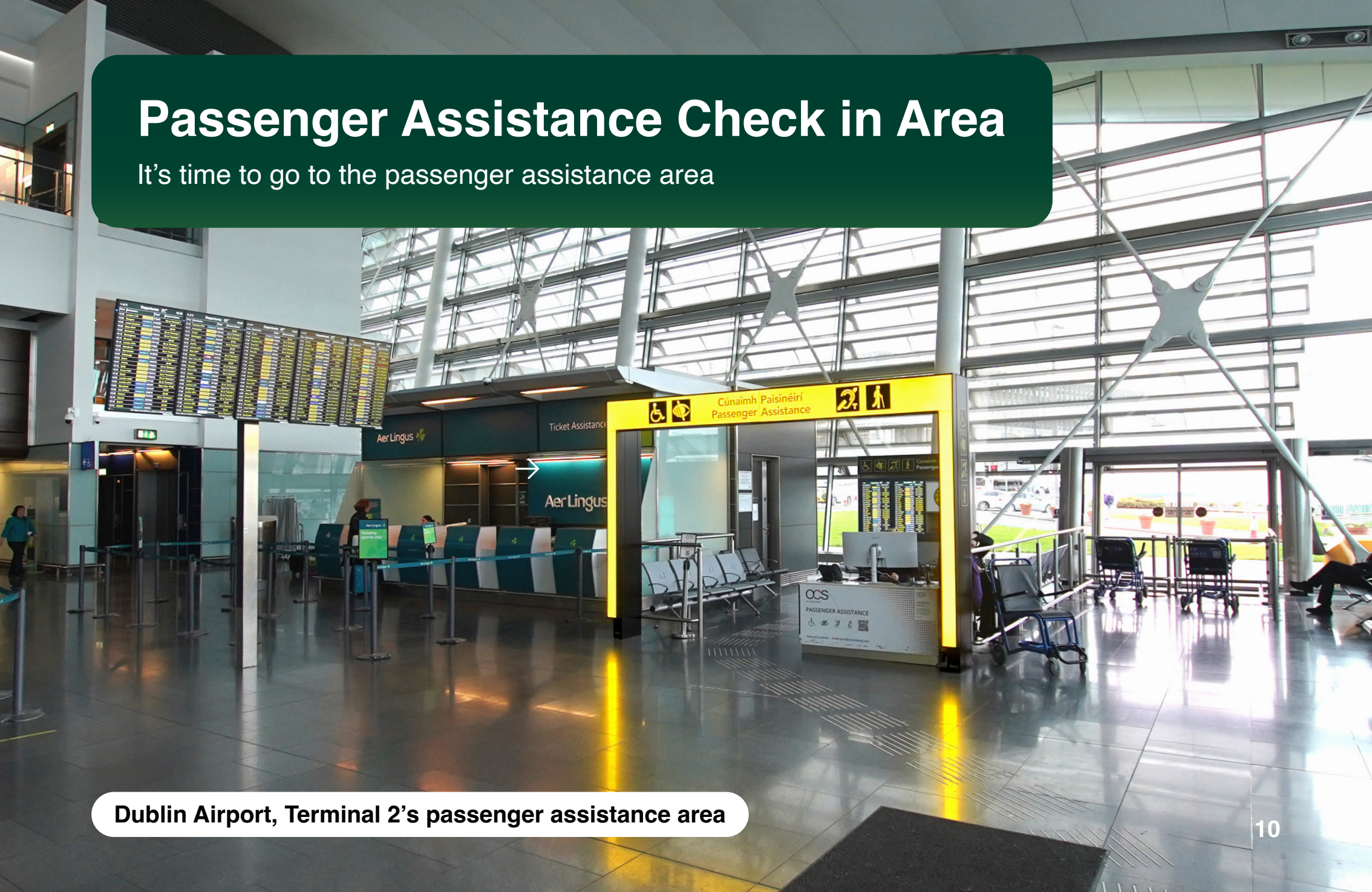
Next, it's time to go to Passenger Assistance

or

Your check in area.

Passenger Assistance Check in Area

It’s time to go to the passenger assistance area



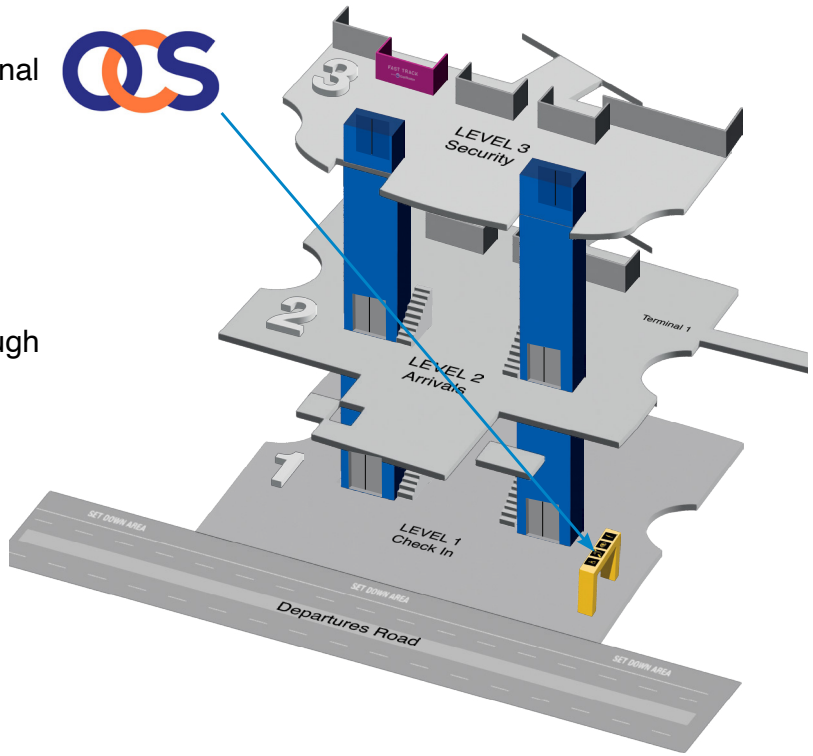
Dublin Airport, Terminal 2’s passenger assistance area

Passenger Assistance Check In Area

If you have booked assistance for your journey please present to the OCS desk on the **ground floor** in Terminal 2.

The OCS desk is located across to the right of the Aer Lingus check-in area at the top of the hall Look for the yellow square archway.

One of our service provider agents will assist you through your departure journey.



PRM Assist App →

OCS Guide →

In this area you'll see flight information screens, people and their bags, airline ground crew and check in desks.

You might smell people's perfume. You might smell food or coffee. You might smell cleaning products.

You'll hear airline announcements, suitcase wheels rolling on the floor and beeping from some machines.

You might need to lift your bag onto a trolley.

Visual Guide: A Walkthrough of your journey in Dublin Airport

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Next, it's time to check in.

If you are already checked in, go to security.

Check In at Terminal 2

It’s time to check in and drop your bag off with your airline



Dublin Airport, Terminal 2 check in and bag drop area on the ground floor

How to find your check in desk

If you need to check in you can do so at your airlines **check in desks**. To find your airline's desk, look for our Flight information **screens.** Each desk is numbered and your airlines desk numbers are displayed in the **last column** on the screens.

If your airline has a **self-service kiosk**, you can use this to **check in your bag**. You'll find instructions **on the next page**.

If you have checked in already, have your boarding pass and don't need to check in a bag, you can go straight to airport security on Level 3.



Flight Information Display Screens (FIDS).

In this area you'll see flight information screens, people and their bags, airline ground crew and check in desks.

You might smell people's perfume. You might smell food or coffee. You might smell cleaning products too.

You'll hear airline announcements, suitcase wheels rolling on the floor and beeping from some machines.

You might need to lift your bag onto a scales or on to the baggage belt. You might need to use the touch screen.

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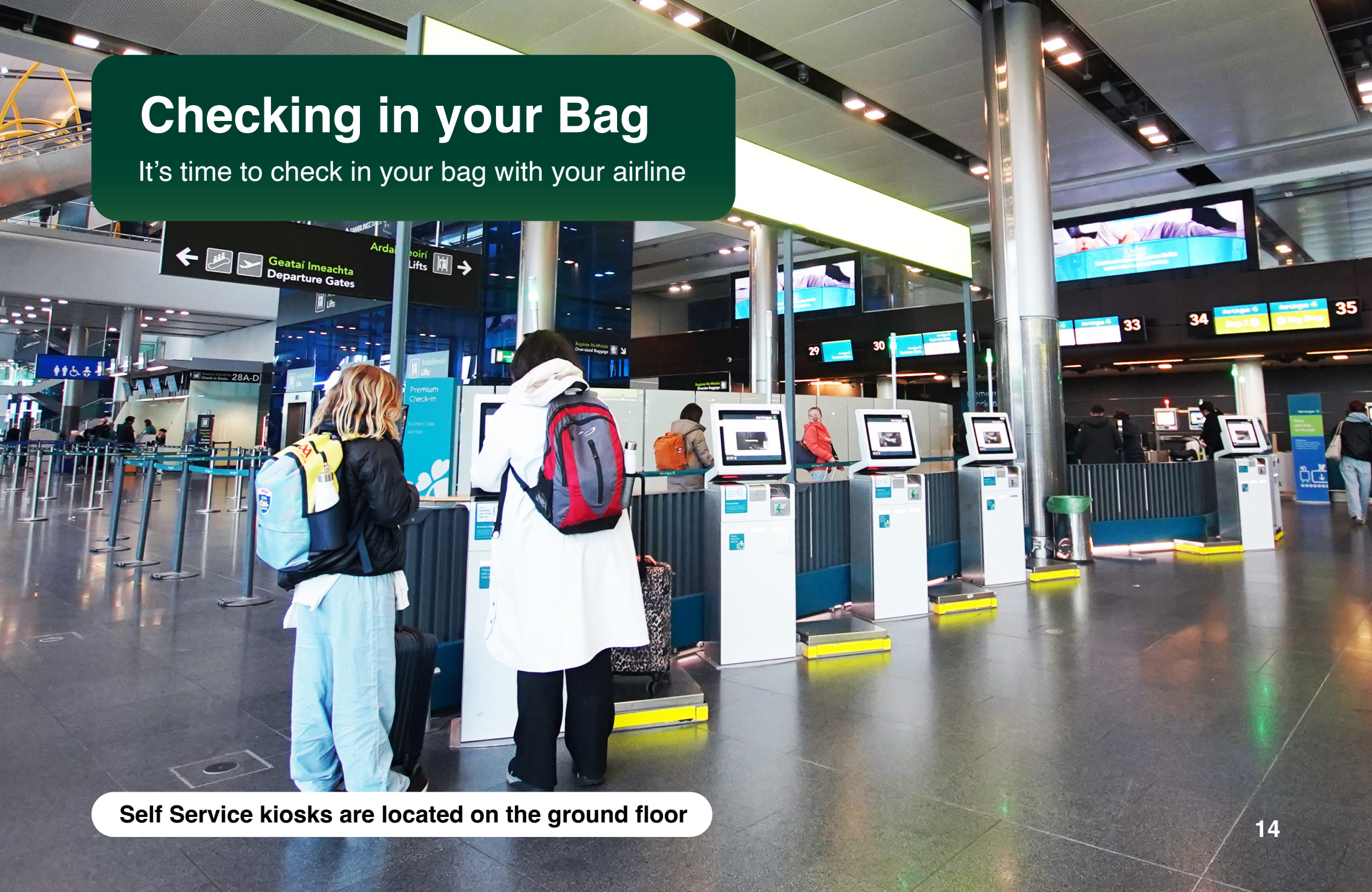
Next, it's time to check in your bag if you need to.

Checking in your Bag

It’s time to check in your bag with your airline



Self Service kiosks are located on the ground floor

You can check in at a desk or a kiosk

You can check in your bag at your airline's **Check in Desk**. You will need to show the ground crew your boarding card and passport. The airline ground crew will tag your bag with a baggage label.

or

You can check your bag in using your airline's **Self Service Kiosk**. Follow the instructions on the screen to check in and weigh your bag on the scales. Once you have applied the baggage label, you can leave your bag on the baggage belt at the **Bag Drop desk**.

Your bag will be automatically delivered to your aircraft. You will see your bag at your destination.

Instructions Self Service Kiosk

1. Enter your booking reference or scan your boarding pass.
2. When your booking is confirmed, lift your bag onto the weighing scales.
3. Kiosk will print out your baggage label.
4. Attach baggage label to your bag.
5. Bring your bag to the drop off point at the check-in desk.



Using the kiosk you will see instructions on the screen.



You might smell food or coffee in this area. You might smell people's perfume.



In this area you might hear airline gate announcements, machines beeping or aircraft taking off.



Using the kiosk you'll need to touch the screen, lift your bag onto the scales and attach your baggage label to your bag.

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Next, it's time to have your boarding pass ready to go to security screening.

Scan your Boarding Pass

It’s time to open your boarding pass on your phone/printed out page before entering security

Steps To Know For Security

1. Arrive at Security
2. Prepare for Screening
3. Place Belongings in Trays
4. Go Through Security Screening
5. Additional Screening (If Required)
6. Collect Your Belongings
7. Continue to Departures
8. Head to Your Gate



Your boarding pass will be required OCS assistance desk, at bag drop, security screening, Duty free shopping and at the boarding gates, when boarding the aircraft, so keep it easily accessible throughout your journey.

Airport staff will scan your boarding pass before security, in Duty Free and as you board

Before airport security, we'll scan your boarding pass

Airport Security:
Before you enter airport security, you must **have your boarding pass ready** to show to the security staff.

You can use either a paper boarding pass or one on your phone. A staff member will scan it at the entrance to the security area to confirm you're travelling today.

It's helpful to **keep it somewhere easy to reach**, like a pocket or the front of your bag, so you don't have to search for it under pressure. Once it's scanned, you can move into the security line and continue at your own pace.

Will I need my boarding pass after security?

Duty Free:
You might need to **show shop staff** your boarding pass if you are buying something in Duty free.

At your gate:
Then you will need to show it to the **airline crew** at your gate.



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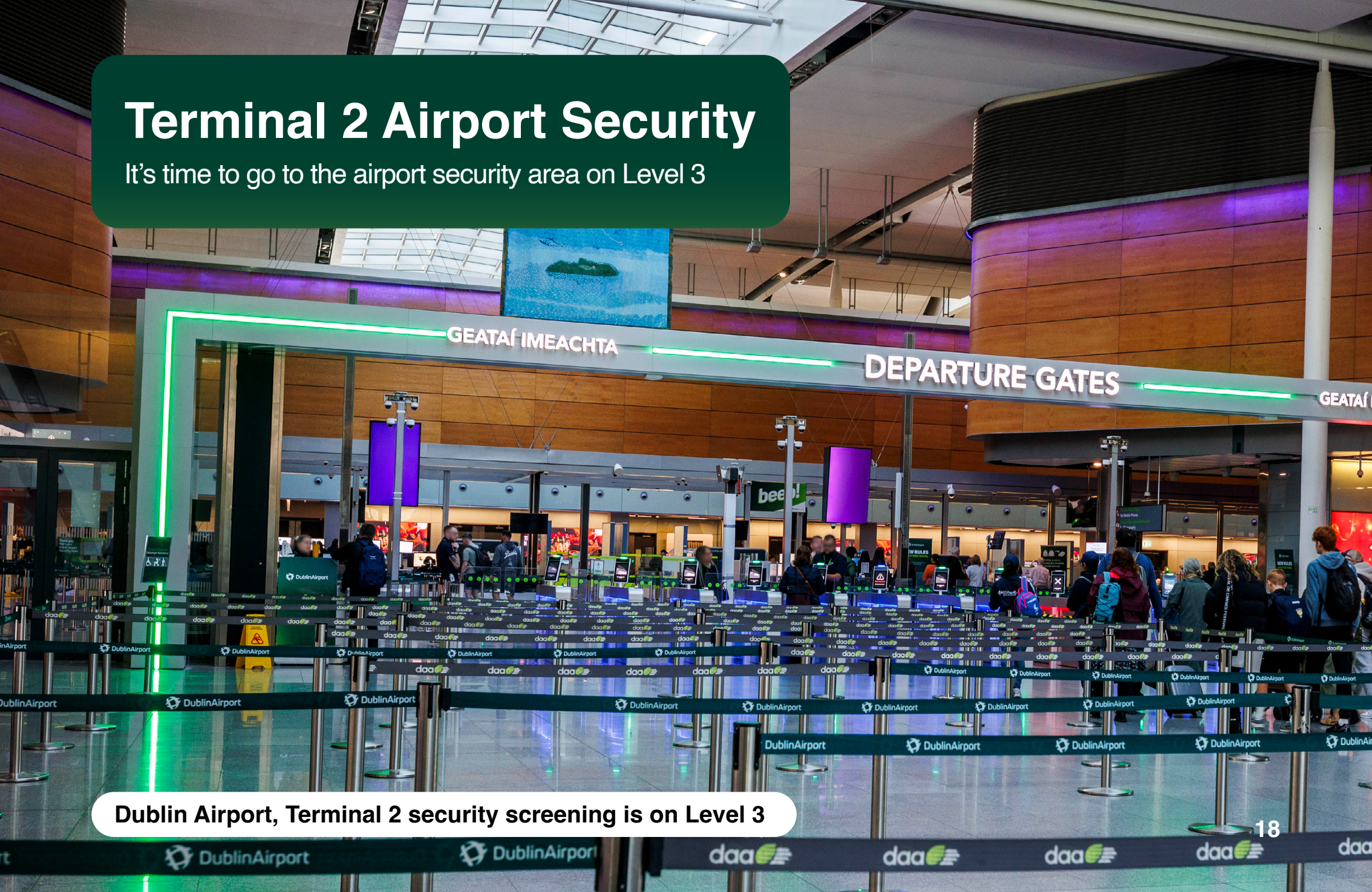
Next, it's time to go to airport security.

Terminal 2 Airport Security

It’s time to go to the airport security area on Level 3



Dublin Airport, Terminal 2 security screening is on Level 3

Where is T2 security screening?

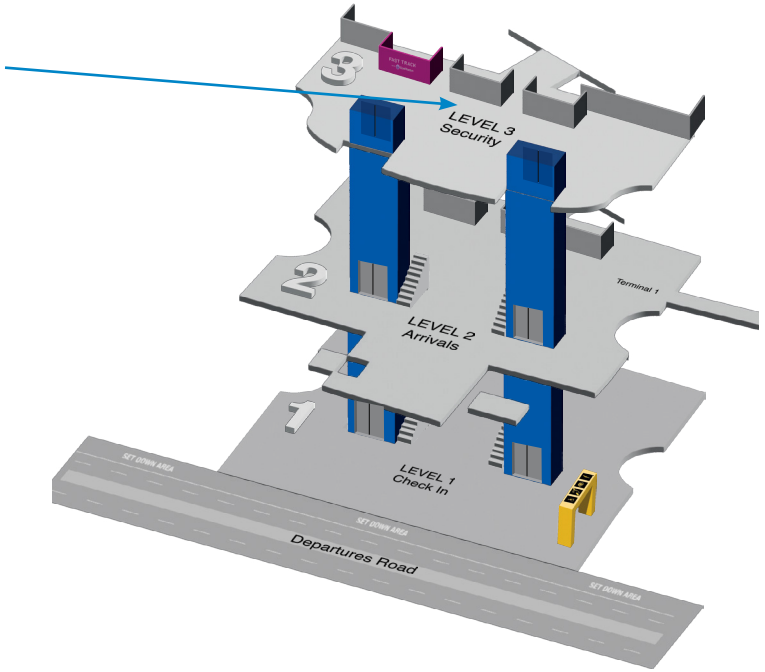
Terminal 2's security screening area is located on Level 3 of Terminal 2.

Sometimes there can be a line of passengers waiting to scan their boarding card.

When its busy you might see a long line of people with their bags waiting their turn for security screening.

Before Airport security you will scan your boarding pass. **You must have your boarding pass ready to scan.** You will scan it at the entrance to the security area to confirm.

You can get to security via a lift, escalators or stairs located on the lower floor at check in.



In this area you might see lines of people with their bags. You'll see a security officer checking people's boarding passes.

You might smell people's perfume. You might smell food or coffee. You might smell cleaning products.

You'll hear airline announcements, suitcase wheels rolling on the floor and beeping from some machines. This area can sometimes be loud with people chatting.

When it's your turn at the top of the line, you should have your boarding pass open ready to scan.

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Next, it's time to go through security screening.

Fast Track Security Lane

It’s time to go to the Fast Track lane
on Level 3



Fast track Security lane is located to the left of regular security on Level 3

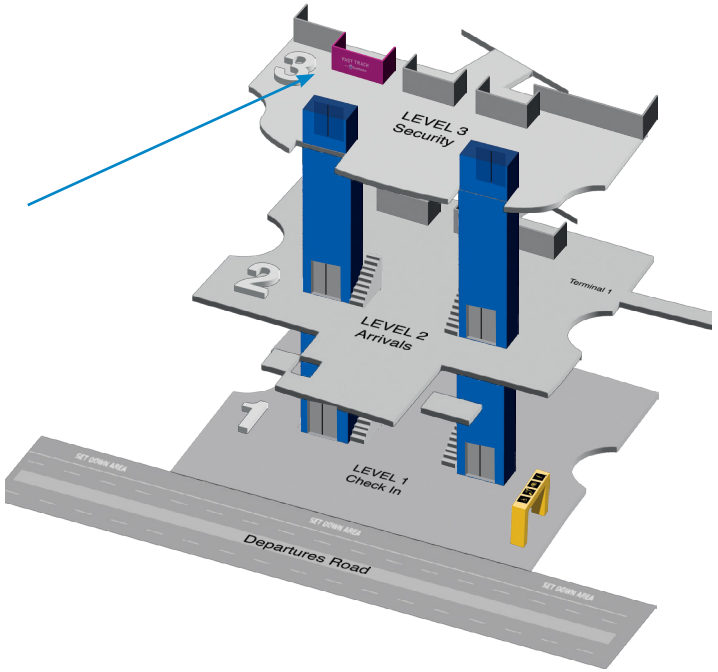
Where is the Fast Track Security lane?

If you have booked **Fast Track** Security you can take the lift, escalator or stairs to **Level 3**.

Fast Track is located to the left of regular security.

You should **have your boarding card open** on your phone or your printed pass to hand.

The Fast Track security officer will scan your boarding pass and show you to the screening machine.



Book Fast Track →

In this area you'll see our Fast Track security team at their station You'll see the security scanner.

You might smell people's perfume. You might smell food or coffee. You might smell cleaning products.

Fast Track tends to be a little quieter but you will hear the security team instructing you on when to place your bag on the belt or step forward into the scanner.

You will place your bag and items into a grey tray and push it onto the belt. Wait for the security officer to call you forward.

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Next, it's time to use the security scanner.

Passenger Assistance lane

It’s time to use the passenger assistance lane



Terminal 2’s passenger assistance lane is located to the left of the regular prescreening area

Using the passenger assistance lane

At Dublin Airport our prescreening security areas offer passengers with an Important Flyer/Sunflower lanyard, or those with reduced mobility the use of our passenger assistance lane. This lane is located all the way to the left of the boarding pass scanning machines is slightly wider and calmer with more space than regular security.

This lane is marked with the black and yellow icons opposite.

Be sure to have your lanyard or wristband visible for our security team.



In this area you'll see our security team at their station. You'll see the security scanners behind them.

You might smell people's perfume. You might smell food or coffee. You might smell cleaning products.

The passenger assistance lane tends to be a little quieter but you will hear the security team instructing you on when to place your bag on the belt or step forward into the scanner.

In this area you might have to let the security officer scan your boarding pass on your phone.

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Next, it's time to prepare for security screening.

Preparing for Screening

It’s time to prepare for Airport Security Screening using the grey security trays



Security team will call you forward to put your tray on the belt

Using the security trays

Liquids, gels, and electronics stay in your bag. Belts, footwear over the ankle, jackets, hoodies, oversized jumpers and cardigans must be removed and placed in the tray.

You will need to remove anything in your pockets, including keys, wallets, and phones. Keep your passport in your bag it won't be checked at this stage of the journey. Pushchairs, wheelchairs and walking aids are welcome just ask a security officer if you need help.

Passengers are permitted to wear ear defenders if required. Staff should be informed if ear defenders need to remain in place throughout their journey.



Use as many security trays as you require.

These items are strictly forbidden.



You may see security staff in uniform. Security trays and X-ray machines. Other passengers moving through security.

You may hear instructions from security staff. Airport announcements Scanner beeps and conveyor belts moving.

You may smell food and coffee from nearby cafés. Cleaning products used in the terminal. Perfumes or fragrances worn by other passengers.

You may receive a brief additional check if required.

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Next, it's time to prepare for the security body scanner.

Security Screening

It’s time to go through security body scanner



If you cannot be scanned by the machine, a 100% hand search will be applied.

A 100% hand search will be applied to your person. This involves a security officer using their hands to gently search you from head to toe.

Dublin Airport offers contactless security scanning machines

Contactless Security at Terminal 2

Using the scanner is 100% contactless and takes only 3 seconds. When it's your turn to **step into the security scanner**, you'll be asked to step inside When it's your turn to **step into the security scanner**, you'll be asked to step inside the open booth and stand still for a few seconds.

You will **place your feet on the marked spots** and hold your arms slightly away from your body like in the photo. The machine makes a quiet whirring sound and scans your body using safe, **non-contact** technology, nothing will touch you.

A staff member will tell you when it starts and when you can **step out**. If you need extra time, ask the security officer, and they will help you. Your **cabin bag** will go through a scanner on a moving belt. A staff member will ask you to place your **bag in a tray and put the tray onto the belt**.

The belt will gently pull the tray into a tunnel shaped machine, nothing will touch your bag, and it may make a soft humming sound as it scans.

When your tray appears, you can **collect your bag** and continue on your way.



In this area you'll see the security scanning machines and people stepping into the open scanner.



You might smell people's perfume. You might smell food and coffee. You might smell cleaning products.



You'll hear security officers instructing passengers and whirring or humming sounds from the security scanners.



You will be asked to step into the body scanner and raise your arms as shown in the photo. If you cannot go through the scanner, a 100% hand search will be applied.

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Next, a security officer might conduct a search.

Afterwards you should check your flight info.

Security Searches

A security officer might conduct a security search on you or your bag



A security officer conducts a search

What is a security search?

Sometimes a security officer may need to do a short, gentle security search if the scanner shows something unclear.

They will tell you what they are going to do before they do it, and you can ask them to speak slowly or repeat anything. The search usually involves the officer **lightly patting the outside of your arms, legs, or pockets,** nothing painful or intrusive.

You can ask for a quieter area or a same-gender officer if that helps you feel more comfortable.

You are allowed to take your time, ask questions, and let them know if you need a moment to prepare.

The officer might ask you to **search your bag**.

After you have completed your security check please collect all your belongings from the tray and continue your journey.



In this area you'll see the security scanning machines and people stepping into the open scanner.



You might smell people's perfume. You might smell food and coffee. You might smell cleaning products.



You'll hear airline announcements, peoples bags rolling on the floor and beeping from some machines.



During a search an officer will lightly pat the outside of your arms, legs, or pockets.

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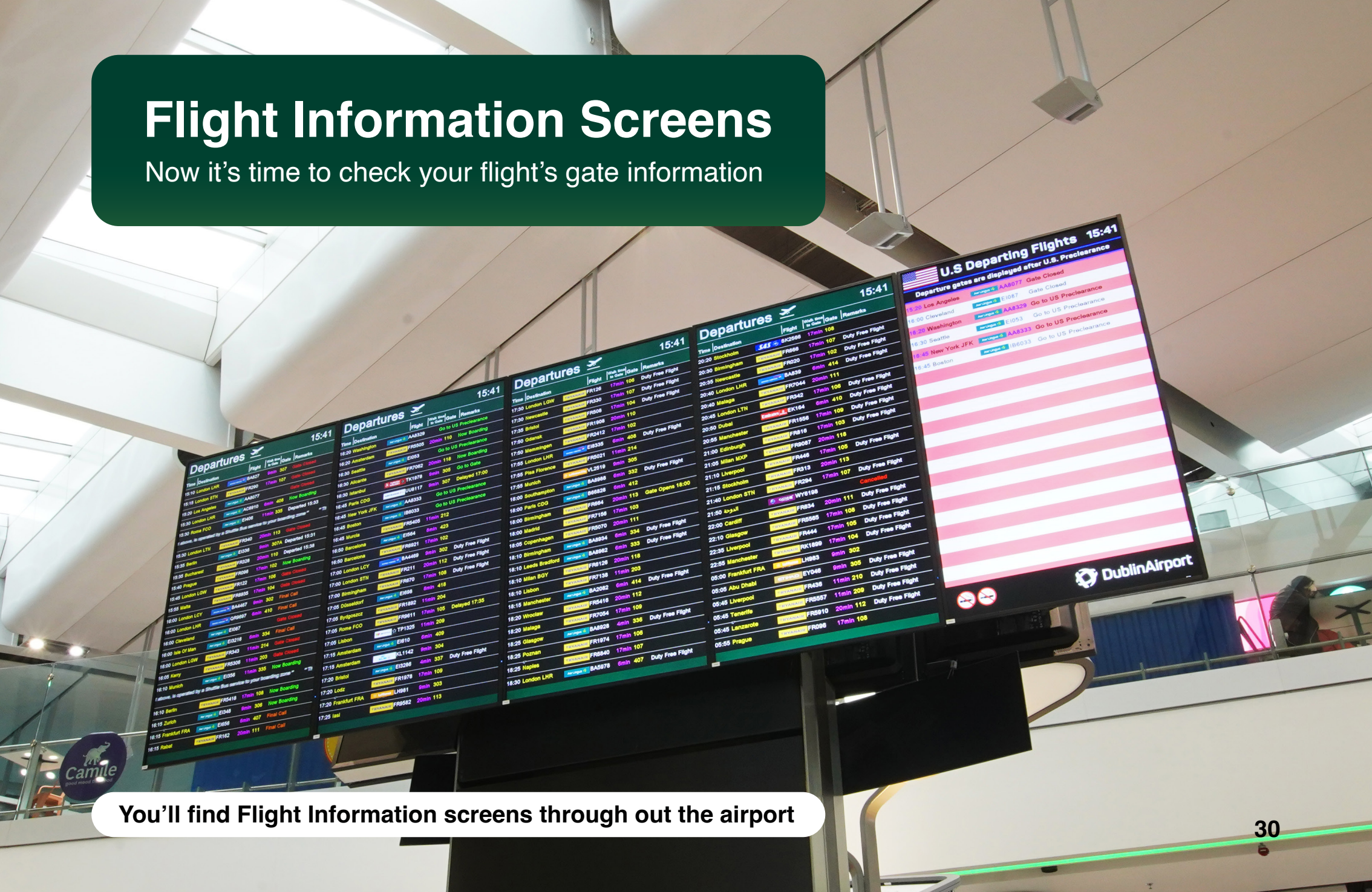
Now it's time to check you flight's gate number.

Flight Information Screens

Now it’s time to check your flight’s gate information



You’ll find Flight Information screens through out the airport

Find your flight’s information

When you look at the **flight information screens**, you’ll see your flight **number**, **destination,** and the **status** of your flight.

When you find your flight, look at the last column on the right for instructions.

Sometimes the screen will say **“No gate information at this time.”** This is normal and just means the airport has not assigned a gate yet. You don’t need to do anything until a gate number appears in the last column on the right.
It can help to **check the screens every 10-15 minutes,** or you can stay in a comfortable spot where you can easily see or hear updates.

If reading the screens feels overwhelming,you can also ask a staff member to confirm your flight status or tell you when the gate is likely to be shown.



In this area you’ll see passengers looking for their flight information on the screen.



You will smell perfume, food and coffee. You might smell cleaning products.



You’ll hear airline announcements, suitcase wheels rolling on the floor and beeping from some machines.



This area can be busy and crowded. Sometimes people might bump into each other in narrow spaces.

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Now it’s time to relax and prepare for your flight.

Enjoy Shopping and Dining

It’s time to enjoy some shopping and or dining at Terminal 2



There are many restaurants and cafés to choose from in Terminal 2

There’s lots to do and see at T2

You’ll find there’s lots to do in Terminal 2. Enjoy shopping your favourite brands, dine in one of our many cafés or restaurants.

Dublin Airport Duty Free shopping has over 100 brands to choose from.

The duty-free and shopping areas in an airport can be bright, busy, and loud, but you can move through them at your own pace. You don’t have to buy anything unless you want to, and it’s okay to simply walk past the shops.

If you choose to look around, many stores and restaurants have clear signs showing prices and menus, which can make decisions easier.
If the noise or crowds feel overwhelming, you can step to the side, find a quieter corner, or take a short break before continuing.

Remember, it’s perfectly fine to focus on what feels comfortable for you and skip anything that feels too busy.

If you purchase anything in the shops you will need to show your boarding pass to the shop staff.

Shopping →

Dining →



This area of the airport is the busiest with lots of lights, screens and people moving about.



You will smell lots of different perfumes, food, drinks in this area.



You’ll hear music, people chatting and airline announcements.



There are lots of restaurants and drink options in this area for you to taste.

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Next it’s time to discover some of our facilities in Terminal 2.

Sensory Room in Terminal 2

Now it’s time to visit Terminal 2’s Sensory Room



Terminal 2 Sensory room is located on Pier 4

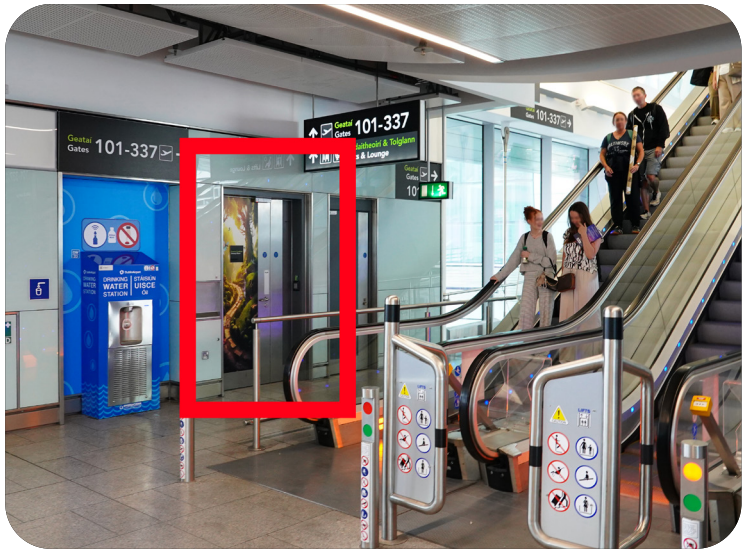
Booking in advance is essential

The sensory room is **free to book** for 60-minute sessions ahead of your flight must be prebooked and must be booked in advance.

There is **no walk-in service** available.

If you have prebooked the sensory room in Terminal 2, the sensory room is located on Pier 4 at the bottom of the escalators just before the entry to USCBP (United States Customs Border Patrol).

Only one travelling party (Max 6 people) can occupy the sensory room.



Book T2 Sensory Room →

Our sensory room has low lighting and a variety of calming features to enjoy before your flight.

You might smell people's perfume. You might smell cleaning products. There is no food or drink allowed in the sensory room.

The sensory room is a quiet place for you to enjoy before taking off.

You'll find a variety of textures and furniture to enjoy in the sensory room.

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Check out some of our other facilities before you go to your gate.

Bathroom Facilities

You'll find several wash rooms throughout the terminal marked in this distinctive blue colour.

Dublin Airport offers passengers with additional needs a support changing place located in the wash room block behind Butlers Chocolate Café in Terminal 2's shopping area.

The room offers a full size bed bench, stoma shelf and electric hoist. The room is fully equipped with support rails, handles and mirrors.



The wash room is located after security screening area

The changing place facility is bright and open with a bed, bench and washing facilities.

You might smell cleaning products in this area.

The changing room tends to be quiet.

You'll hand rails and support equipment inside the room that are cleaned regularly.

Pet Relief Room

Did you know Dublin Airport has a bathroom for your dog?

The pet relief room is located just before gate 201. This a small room that allows your dog to relieve themselves before boarding your flight.

Travelling With Pets →



The Pet Relief room in Terminal 1

Our pet relief room you'll see some artificial grass and a post beside a small hole in the floor.

The pet relief room can smell quite strong with dog urine.

This room tends to be very quiet and a nice place for your dog to relieve themselves before your flight.

You might need to collect your dogs waste using gloves and a bag. The waste should be deposited into the special bin inside the room.

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Now it's time go to your gate.

Finding Your Gate

It’s time to find your gate in Terminal 2



Look for the wayfinding signage and maps to find your way

Where is your gate?

It's a good idea to check the Flight Information screens to check what gate you will board your aircraft.

When you are ready to go to your gate, look for the wayfinding signs and maps will direct you to your gate. If you are having trouble finding your gate, ask any of our staff to direct you.



Each gate is marked on our maps with this graphic.



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Now it's time to go to your gate.

Gates 301 - 307A

Pier 3 has Gates 301 - 307A

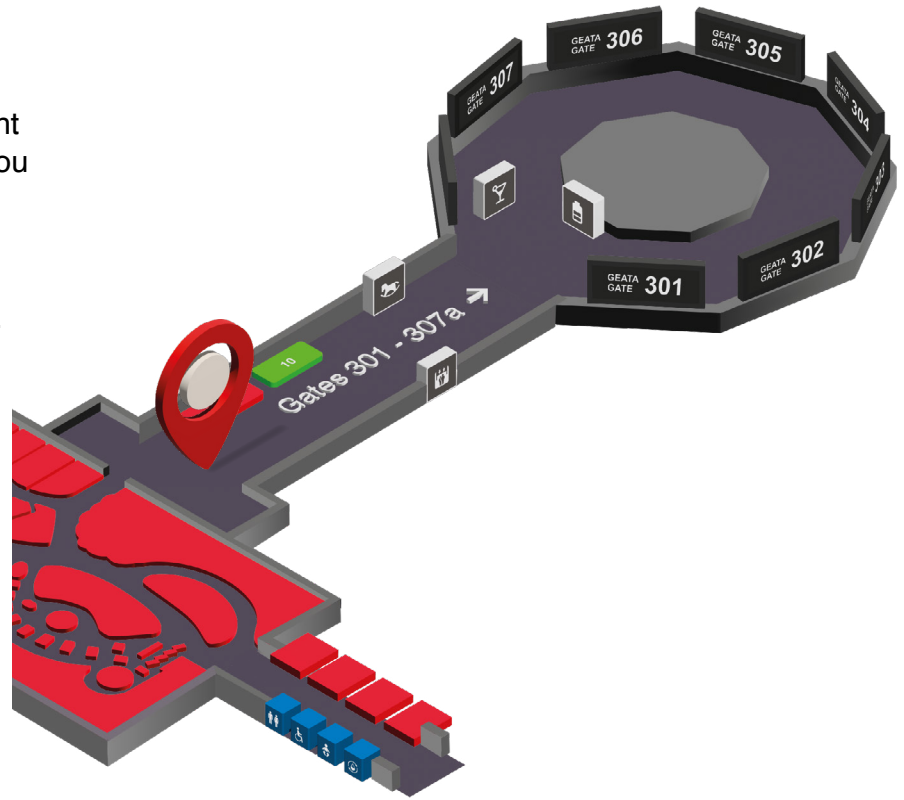


The 300 Gates are located across 3 sections

The 300 gates have 3 sections

When you are ready to make your way to your gate, it's a good idea to check the Flight Information Screens to see which section you need to go to.

Gates 301 - 307A are located at the end of Pier 3. Follow the signs for gates 101 - 335.



In this area you'll see passengers looking for their flight on the screen.

You will smell perfume, food and coffee. You might smell cleaning products.

You'll hear airline announcements, suitcase wheels rolling on the floor and coffee machines grinding and brewing.

There are lots of options for seating in this area. You might need to take an escalator down to your gate.

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When you're ready, make your way to your gate.



Gates 332 - 335 (Bussing Gates)

Gates 332 - 335 are bussing Gates

The 300 Gates are located across 3 sections

Pier 3 has 3 sections

When you are ready to make your way to your gate, it's a good idea to check the Flight Information Screens to see which section you need to go to.

The gates listed below use buses to take you to the South Gates terminal building or straight to your aircraft.

Gate 332 - 334 is a bussing gate that takes you directly to your aircraft and is located on the corridor for airport lounges.

Gate 335 is a bussing gate that takes you to the South Terminal and is also located on the corridor for airport lounges.

Allow some extra time to take the bus.



If you have booked passenger assistance, a minibus will take you to your aircraft.



If you have not booked passenger assistance, a shuttle will take you to your aircraft.

- A **bussing gate** is a boarding gate where passengers are transported by bus to an aircraft parked at a remote stand.
- A **Pier** is a section of the terminal that extends towards the aircraft stands and provides access to multiple aircraft gates.

In this area you'll see passengers looking for their flight on the screen.

You will smell perfume, food and coffee. You might smell cleaning products.

You'll hear airline announcements, suitcase wheels rolling on the floor and coffee machines grinding and brewing.

There are lots of options for seating in this area. You might need to take an escalator down to your gate.

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When you're ready, make your way to your gate.

Gate 335 - The South Gates

Now it’s time to take a bus to the South Gates



The South Gate terminal building is served by shuttle buses from gates 335

The South Gates

If you have booked assistance and you are boarding from **Gate 335** to the South Gates, the assistance provider will drive you via minibus to the South Gates terminal.

Once you have arrived at your departure gate at the south gates there is plenty of seating to relax and wait for your flight. There is also shops and cafés located in this terminal.

You will need to scan your passport and boarding card here also.



If you have booked passenger assistance, a minibus will take you to your aircraft.



If you have not booked passenger assistance, a coach will take you to your aircraft.

In this area you'll see passengers looking for their flight on the screen.

You will smell perfume, food and coffee. You might smell cleaning products.

You'll hear airline announcements, peoples bags rolling on the floor and beeping from some machines.

You will take a seat on a mini-bus or coach and go directly to the aircraft.

DublinAirport

Now it's time to enjoy your time at Dublin Airport.

Gates 336 - 337

Now it’s time to take a bus to your aircraft



Shuttle buses go straight to aircraft from gates 336 - 337

Gates 336 - 337

When you are ready to make your way to your gate, it's a good idea to check the Flight Information Screens to see which section you need to go to.

Gates 336 - 337 are located on the lower floor under Duty Free shopping. You can take an escalator, lift or stairs down to these gates. This gate uses buses to take you to straight to your aircraft.

Allow some extra time to take the bus.



The South Gates Terminal is serviced by mini-bus direct to your aircraft.

In this area you'll see passengers looking for their flight on the screen.

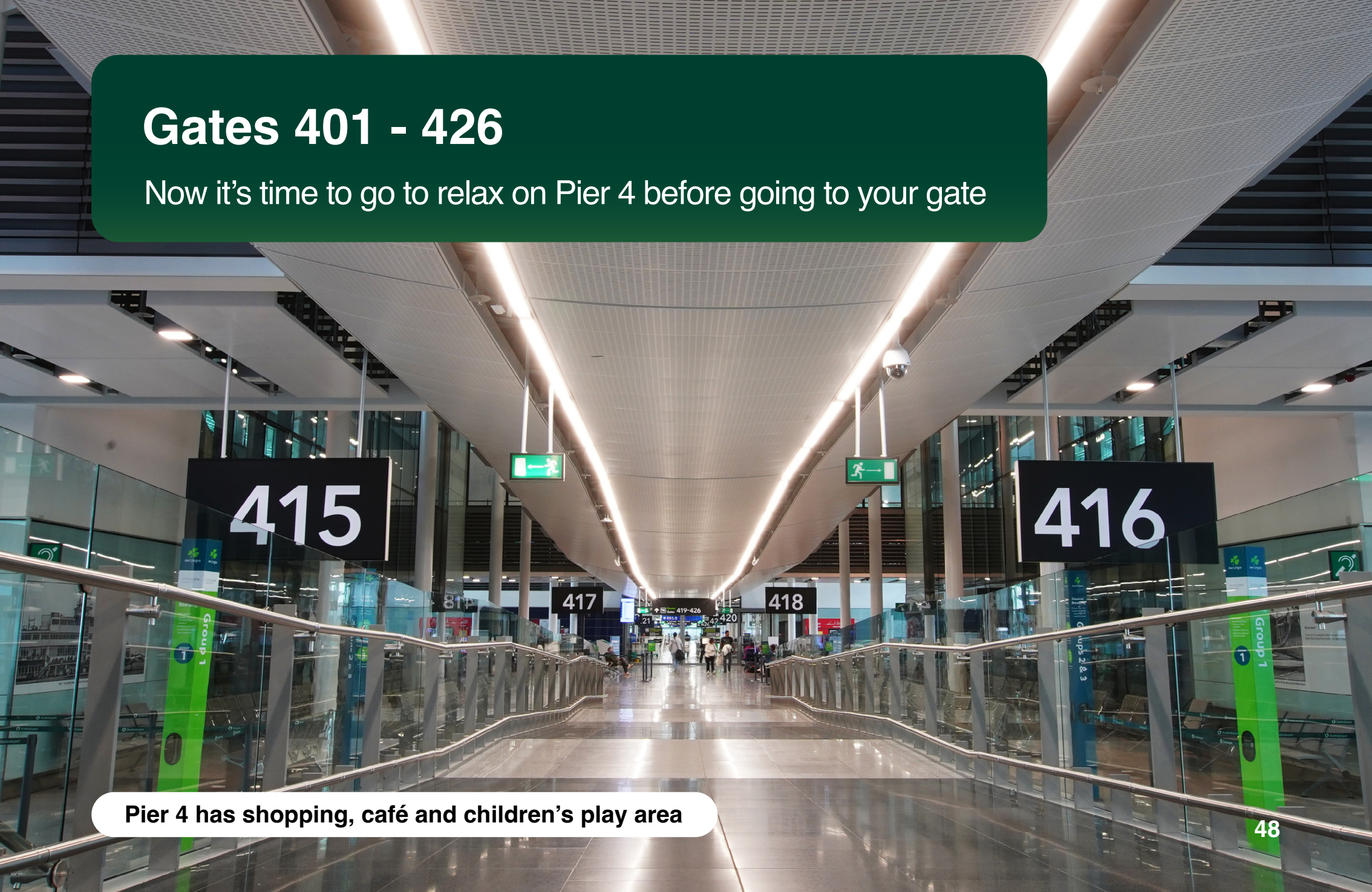
You will smell perfume, food and coffee. You might smell cleaning products.

You'll hear airline announcements, peoples suitcase wheels on the floor and beeping from some machines.

This area can be busy and crowded. Sometimes people might bump into each other in tight spaces.

DublinAirport

Now it's time to enjoy your time at Dublin Airport.



Gates 401 - 426

Now it’s time to go to relax on Pier 4 before going to your gate

Pier 4 has shopping, café and children’s play area

What is available on Pier 4

There's lots to do and see on Pier 4. You can have some food in one of the cafés or restaurants.

There is also a children's play area.

- A **Pier** is a section of the terminal that extends towards the aircraft stands and provides access to multiple aircraft gates.



Pier 4 Children's Play Area

In this area you'll see passengers sitting by their gates waiting for the gate to open.

You might smell food or coffee. You might smell sanitation products.

You'll hear airline announcements and people chatting.

The seating area can be busy at times but there is plenty of comfortable seating.

DublinAirport

Next it's time to board your flight.

USA Preclearance

Now it’s time to visit USA Customs and Border Protection area



Take the escalator or stairs down to US Preclearance

Flying to the USA

Dublin Airport is one of the few airports outside North America that offers a **U.S. Preclearance immigration** facility.

The benefit is that, having cleared USCBP, passengers arriving in the U.S. are treated as domestic arrivals, allowing them to avoid immigration queues upon arrival. You can **pick up your bags and go**.

Once you are through security, your passport will be checked by US Immigration officers, and you will be asked some questions regarding your travel before you can proceed to your gate.

Follow signs for gates 401-426 on the ground floor. Take the **escalator under the US Customs and Border Protection sign**.

There is also a lift available should you require this.

You will need to go through another security check at US preclearance.

If you have an Important Flyer lanyard/wristband, Sunflower lanyard or OCS Assistance you can avail of the assistance lane to the right as you enter preclearance. You are permitted to take one travel companion with you through the passenger assistance lane.



In this area you'll see US immigration officials who work at Dublin Airport. At busy times you might see a line of people waiting.



You will smell perfume, food and coffee. You might smell cleaning products.



You'll hear the agent instructing people to come forward for processing and some airline announcements.



The agent might ask you some questions and take your finger print and image using the scanner and camera.

DublinAirport

Now it's time to enjoy your time at Pier 4 after US Preclearance.

Leisure after Preclearance

If you have time, you can relax after preclearance on Pier 4 before your gate opens



Whiskey and Bread on Pier 4

What is available after USCBP

If you have time after US Preclearance you can also have some food in one of the cafés or restaurants.

There is a Duty-Free shop just after US preclearance and a children's play area.

If you have booked assistance there are many ways to board the aircraft depending on which airline you are travelling with.



Pier 4 Children's Play Area

In this area you'll see passengers sitting by their gates waiting for the gate to open.

You might smell food or coffee. You might smell sanitation products.

You'll hear airline announcements and people chatting.

The seating area can be busy at times but there is plenty of comfortable seating.

DublinAirport

Next it's time to board your flight.

At the gate

Now it’s time to wait for your flight to board



There is lots of comfortable seating on Pier 4

It’s almost time to board

Once you have arrived at your departure gate there is plenty of seating to relax and wait for your flight.

There is also shops and coffee shops located on the piers. There is a children’s play area located on each pier at the gates.

It might not be at your gate, but it will be close by.

Listen out for your airline to open the gate to your aircraft.



Passenger Assistance for boarding is available.

In this area you’ll see passengers sitting by their gates waiting for the gate to open.

You might smell food or coffee. You might smell sanitation products or jet fuel.

You’ll hear airline announcements and people chatting. You might also hear beeping noises.

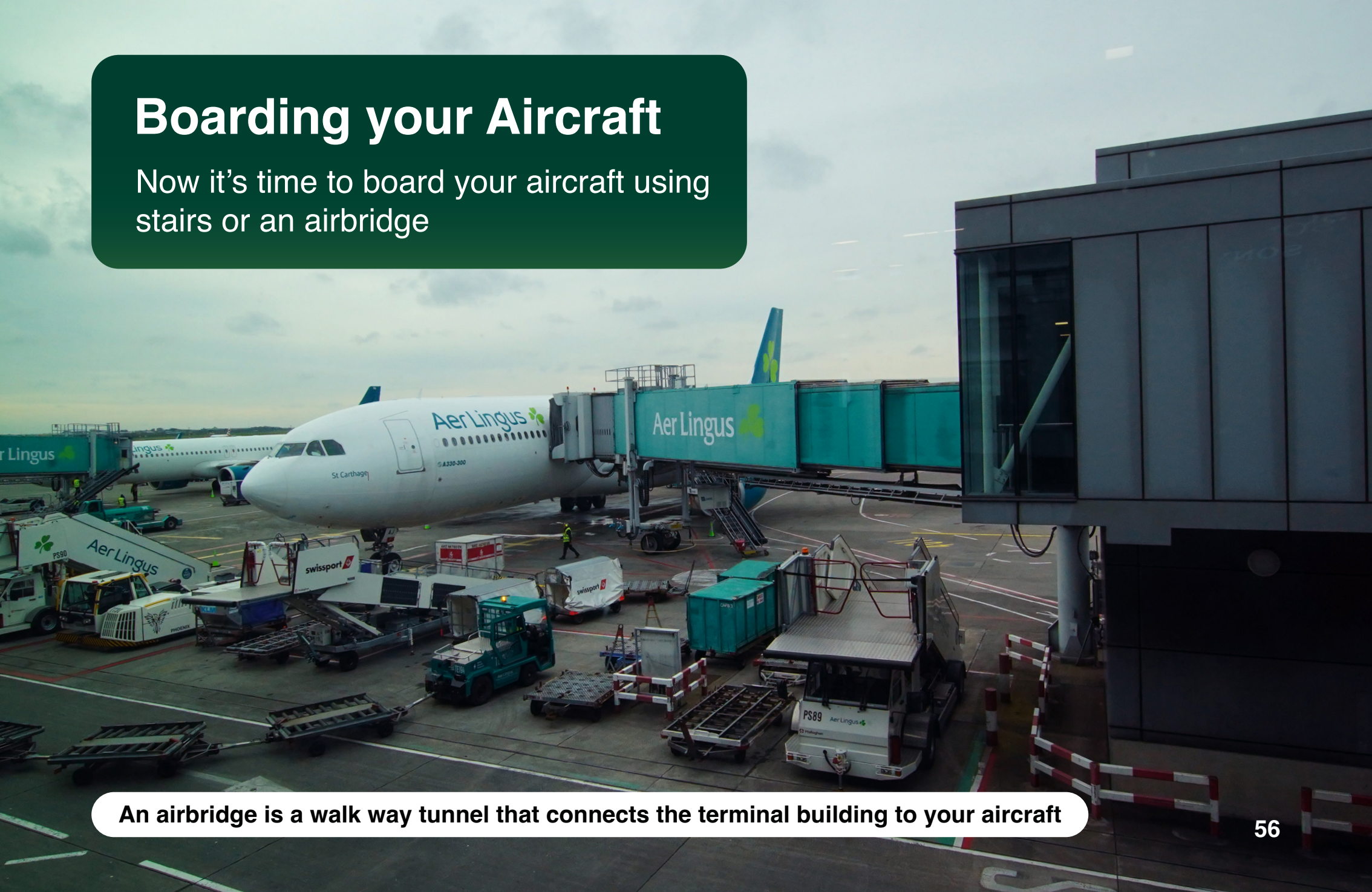
The seating area can be busy at times but there is plenty of comfortable seating.

DublinAirport

Next it’s time to board your flight.

Boarding your Aircraft

Now it’s time to board your aircraft using stairs or an airbridge



An airbridge is a walk way tunnel that connects the terminal building to your aircraft

Using the stairs or Airbridge

There are different ways to board the aircraft depending on what airline you are flying with.

You may walk directly from your boarding gate to the airplane steps, to board the plane.

Or your gate may have a tunnel directly to the door of your aircraft called an airbridge.

If you have booked assistance on the regional flight an Smax chair is used to assist you onto the plane

OCS Guide →



Passenger Assistance for boarding is available.

In this area you'll see other passengers sitting in the Ambi-Lift. You'll see our support staff in Hi vis jackets.

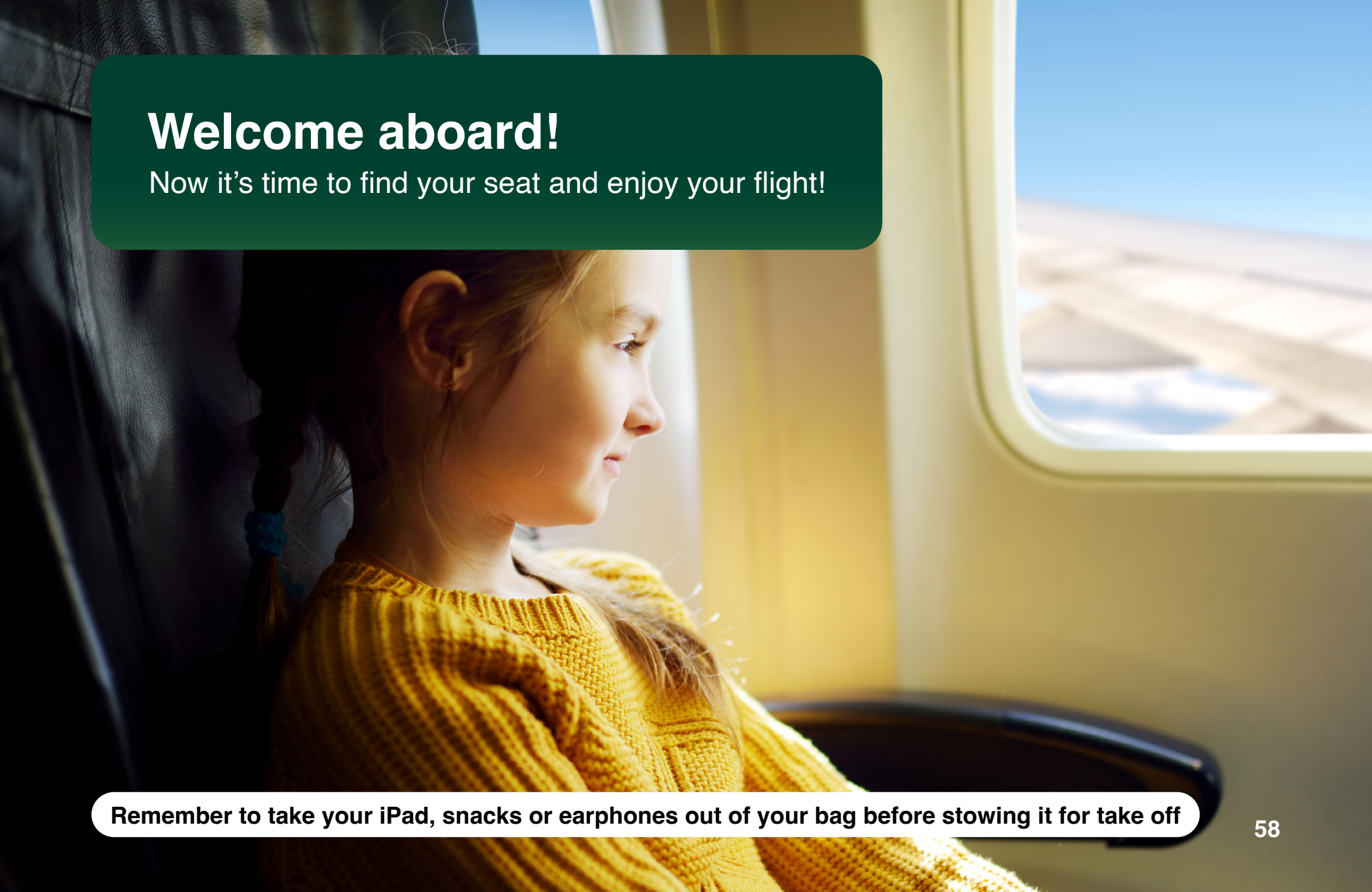
You might smell jet fuel while crossing the apron.

Using the airbridge you'll hear people's footsteps as they walk. You'll hear their bag's wheels on the metal floor.

The airbridge makes a tunnel to the aircraft. The floor might feel a little bouncy. It might be sloped up or down slightly.

DublinAirport

Next it's time to board your flight.



Welcome aboard!

Now it’s time to find your seat and enjoy your flight!

Remember to take your iPad, snacks or earphones out of your bag before stowing it for take off

Safety First!

Once you have boarded the aircraft, please check your boarding pass for your **seat number,** make your way to your assigned seat and **fasten your seatbelt**.

Once all the passengers have boarded the plane, the cabin crew will give a safety demonstration, please listen carefully to these instructions.

Enjoy your flight!



Don’t forget to fasten your seatbelt.

On board you’ll see the crew helping passengers to their seats. You will also see the safety demonstration.

You might smell food or coffee. You might smell people’s perfume.

You’ll hear the pilot making announcements. You’ll hear the aircraft making noises as it prepares for take off.

You’ll need to wear your seatbelt that fastens across your lap.

DublinAirport

Next it’s time to board your flight.

DublinAirport

Visual Guide:

A Walkthrough of your journey in Dublin Airport