

My visit to the Quiet Room T1 International

Visual Story (Easy English)

SYD

Sydney Airport
















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About this story

This is a visual story about the Quiet Room at Sydney Airport T1 International.

This story helps me know what to expect before I visit.

I can ask someone to help me read this story.

I can ask Sydney Airport staff for help.

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Why might I use the Quiet Room?

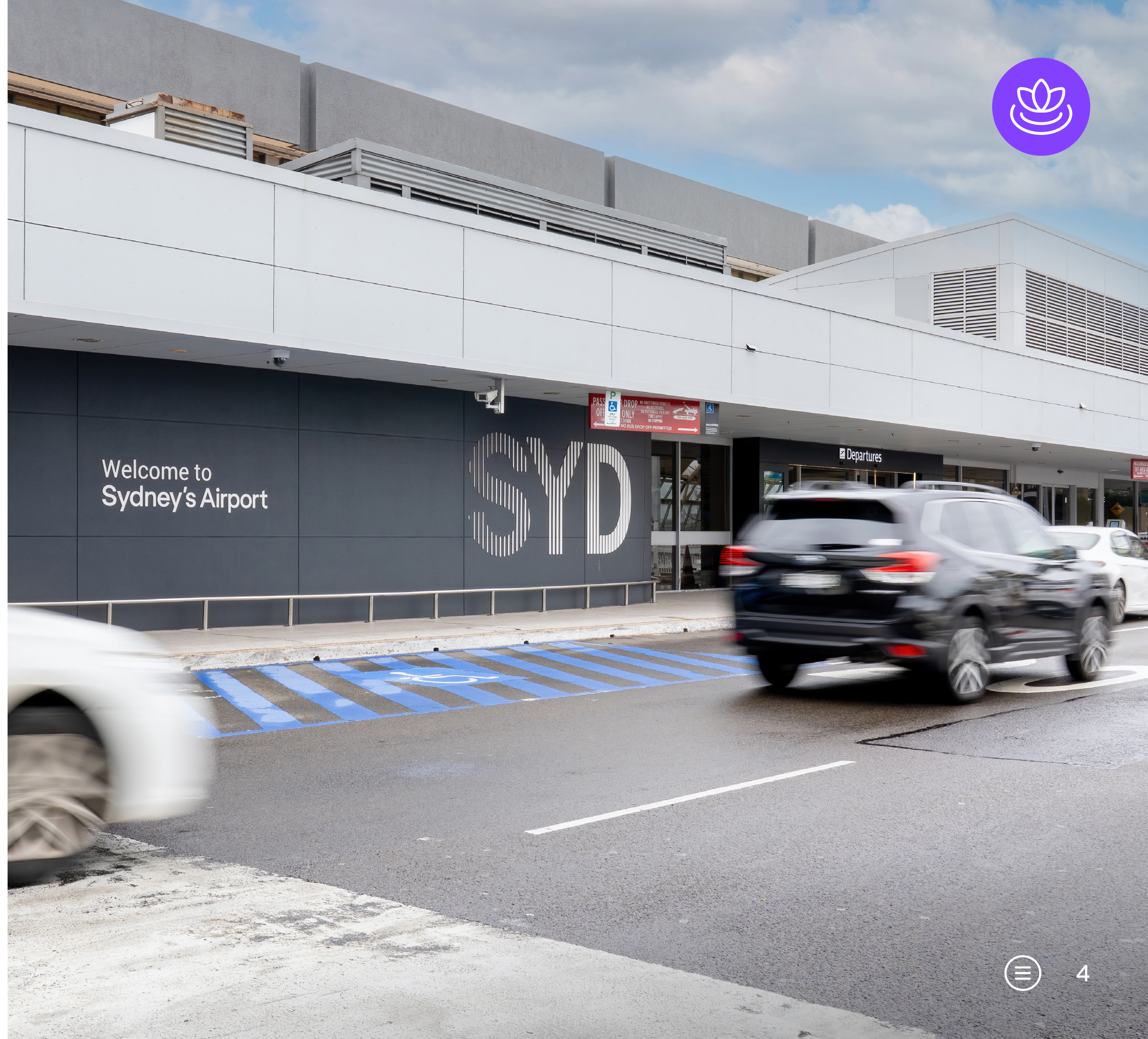
The airport can be bright, loud and crowded.

If I feel overwhelmed, I can use the Quiet Room.

The Quiet Room is a calm place where I can take a break and rest before my flight.

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I can collect a sunflower lanyard at an Airport Information Desk before I check in.

Lanyards are provided for free.

I do not need to wear a sunflower lanyard to use the Quiet Room

I can ask a friendly Sydney Airport Ambassador for help locating the room.

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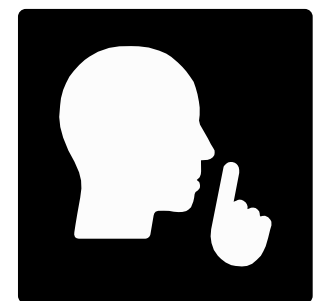
Where is the Quiet Room?

The Quiet Room is in Sydney Airport T1 International Terminal.

It is after security screening and customs.

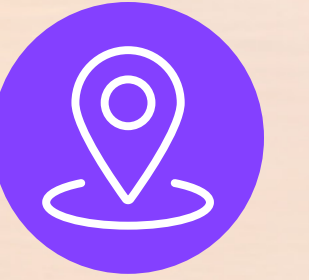
It may take a few minutes to walk there.

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Quiet Room logo.

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I can follow signs for the Quiet Room.

If I cannot find it, I can ask a staff member to help me, or I can look for the sunflower symbol.



Quiet Room logo.

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Booking before my visit

I can book the Quiet Room before I come to the airport. This helps me feel prepared for my journey.

Step 1 – I will go to the website:
sydneyairport.com.au/quiet-room

Step 2 – I will follow the instructions on the website to make a booking.

Step 3 – I will keep my booking details with me when I visit the airport.

This helps me to:

- know where to go
- know what to do
- enter the Quiet Room more easily when I arrive at the airport.

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If I need help with my booking, I can contact the team at Sydney Airport by emailing accessibility@syd.com.au



How do I enter the Quiet Room?

If I have booked ahead, I will use my booking details to enter.

If I have not booked, I will use the QR code at the door.

I will follow the instructions on my phone or device.

I will get an access code.

I will enter the 4-digit code on the keypad at the door.

When the door opens, I will go inside.

If I cannot use the QR code or my phone, I can ask staff for help.

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What I will see inside the Quiet Room

The Quiet Room is free for passengers to use.

Inside the Quiet Room I might find:

- soft or dim lighting
- comfortable seats
- booth areas with curtains for privacy

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How I can use the Quiet Room

I will sit quietly.

I can use the space to feel calm and ready for my flight.

I can use my own headphones, fidgets, or comfort items.



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Guidelines for using the Quiet Room

Everyone must follow these guidelines.

Staff may ask people to leave if the rules are not followed.

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Room purpose

This is a calm space to take a short break, reset, and recharge before your journey begins.



Capacity

We can welcome up to 4 people at a time to ensure everyone has enough space, group visits are not suitable.



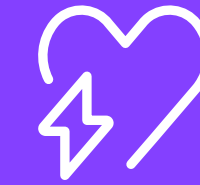
Time limit

To give everyone a chance to use the room, please keep visits to 45 minutes or less.



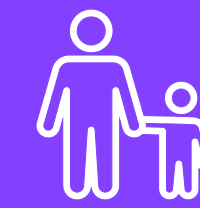
Food and drinks

To keep the space clean and welcoming, only water is allowed.



Safety

If you need help in an emergency, please contact airport staff. CCTV is in place for everyone's safety.



Supervision

Children under 18 should always be accompanied and supervised by a responsible adult.



Flight awareness

Flight information is on-screen, with no audible announcements. Please monitor your boarding time.



Respect

Please be mindful of others and help keep the space peaceful for everyone.

If I need help

If I feel worried or overwhelmed, I can ask for help.

There are signs and instructions in the room.

I can read these rules and use the room in a respectful way.

I will also find information about my flight on the screen provided.

I will follow the instruction to call for help on the red sign.

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Using the quiet room

The Quiet Room is a calm space for passengers. All users are asked to follow these guidelines, and staff may request passengers to vacate if the rules are not observed.


Access is available to all passengers; however, priority is given to neurodivergent travellers and those needing a quiet space for wellbeing.

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Here are a few simple guidelines to help you feel at ease

 Room purpose This is a calm space to take a short break, reset, and recharge before your journey begins.	 Safety If you need help in an emergency, please contact airport staff. CCTV is in place for everyone's safety.
 Capacity We can welcome up to 4 people at a time to ensure everyone has enough space, group visits are not suitable.	 Supervision Children under 18 should always be accompanied and supervised by a responsible adult.
 Time limit To give everyone a chance to use the room, please keep visits to 45 minutes or less.	 Flight awareness Flight information is on-screen, with no audible announcements. Please monitor your boarding time.
 Food and drinks To keep the space clean and welcoming, only water is allowed.	 Respect Please be mindful of others and help keep the space peaceful for everyone.

Your feedback shapes our space
Please scan the QR code to tell us about your recent experience.



For all emergencies
CALL
9667 9090

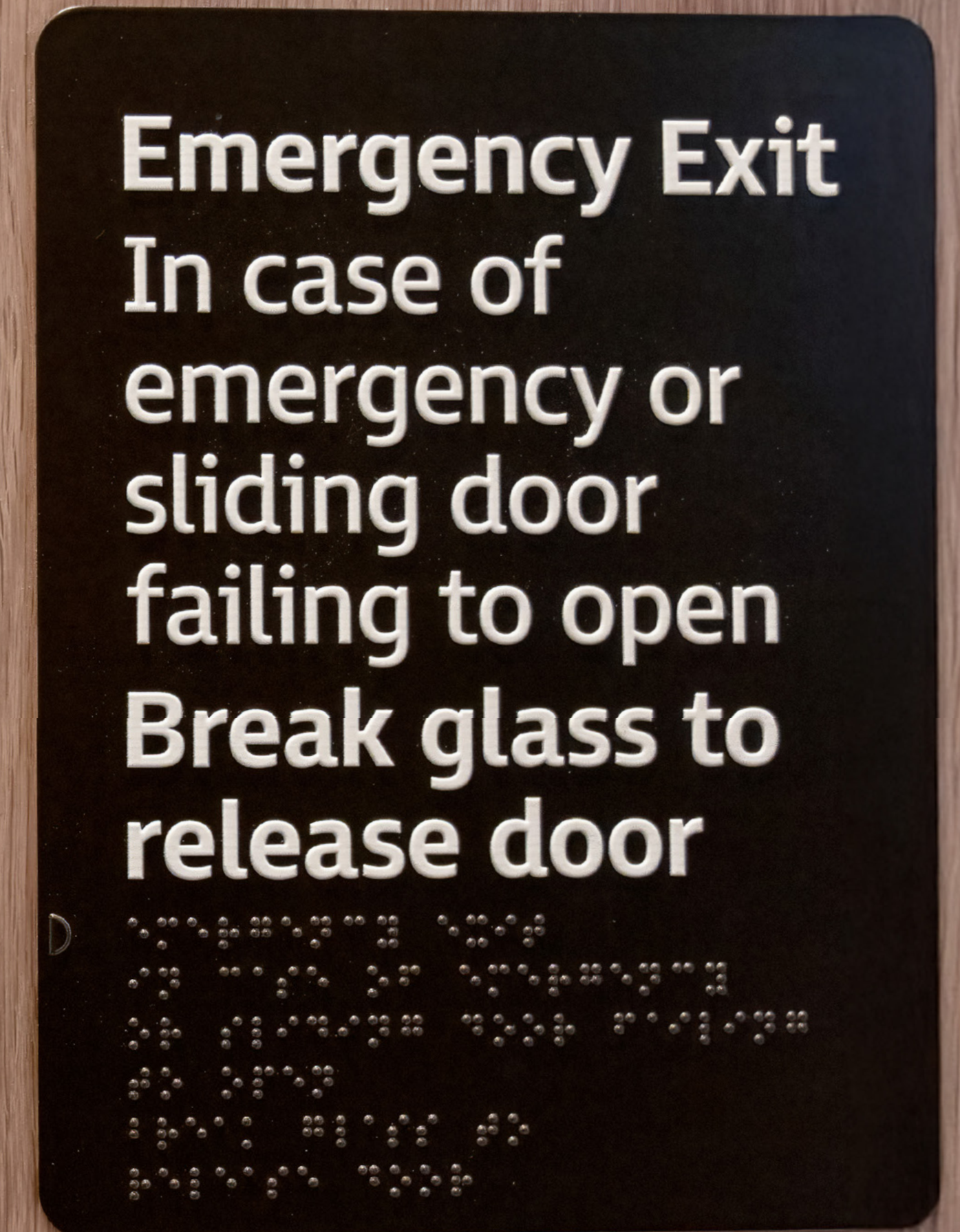
You are in
Terminal 1
Airside
Quiet Room
Lifestyle

When I am ready to leave, I will press the green button to open the door.

I will take my belongings with me.

I will leave the room clean and tidy.

I will put the furniture back where it was.



Sharing the Quiet Room

Sometimes I may be in the Quiet Room on my own.

Sometimes other people may need to use the Quiet Room at the same time.

If someone else comes into the Quiet Room, I do not have to leave.

I do not need to talk to anyone else in the Quiet Room, it just means I must share the space.

I can share the space with others.

I can use a booth if I need privacy in the Quiet Room.

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Contact

If I need help at the airport, I can speak to a staff member, or I can locate an Ambassador wearing a Blue Jacket at one of the Airport Information Desks.

I can also share any feedback with Sydney Airport. I do this by sending an email to accessibility@syd.com.au.



We hope you
enjoy your visit
to Sydney Airport

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Sydney Airport

sydneyairport.com.au