

DOMESTIC ARRIVALS JOURNEY

This social story is a guide on what to expect and how to prepare for your flight to Cairns Airport.





When you land at Cairns Airport, remember to take all your belongings with you. If you leave anything on the plane, you cannot go back for it.



After you have exited the plane, you will enter the Cairns Airport Domestic Terminal after a short walk. You will walk through the Departures Lounge which can often be noisy, bright and busy.



Follow the yellow signs to 'Baggage Claim/Arrivals' to get to the exit. There are toilets located in the Departures Lounge and in the Arrivals Area just look for the signs.





If you checked in any bags, you should go to the baggage carousel to collect them. At times, it can be very busy and noisy at the baggage carousel. Look for your flight on the screen to know which baggage belt your bag/s will come out on.



If you cannot find your bag/s or need assistance you can speak to an airline staff member at the baggage counter or one of our friendly Cairns Airport Ambassadors in their bright blue shirts.



Once you have your bags, you can now make your way out of the airport terminal.



If you have not already pre-arranged transport from Cairns Airport to your home or accommodation, there are taxi, rideshare and shuttle bus services available. Simply follow the signs outside the terminal.



Otherwise you can wait in the public pick up area to be collected by a family member or friend.



Remember, if you are ever unsure of what to do or become overwhelmed at any time, speak to airport staff or a Cairns Airport Ambassador in their bright blue shirts for assistance. We are here to help you.



Finally, don't forget to wear your sunflower lanyard and/or badge when travelling through Cairns Airport. Airport staff are trained to recognise these items and provide additional support if required.

