

# Changi Airport Social Story

Terminal 4

*For Passengers with Autism  
Spectrum Disorder (ASD)*

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# WELCOME TO CHANGI AIRPORT!



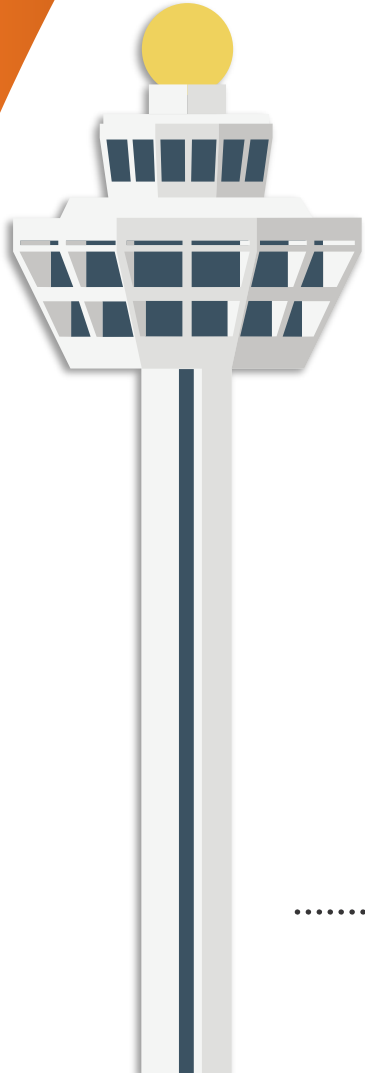
At Changi, we understand travelling through an airport can be a stressful experience. It can be even more challenging for passengers with Autism Spectrum Disorder (ASD).

Collaborating with Rainbow Centre, Singapore, we have created this social story as a guide to prepare you and your child for your upcoming trip. We understand that every individual is unique, so please feel free to customise this social story to make it your own! By providing these information for pre-trip planning, we hope to make travel as comfortable and stress-free as possible during your time with us at Changi.

Thank you and enjoy Changi!



# WELCOME TO CHANGI AIRPORT!



Many people travel through Changi airport. It can be crowded and noisy.

My name is \_\_\_\_\_.

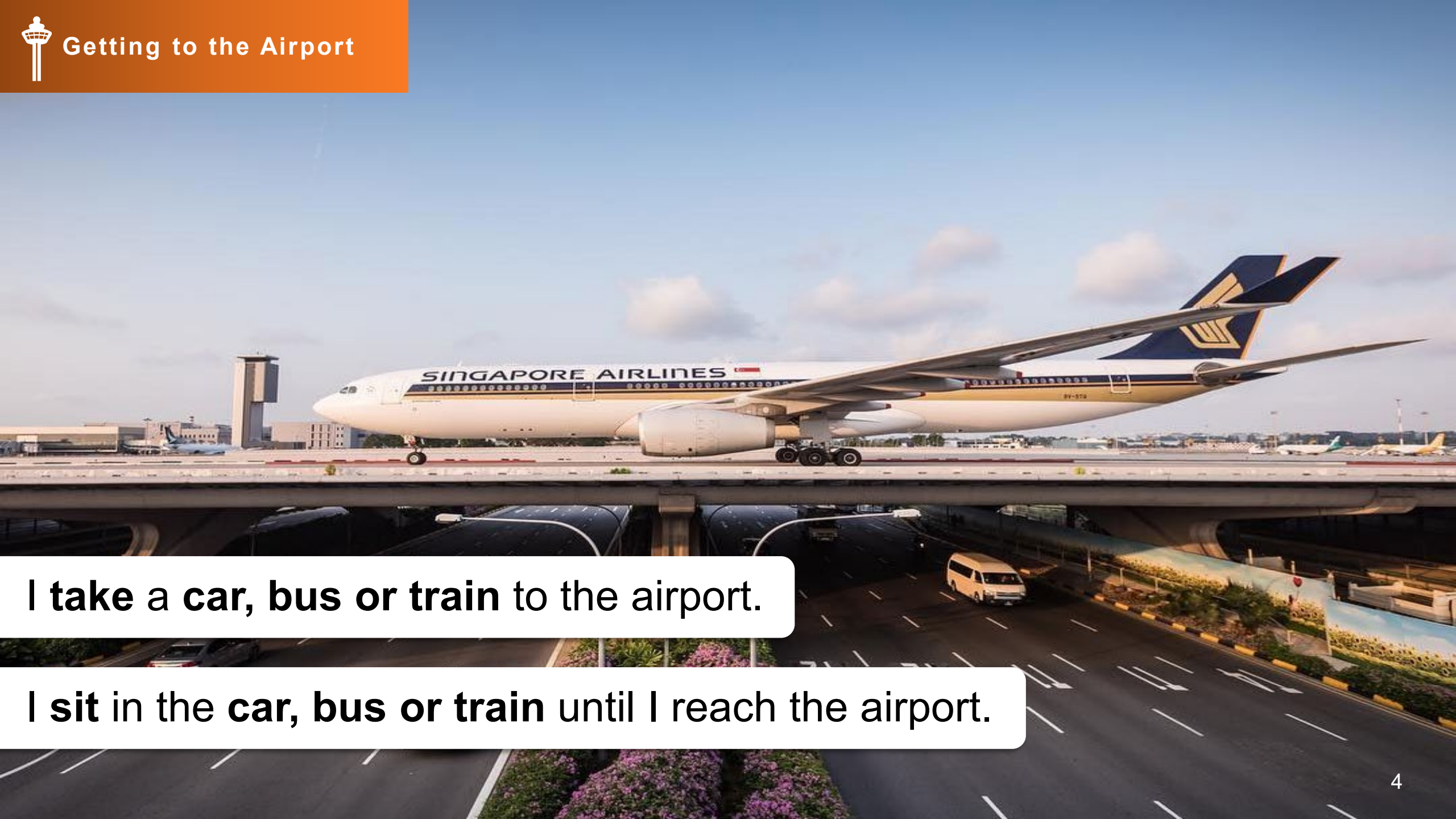
I am taking an Aeroplane on \_\_\_\_\_.

I am going to \_\_\_\_\_ with my \_\_\_\_\_.

I will follow and stay close to \_\_\_\_\_.

If I am uncomfortable, I will tell my \_\_\_\_\_.





I take a car, bus or train to the airport.

I sit in the car, bus or train until I reach the airport.



I place my luggage on the Airport trolley.







I slot my passport, with the photo page facing down, on the scanner.

I follow the instructions on the screen.



**Boarding pass**

**I collect my printed boarding pass and luggage tag.**

**Luggage tag**





**I tag my luggage.**

I **slot** my **passport**, with the photo page facing down, on the scanner.

I **follow** the **instructions** on the screen.





I put my luggage on the conveyor belt.



# Check-In Counter

Why wait at the gate? Book your boarding time now:  
现在预约您的登机时间段:  
[www.changiairport.com/ChangiQ](http://www.changiairport.com/ChangiQ)

Scan QR    Book a time    Short queue pass at gate

Scan here:  
请扫描二维码:  
CHANGI Q

SINGAPORE AIRLINES

Passengers with reduced mobility or disabilities

STAR ALLIANCE

19 Apr 2021 11:49    Boarding gates will close 10 minutes before departure. No boarding call will be made

If it is required, I will go to the **check-in counter** to check-in, instead of the kiosk.





I give my passport to the airport staff.





**I place my luggage on the luggage conveyor belt.**



**I take back my passport and boarding pass from the airport staff.**





Departure

Departure



WARNING:  
IT IS AN ASSISTIBLE  
OFFENSE TO ENTER THE  
TRAVEL AREA IF YOU DO  
NOT OBEY THE SIGNS,  
EVEN IF YOU HAVE A  
BOARDING PASS.

CHANGI



 Departure Immigration  
Automated Immigration Gates



I queue and wait quietly for my turn.





I slot my **passport**, with the photo page facing down, on the scanner.



I will **remove** my **eyewear**,  
**headwear** or **mask**.

I **stand** on the footprints  
and **look** at the camera.



I **look at the camera** for my photo to be taken.

I **walk through** when the gate opens.



If verification fails, I **place**  
my **thumb** on the scanner.

I **walk** through when  
the **gate opens**.

I **wait** for my parents  
to complete their turn.





Staff / Aircrew Lane



Priority Lane

10



I **queue** and **wait** quietly for my turn.





**I give my passport and boarding pass to the airport officer.**



PLACE BAG IN TRAY

I put these things in the tray:  
**My bag | My mobile phone | My watch**  
**| The things in my pocket | The jacket that I am wearing**

**I will not worry** because I get all my **things** back.



**I walk through the body scanner.**



The officer may use a handheld scanner to **check me**.

I will **stand** on the **square carpet** and **not move**.



I collect all my **things** from the tray.



## Shopping, Food and Rest



**I follow my parents at all times.**

**I can shop, eat and take a rest.**





↑ ✈️ G11- G21 🚶 Up to 7 mins

I will **walk** to the **boarding gate** number shown on my boarding pass.

The boarding gate may be far.





**I sit on the chair and do my favourite activity.**





The airport staff makes an **announcement** to board the aeroplane.

I **scan** my **boarding pass** at the automated boarding gate.



I **look** at the **camera** for my photo to be taken.

I **walk through** when the gate opens.



I walk towards the aerobridge.



I **walk** on the **aerobridge** towards the aeroplane.

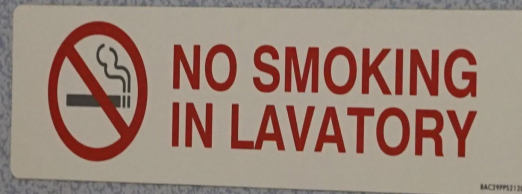


I find my **seat** and **keep** my **bag** in the overhead compartment.



I **sit down** and **fasten** my seat belt.

When the aeroplane is ready to take off, I **turn off** my **mobile phone**, **iPad** and **laptop**.



There are **toilets** in the aeroplane.

If I need to **go to the toilet**, I will **tell** my **parents**.



I will **remain seated** until the seatbelt sign is switched off.

I **unfasten** my **seat belt** and **wait** to disembark from the aeroplane.





I **retrieve** my **bag** from the overhead compartment and **wait** to disembark from the aeroplane.

# WELCOME HOME!

I return to Singapore on \_\_\_\_\_.

I will follow and stay close to \_\_\_\_\_.

If I am uncomfortable, I will tell my \_\_\_\_\_.





I walk along the **aerobridge** towards the terminal.

# Arrival

NEW SINGAPORE CITIZENS / RESIDENTS LANE 6 TO LANE 15  
SINGAPORE CITIZENS / RESIDENTS LANE 6 TO LANE 15  
VISITORS LANE 16 TO LANE 35  
VISITORS LANE 16 TO LANE 35  
SPECIAL ASSISTANCE LANES LANE 36 TO LANE 41

Submit your SGAC here

I fill in my particulars on the **SG Arrival Card (SGAC)** and submit it on my mobile phone or iPad.

**Have you submitted your SG Arrival Card (SGAC)?**  
Applies to all travellers including Singapore Residents and Children

<b>YES</b> Proceed to immigration clearance ←	<b>NO</b> Proceed to submit your SGAC →
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CHANGI airport group

**Have you submitted your SG Arrival Card (SGAC)?**  
Applies to all travellers including Singapore Residents and Children



If you have not done so, visit <https://eservices.ica.gov.sg/sgarrivalcard/> or scan QR code to submit your SGAC before clearing immigration.



FREE WI-FI AVAILABLE  
@changi

→  
**Flights Departing from T4**

CHANGI airport group

I **queue** and **wait** quietly for my turn.

I **slot** my **passport**, with the photo page facing down, on the scanner.

I **walk** through when the **gate opens**.



Camera

**I remove my eyewear, headwear or mask.**

**I look at the camera.**

If verification fails, I **place** my **thumb** on the scanner.

I **walk through** when the gate opens.

I **wait** for my parents to complete their turn.







# Baggage Claim Hall

**SQ 105**  
SINGAPORE AIRLINES  
MI 5807 NZ 3837  
**Kuala Lumpur**  
Collect Odd-size items from Odd-size belt between 41 and 42  
Last Bag On Belt

Did you scan your fingerprints at arrival immigration?  
If you did, please scan the Automated Immigration Gates when you depart from Singapore.

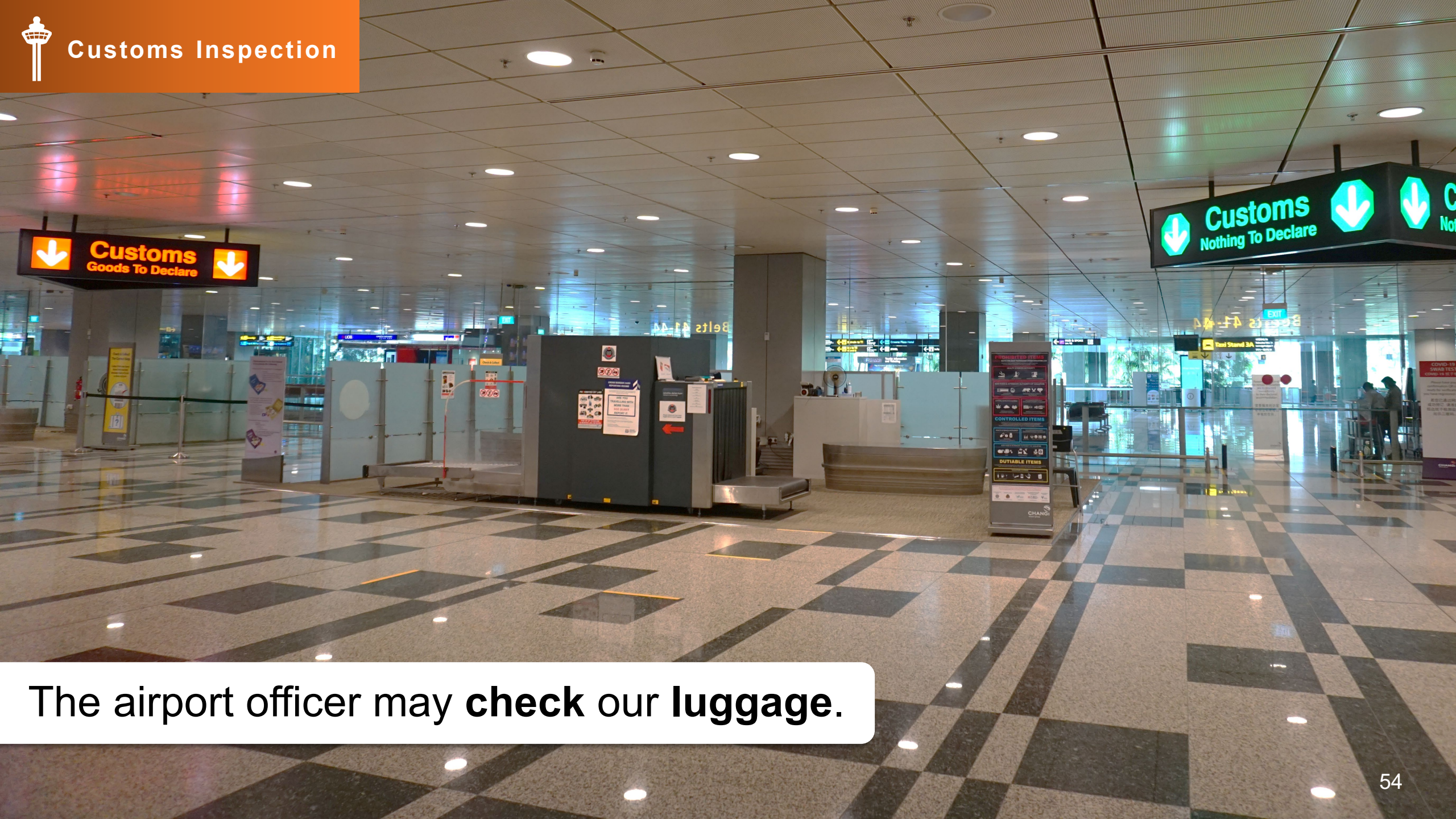
CHANGI SAFE TRAVEL  
Please wear a mask at all times  
Keep a safe distance from others

Collect **ODD-SIZE** items between Belts **41 & 42**





I take a **trolley** and **place** my **luggage** onto the trolley.



The airport officer may **check** our **luggage**.



Taxi Stand



I queue at the **taxi stand** and wait quietly for my turn.

When my taxi arrives, I **sit** in the **taxi**.

The **taxi** brings me to my **next stop**.





Well done! You have completed your travel journey in Changi Airport.

*See you again!*