

Changi Airport Social Story

Terminals 1, 2 and 3

*For Passengers with Autism
Spectrum Disorder (ASD)*





WELCOME TO CHANGI AIRPORT!



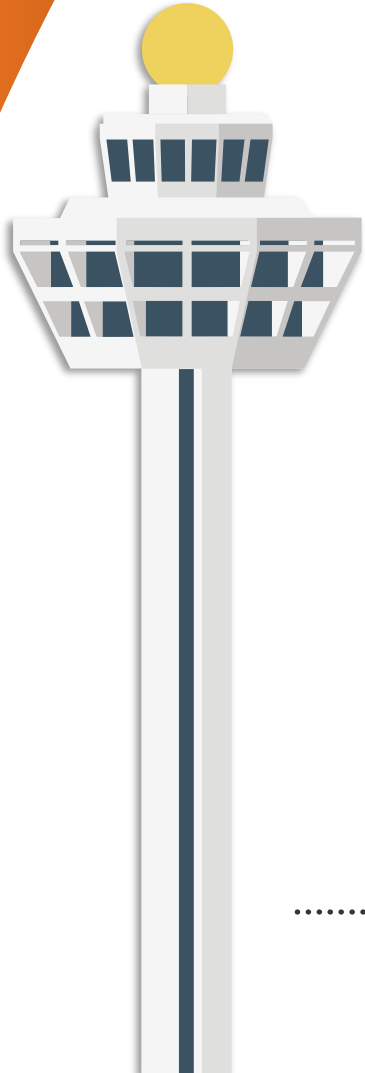
At Changi, we understand travelling through an airport can be a stressful experience. It can be even more challenging for passengers with Autism Spectrum Disorder (ASD).

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 _____.

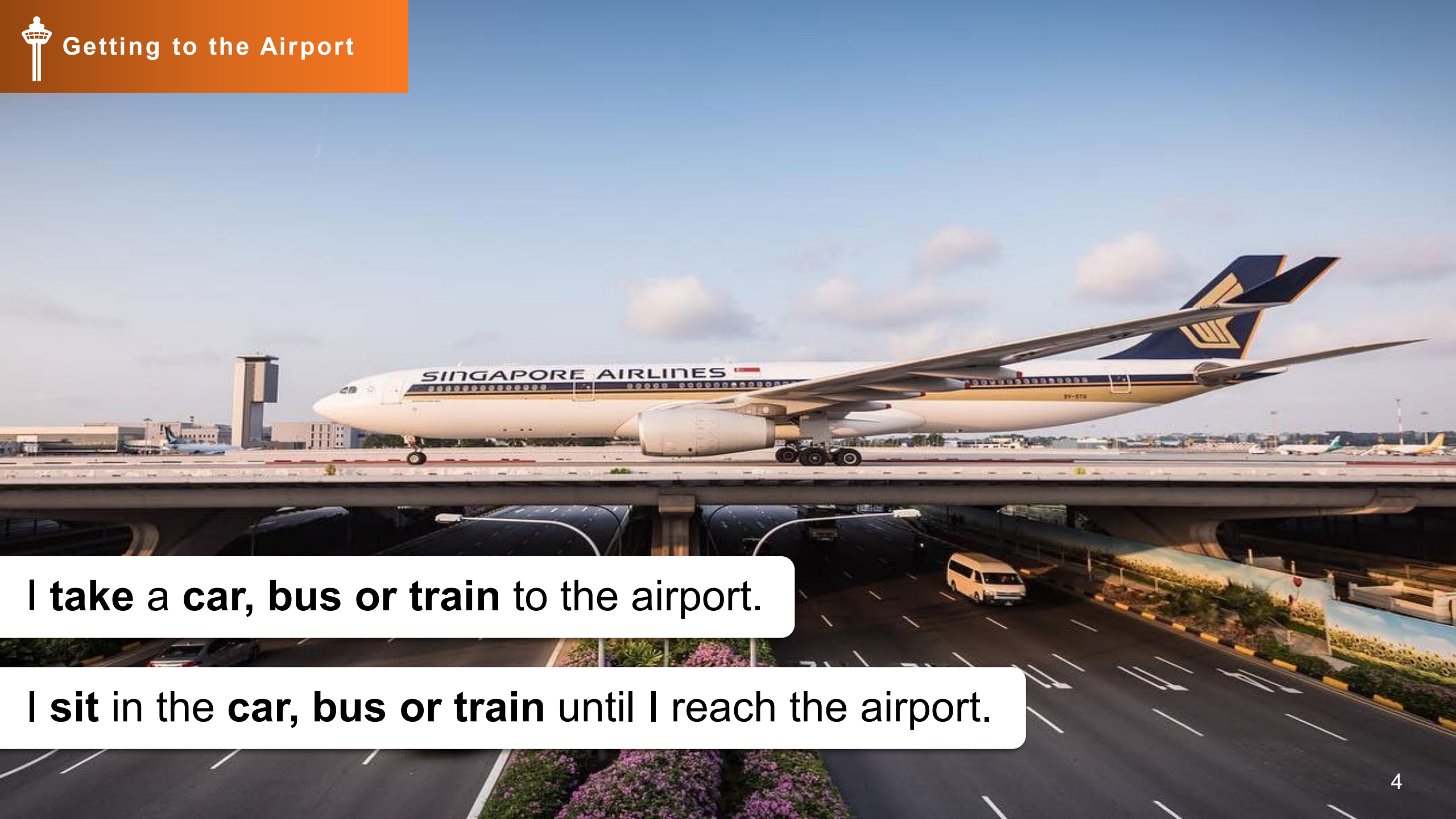
I am taking an Aeroplane on _____.

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.







CHANGI
www.changi.com/singapore
GO TOUCHLESS!
Point your finger close to the screen to select

! Please place your passport firmly, with the photo page facing down.

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

Scan QR Book a time Short queue pass at gate

Scan here:
请扫描二维码:
CHANGI Q

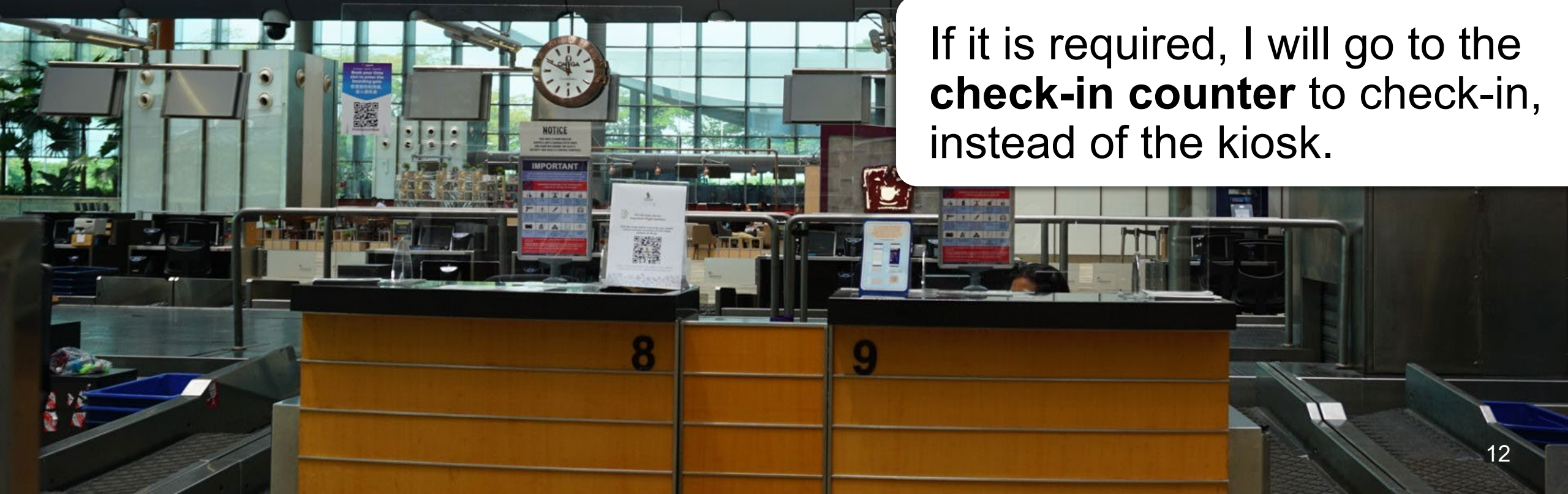
SINGAPORE AIRLINES

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





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

I **wait** patiently while the airport staff **checks** my **documents**.





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

 Departure Immigration
Automated Immigration Gates



SPECIAL ASSISTANCE
LANES



I queue and wait quietly for my turn.



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



Camera

LOOK HERE

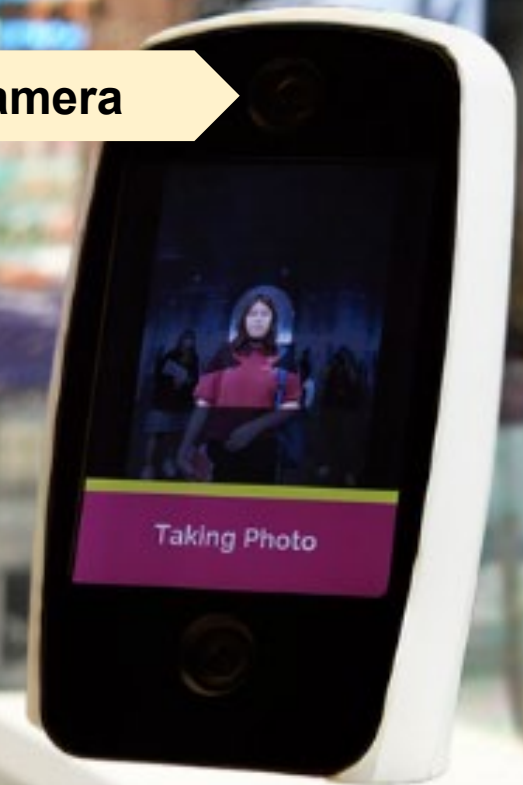


I will **remove** my **eyewear**,
headwear or **mask**.

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



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.



Shopping, Food and Rest



I follow my parents at all times.

I can shop, eat and take a rest.





Walking to Boarding Gate

Flight	Gate	Remarks
FJ 5951	F58	
FJ 5953	F41	
JX 772	E11	
NZ 3470	F36	
UK 8926	E7	
OZ 6784		Check Gate at 10:55
NZ 3416		Check Gate at 11:00
NZ 3218		Check Gate at 11:15
FY 7336		Check Gate at 11:45
NZ 3426		Check Gate at 11:50

→  **F30 - F60**  Up to 13 mins

←  **E1 - E28**
D40 - D42  Up to 16 mins

Sulwhasoo

CLINIQUE

CLARINS

CLINIQUE

Dior

ESTÉE

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

The boarding gate may be far.



Security for your Safety

Please hand over the following items to security personnel

- Firearms and ammunition
- Toys that resemble weapons or firearms
- Sharp and pointed instruments
- Explosives, incendiary devices and fireworks
- Flammable liquids, gases and chemical agents

Passengers are advised to avoid making any comments that would threaten the safety of the flight

Passengers who commit the above will not be allowed to board and will be referred to the Airport Police

CHANGI
airport terminal

I queue and wait quietly for my turn.



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



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.



Security for your Safety

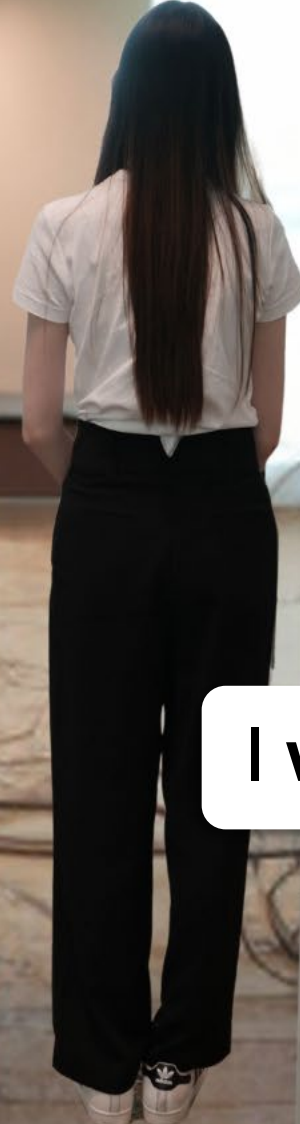
Please hand over the following items to security personnel

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CHANGI
AIRPORT GROUP



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.



I sit on the chair and do my favourite activity.



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

I give my **passport** and **boarding ticket** to the airport staff.





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

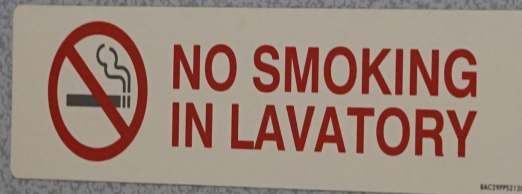


I find my **seat** and **keep** my **bag** in the overhead compartment.



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.

IMMIGRATION

Singapore Citizens | Residents

Visitors

39





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

PLEASE SUBMIT SG ARRIVAL CARD (SGAC) BEFORE CLEARING IMMIGRATION


Applies to all travellers including:
Singapore Citizens, Permanent Residents, Long-term Pass Holders and Children.




Scan Here or Visit
<https://eservices.ica.gov.sg/sgarrivalcard/>

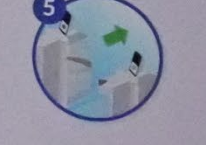
Automated Lanes Guide

- 

Remove passport cover and scan passport (biodata page face down)
- 

Enter lane and stand on footprint sticker
- 

Remove glasses/mask/cap and look into the camera
- 

Place your right thumb on the fingerprint scanner (if prompted)
- 

Please exit. Welcome to Singapore.

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.

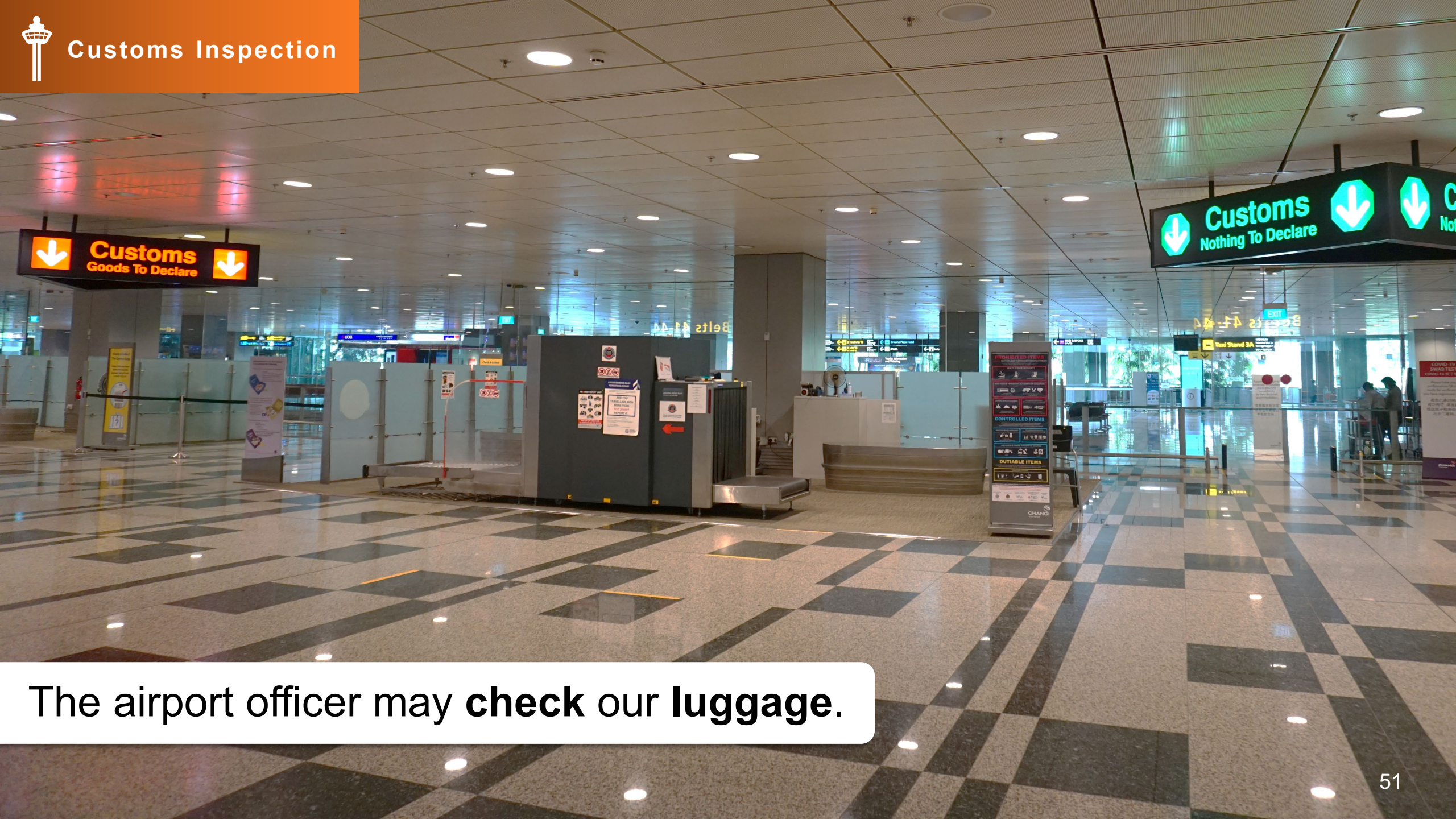
CHANGI SAFE TRAVEL
Please wear a mask at all times
Keep a safe distance from others

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!