

My Travel Handoff Pack

Flying alone - from the airport door to the person meeting me

Complete this with the traveller. Put one copy in the personal bag and keep one with the family.



DO NOT WRITE passport numbers, payment-card numbers, PINs, or passwords in this pack.

1 | My journey

Traveller's full name	Preferred language
Travel date	Operating airline
Flight number(s)	Seat
Departure airport + terminal	Connection airport + next flight
Arrival airport + terminal	Assistance requested and confirmed

Before leaving home

- ☐ Passport or accepted ID is in my document pouch
- ☐ Boarding pass and itinerary are saved offline and printed
- ☐ Medication, glasses, phone, and charger are in my carry-on
- ☐ My phone, roaming/eSIM, and backup battery are ready
- ☐ My departure and arrival contacts have this plan

This pack supports preparation. It does not replace airline, airport, border, medical, or crew instructions.

2 | My airport steps

I only need to solve the step I am in.

1	DEPARTURES	Enter the correct terminal and find the operating airline.
2	CHECK-IN	Show ID. Confirm the flight, bag destination, gate, and assistance.
3	BAG RECEIPT	Keep the checked-bag receipt in the document pouch.
4	SECURITY	Show the boarding pass. Follow local instructions one step at a time.
5	GATE	Match the flight number and destination. Check the screen again later.
6	BOARD	Wait for my group or assistance category. Ask for help finding my seat.
7	LAND	Stay seated until the seat-belt sign is off.
8	FOLLOW SIGNS	Choose Connections/Transfers or Arrivals/Baggage Claim.
9	MEET	After border, bags, and customs, go to the exact public meeting point.

If I am unsure: STOP - READ THE SCREEN - ASK UNIFORMED STAFF.

3 | My two handoffs

Departure handoff

Person dropping me off

Mobile number with + country code

Terminal / drop-off door

Where airline assistance begins

The drop-off person leaves only after

Arrival handoff

Person meeting me

Mobile number with + country code

Exact public meeting point (terminal, floor, door, landmark)

If we have no signal, I stay at

I wait here for

Then I ask this official desk

I do not accept an unsolicited ride or leave with a stranger who only knows my name.

4 | My phone and Wi-Fi plan

My connection outside the airport

- ☐ Home-carrier roaming
- ☐ Travel eSIM
- ☐ Local SIM
- ☐ Family will call me
- ☐ Airline app updated
- ☐ Translation language downloaded
- ☐ Itinerary and boarding pass saved offline
- ☐ Contacts saved with + country code
- ☐ Offline map downloaded
- ☐ Charging cable and accepted battery packed

Airport Wi-Fi

- ☐ Confirm the official network name on airport signs or at Information.
- ☐ Join it and wait for the sign-in page.
- ☐ If it does not open: turn Wi-Fi off/on, forget and rejoin, then open a browser.
- ☐ Avoid banking or sensitive information on public Wi-Fi when cellular data is available.

Aircraft Wi-Fi

- ☐ Turn on airplane mode when instructed.
- ☐ Turn Wi-Fi back on separately when the airline permits it.
- ☐ Use only the network named onboard and open its portal.
- ☐ Service may be paid, limited, or unavailable. Keep the arrival plan offline.

Important phone numbers on paper

1

2

3

5 | On the aircraft

SEAT BELT	Wear it low and snug over the hips. Keep it fastened whenever seated.
AISLE	Keep feet, hands, hair, bags, and straps clear. Service trolleys are heavy.
CALL BUTTON	Use it when I need help, the aisle is blocked, or standing is unsafe.
FOOD + DRINK	Ask what is included and which payment is accepted before ordering.
WASHROOM	Check Free/Occupied or the colour sign. Lock the door fully from inside.
OXYGEN MASK	Pull it toward me as demonstrated, cover nose and mouth, secure it, breathe, and put mine on before helping another person.

The actual safety briefing, safety card, illuminated signs, and crew instructions always come first. A reservoir bag may not fully inflate even when oxygen is flowing.

6 | If the plan changes

1	Gate changed	Trust the current airport screen and airline app. Ask staff to point to the new gate.
2	Delayed or cancelled	Stay near official information, charge the phone, and contact the operating airline.
3	Missed connection	Go to the airline transfer/service desk. Do not buy another ticket before asking.
4	No phone service	Use this paper pack. Ask Information for verified Wi-Fi or help placing a call.
5	Bag missing	Report it at the operating airline's baggage desk before leaving the area.
6	Nobody meeting me	Stay at the agreed point for the agreed time, then use the backup desk.
7	Unwell or confused	Tell identifiable staff immediately. Ask them to call medical help if needed.

What happened / case number / new flight

7 | PRIVATE - My needs card

Keep this page inside the document pouch. Include only information needed for safe assistance.

I communicate best by

Please speak to me in

I need instructions given this way

Mobility / vision / hearing assistance

Important allergy or condition

Medication I manage during travel + time

Emergency contact 1 + phone

Emergency contact 2 + phone

Insurance assistance number, if applicable

No passwords, PINs, full passport number, or full payment-card number.

8 | Family copy

Before departure

- ☐ I have the itinerary, record locator, assistance confirmation, and meeting plan
- ☐ I have a photo of the checked-bag receipt
- ☐ The pickup person knows the exact terminal and public meeting point
- ☐ One family member will coordinate if the trip changes

Agreed check-in moments

- ☐ Checked in
- ☐ Through security
- ☐ At the gate
- ☐ Landed
- ☐ At the meeting point

At arrival

- ☐ Monitor the operating airline and arrive early
- ☐ Keep the phone audible
- ☐ If diverted, confirm the new airport/terminal with the airline
- ☐ Do not overwhelm the traveller with conflicting calls or instructions

A clear plan protects independence. It does not take it away.



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