

A visual guide to planning your journey through the Malta International Airport



I am Going on a Plane

I am going to: _____

with: _____

on: _____

First, I must go to the Malta International Airport.
This is a big place with many people and airplanes.

The place can be noisy and people might bump
into me, but I am ok, as I am with:

Arriving at the Airport



I can go to the Malta International Airport by bus, taxi or car.

If I go by car, the car will be left at the car park.

In the car park there are many other cars.

Walking to the building



The big building I see is the
Malta International Airport.

There is a sign with an airplane
and with the word 'Departures' on it.

I enter the building by going through
the automatic doors.

Going to the information desk



I am now in the check-in hall.

I can hear many sounds and see a lot of people here.

I need to go to the big, white information desk on the right-hand side of the hall.

If there are other people, I will wait my turn.

I tell the people (Customer Service Representatives) at the information desk that I have arrived and am ready to start my journey.

One of these people gives me a cap or a lanyard to wear while I am at the airport.

Checking in at the check-in desk



Next, I go to one of the check-in desks.

I show my passport to the person at the check-in desk.

I leave my big bag at the check-in desk and this will be sent to the airplane that I will be on.

I will get my bags back when I arrive in:

Walking towards the e-passport gates



After check-in, I walk to the departure gates.

I see a sign with the words
'Please prepare your boarding pass.'

I turn to the left and arrive at the e-passport gates.

At the e-passport gates



At the e-passport gates, I scan my boarding pass on the right-hand side.

The lights turn green, the gates open and I walk through.

Going up



I can now take the stairs, the escalator or the elevator to go up.



At the security screening area



I arrive at security.

There are people here waiting in lines.

I take off my jacket, my belt and, sometimes, my shoes too, and put them in a grey tray.

Then, I wait, until it is my turn to go through the scanner.

I walk through the scanner alone slowly.

The scanner might make a loud beeping sound, but this is nothing to be afraid of.

After I pass through the scanner, a person in a dark blue uniform touches me gently. It is important that I keep still.

After this, I collect my jacket, belt and shoes from the grey tray.

At the DUFY outlet



I arrive in a very big shop.

There are many shelves and bottles.

It is important that I do not touch anything.

The light here is bright.

Looking for the flight information monitor



Next, I arrive at a place with many signs, shops and seats.

There may be many people here.

I look for a big monitor.



The flight information monitor



There will be information about all the flights on the monitor.

I will find out where I must go to wait for the plane.

This place is called a gate.

At passport control



Before I arrive at the gate, I will stop at the passport control desk.

A person in a uniform checks my passport.

At the gate



When I arrive at the gate, I might have to wait with other people.

When it is time to go on the airplane, a person tells the passengers to prepare for boarding and people start forming a line.

A person at a desk checks my passport and boarding pass again.

I walk through a big door and see many airplanes.

I may hear the sound of airplane engines and also smell the fuel.

Time to get on the airplane



To get to my airplane, I have
to walk or board a bus.

Have a safe flight



Arriving at the Malta International Airport on an airplane



I arrive at the Malta International Airport on an airplane.

This is a big place with many people and other airplanes.

To get to the big building I see, I might have to walk to the building or board a bus.

The place can be noisy, and people might bump into me, but I am ok, as I am with:

At passport control when arriving from a Non-Schengen country



When I arrive in the building, I walk to a desk.

A person in uniform asks me to show my passport.

I do so and walk through the automatic doors.

Arriving from a Schengen country



When I enter the big building, I walk through automatic doors.

Then I see a balcony with blue doors.



I keep walking down a very long corridor.

The corridor has very big windows on the left and there is a lot of light.

On the right there are many big pictures.

Many other people are walking too.

It is important that I walk close to:

Walking towards the baggage reclaim area



I arrive in an area where there are many pictures, lights and signs.

I see a sign with the words 'Baggage Reclaim' and an arrow pointing up.

I keep walking straight ahead, close to:

Then, I turn to my left.

Going down to baggage reclaim



Here, I see a big sign with the words 'Baggage Reclaim' and stickers on the floor with the word 'Exit'.

I need to go down, so I take the lift, the escalator or the stairs.

At baggage reclaim



I arrive at the baggage reclaim area.

Here, there are many other people waiting for their bags to arrive.

The bags will arrive on the moving belts.

It is important that I do not sit or jump on the moving belts as I can get hurt.

Exiting the baggage reclaim area



When my bags arrive, I walk towards an automatic door.

There is a sign on it with the words 'Customs – Nothing to Declare'.

When I approach the door, the door opens automatically, and I walk through.

There are many other people walking through this door and they might bump into me.



Now, I see a gate with two arrows pointing up.

The gate opens automatically, and I walk through.

Next, I walk through an automatic door.

At the welcomers hall



I arrive in a very big hall.

There are many signs, lights and people here.

The place is a bit noisy, but it is ok because I have arrived in Malta.

Please note the below:

1. Remember that you may book our journey facilitation service online before you make your journey through our airport. This means that you will be escorted by one of our team members and fast-tracked through certain points of the airport journey, where this is possible.
2. Subject to availability, passengers with autism and persons who would be accompanying them may make use of designated quiet rooms once they are past security, until it is time for boarding.
3. On extremely busy days, passengers with autism and persons who would be accompanying them might be directed through a different route to the one detailed in this visual guide.
4. The Arrivals section of the guide includes journey options for both passengers travelling from a Non-Schengen country and a Schengen country.

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