

Curb to Gate: Navigating the Airport

Helpful Hints

Visit our website www.flyyeg.com

- ❑ Before booking any travel, ensure you have the proper identification or passport required for travel depending on your destination and it is not expired or close to expiry.
- ❑ Ensure the name you use to book your flight matches the government issued ID you will be using to board your flight. (no nicknames or shortened names, i.e. 'Robert' on your ID but you book your flight as Bob).
- ❑ If you require special assistance such as a wheelchair or have other needs, please contact the airline prior to travel to ensure they are aware. Please visit the airport accessibility page <https://flyeia.com/services/accessibility/> for more information.
- ❑ When planning your trip to the airport, plan to arrive at least 2 hours prior for domestic departures and at least 3 hours prior for International Departures.
- ❑ Ensure your luggage or carry-on baggage meets the airline's rules. Each airline is different, so confirm with the airline if you also have special cargo, such as pets, oxygen etc.
- ❑ Before you leave, remember to check your destination country for entrance requirements (visa, permits or travel advisories).
- ❑ Contact the Information booth if you have any questions
Email: info@flyeia.com or 780 890 8382. We are here to help!
- ❑ YEG has developed a guide for travellers full of helpful hints.
Visit our website <https://flyyeg.com/flights/first-time-travellers/>

- Curbside Assistance 587 920 5193. If you need additional assistance getting to the counter or curb call when you arrive at the airport and the helpful curbside team will be available to assist.
- Parking at YEG



Accessibility @ YEG

Programs & Services

- Hidden Disabilities Sunflower Program
- Aira App
- Universal changing station
- Hearing Loops system
- Sensory Room



Hidden Disabilities Sunflower is an internationally recognized program that provides Sunflower branded items for passengers to wear to discreetly indicate to trained staff, that the wearer might need additional support, help or simply more time.

Passengers at YEG can request a free and reusable Sunflower item at the Information Booth located on the Arrivals level across from Door 7. The Information Booth is open daily 8am-midnight. 780 890 8382

Visit our website for more information on accessible services at YEG <https://flyeia.com/services/accessibility/>