

Access Guide

Information for people with
disabilities and anyone who may
need support or extra planning.

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Introduction

Adelaide Airport aims to make travel easy for everyone.

The Access Guide provides information on accessible facilities, services, and support in the terminal to help travellers with disabilities navigate the airport smoothly.

If you can't find what you're looking for, please visit our website [here](#) for more information.



Useful Contacts

For help with:	Service	Contact Details	Hours
Customer enquiries, accessible information, airport familiarisation tours, emotional and peer support at the airport, sensory room questions or bookings	Customer Experience Team (Access and Inclusion)	<p>Email: accessandinclusion@aal.com.au</p> <p>Phone: 08 8154 9587</p> <p>Text: 0485 990 823</p>	8:30 am – 4:30 pm, Tuesday to Friday
Flight information, enquiries about services and facilities in the airport, car park booking enquiries	Airport Management Centre (General Enquiries)	<p>Phone: (08) 8308 9211</p> <p>Email: customerfeedback@aal.com.au</p>	9:00 am – 5:30 pm, Monday to Friday
Luggage, mobility help, loan wheelchairs moving through the airport	Customer Service Officers (CSOs)	Phone: (08) 8308 9380 or 0438 890 024	7 days, 4:30 am – 11:30 pm
Items left in the terminal, general information, getting a Hidden Disabilities Sunflower Lanyard	Lost Property (Welcome Desk)	<p>Location: Welcome Desk (ground floor, base of escalators, near baggage collection)</p> <p>Lost Property form</p>	<p>Mon–Fri: 7:30 am – 9:30 pm</p> <p>Weekends: 7:30 am – 5:30 pm</p>
Items left on the plane	Your airline	Contact your airline directly (details on next page)	Airline-dependent



Airline Contacts

Airline	Phone	Website
Air Asia	+61 0238138388	airasia.com
Air New Zealand	13 24 76	www.airnewzealand.com.au
Alliance Airline	1300 780 970	allianceairlines.com.au
Cathay Pacific	+61 131 747	www.cathaypacific.com
China Southern	+8620-22395539	csair.com
Emirates	1300 303 777	emirates.com
Fiji Airways	13 34 54 (13 FIJI)	fijairways.com
Jetstar	13 15 38	Jetstar.com.au
Malaysia Airlines	13 26 27	www.malaysiaairlines.com
Maroomba Airlines	+61 8 9463 4900	maroomba.com.au
National Jet Express	0498 209 312	webcheckin.nje.aero
Platinum Aircraft Charter	1300 856 597	flyplatinum.com.au
Qantas	13 13 13	Qantas.com.au
Qantas Link	13 13 13	qantas.com
Qatar Airways	1300 340 600	qatarairways.com
Regional Express (Rex)	13 17 13	Rex.com.au
Sharp Airlines	1300 556 694	sharpairlines.com
Singapore Airlines	61 (02) 7209 4388	singaporeair.com
United Airlines	13 17 77	united.com
Virgin Australia	13 67 89	Virginaustralia.com.au





Before Your Trip



Booking support with your airline

If you need help with: Ask your airline about:

Transferring to and from your plane seat

What transfer method will be used (aisle chair + assisted transfer, slide board, transfer sling, “Eagle” lift where available).

You use a hoist at home or can’t do a manual/slide-board transfer safely

Whether they can accommodate your needs on that aircraft, and what assistance/equipment is available (some airlines note slide-board transfers may not suit people who usually use a hoist/eagle lift.)

Keeping your mobility aid or medical equipment safe

Battery and handling requirements (especially power chairs), and exactly where/when your chair will be returned (gate vs baggage).

Using the aisle chair

Whether an aisle chair is available on your flight, and how boarding/disembarking will work.

Managing anxiety or panic

Options like pre-boarding or boarding last, a quiet place to wait near the gate, and how staff can communicate with you clearly (e.g. written instructions).

You might miss audio announcements

A note on your booking so gate staff give you visual/written updates or check-in with you directly.

Sensory overload

Whether they can note sensory needs and provide quieter boarding options or clear step-by-step explanations.

Travelling with a support person

Seating together, any policies/requirements, and whether your support person can assist during boarding.

Medical equipment/medication

What you can bring onboard, what needs to be declared, and any documentation they want.

You need extra time

Early check-in guidance, cut-off times, and the best time to arrive for your assistance booking.

Arrange mobility help to the gate

gate-to-gate mobility support is usually arranged through your airline, see page 28 for more information.



What to bring

Bringing a few key things can make your trip smoother, especially if you use mobility equipment, carry medication, or might need extra support at security.



Bring these items in your carry-on bag

- **Your medication** for the whole trip (plus a little extra if you can).
- **Any medical equipment you need during the flight** (for example, inhalers, CPAP parts you'll use, glucose monitor supplies, catheters, continence supplies).
- **Chargers and spare batteries** for essential devices (if relevant).

If you have them, bring supporting information (paper or on your phone):

- **A medical letter** or plan that briefly explains what you need and why
- This should be from a legally qualified medical practitioner, meaning a registered health professional who is authorised to provide medical advice and documentation (usually your GP or specialist who knows you, not just a one-off doctor from a walk-in clinic).
- The letter should be on official letterhead and include the provider's name, provider number (or registration details), and contact details. A letter from your GP is a good idea if you are travelling with a medical device such as an insulin pump, needles, or controlled substances such as stimulants or cannabis medication.
- **Medication labels** or a printed medication list (especially for liquids, injections, or controlled medications). If possible, keep medication in its original packaging with labels.
- **Equipment notes** for anything that might be questioned during screening (for example manufacturer's guidelines for mobility aid batteries, medical devices, gels or liquids used for medical reasons).



For security screening, it can help to have:

- **A list of medical items** you're carrying, especially if you have several things in your bag.
- Any relevant **travel cards/ documents** you use (for example, a disability assistance card, airport support booking confirmation, or similar).
- **Your booking confirmation** for airline assistance, if you've arranged help (so staff can see what's been requested).

Quick tips

Keep important items together in a clear pouch so you can show them easily if asked. You don't need to share a diagnosis.



Support you can organise with Adelaide Airport

You can organise support before you travel. This is separate from airline assistance like onboard seating, aisle chairs, and transfers.

Meet & Assist Service

Customer Service Officers (CSO) can assist you at the terminal with practical support like wheelchair help, luggage handling, wayfinding guidance, and general assistance as you move through the airport.

Available daily from 4:30am to 11:30pm.

Contact: (08) 8308 9380 or 0438 890 024

Extra option: there are assistance phones in the terminal that connect directly to the CSO team.





Customer Experience Access & Inclusion Team

General information and feedback

If you have questions about travelling through Adelaide Airport with a disability, or you want to share feedback about access and inclusion, contact this team.

8:30am to 4:30pm, Tuesday to Friday.

Email: accessandinclusion@aal.com.au

Phone: 08 8154 9587

Text: 0485 990 823

Passenger Assist

Support on the day you travel, if you need help navigating the terminal, going through security, managing sensory overwhelm, or reducing stress. This is similar to a tour, but on the day of your trip, helping to keep things calm and organised so you feel supported. Request using the contact details above.



Airport Familiarisation Tours

A chance to practise key parts of the airport process ahead of travel day, with a supportive staff member. This can include finding your way around, locating check-in, understanding the layout, planning breaks, and talking through what to expect. Request using the contact details (left.)



Hidden Disabilities Program



Social Stories & Visual Guides

These are designed to help people understand each step of the airport journey, from check-in to boarding. See our guides [here](#).

Sensory Maps

Sensory maps help you plan your route by showing areas that are busier or quieter, including information about light, noise, and crowd flow. See our sensory maps [here](#).



Elmo, Adelaide Airport's Facility Dog

Calming walks with Elmo are a free 45-minute support service to help travellers feel calm and comfortable before flying. Available to anyone, including first-time flyers, anxious flyers, and travellers with hidden disabilities.

Service hours: Monday, Tuesday, Thursday, Friday 9:00am to 5:00pm.

Not available Wednesday, weekends, or public holidays.

How to book: complete the facility dog booking form online [here](#).





Sensory Room

A free quiet space designed for passengers who need a break from the busy terminal. It includes adjustable soft lighting, comfortable seating and nooks, calming visuals, tactile items, and fidget tools.

Opening hours: Monday to Friday
7:30am to 9:30pm

Saturday, Sunday, public holidays
7:30am to 5:30pm

Location: between the Virgin Australia Lounge and the Airport Pharmacy. Turn left after security.

How to book: [here](#) via the Adelaide Airport website. If you need help making a booking, contact the Access and Inclusion Team.



Sunflower Lanyard

A discreet way to let trained staff know you may need extra time, flexibility, or clear communication. Not everyone can or wants to wear a lanyard. If a lanyard doesn't work for you, you can still ask for help and use the Assistance Lane at security. Some people prefer to keep the sunflower item on a bag, wear it another way, or simply tell staff they have an access need.

How to request and collect: Request online before you travel using the hidden disability request form [here](#). Someone else can collect it for you if needed.

Collect from the Welcome Desk, Level 0

Monday to Friday 7:30am to 9:30pm

Saturday, Sunday 7:30am to 5:30pm





On the Day of Your Trip



When to Arrive

Adelaide Airport is open from 3:15am to 11:30pm every day.

We recommend arriving at Adelaide Airport with enough time to check-in, drop bags (if needed), and move through the terminal without feeling rushed.

Domestic Flights Within Australia

Arrive at least 1 hour before departure.

If you use a mobility aid, are travelling with medical equipment, need extra time, or want to feel settled, aim for 60–90 minutes before your flight time.

This also gives you time to spend in our Sensory Room or have your calming walk with Elmo if you have arranged these.

General Assistance

If you arrive very early, your airline's check-in desk may not be open yet. If you're unsure, check your airline's advice or contact them.

These are general guidelines. **Check your airline's check-in and bag drop cut-off times**, and if you are unsure, ask your airline what time their check-in desk opens for your flight.

International Flights to Another Country

Arrive 2–3 hours before departure. International travel involves extra steps and can take longer.



Getting to and from Adelaide Airport

Driving and Parking

Adelaide Airport's address is:

1 James Schofield Drive Adelaide Airport South Australia.



P1 Terminal Car Park

Short stay, closest to the terminal.

P1 is directly next to the terminal, **located 100 metres from the terminal** doors. It has 26 accessible bays near the lifts, marked with blue on the car space.

If you need help, use the intercom/help button at entry, exit, or pay stations, or call the Car Park Office.

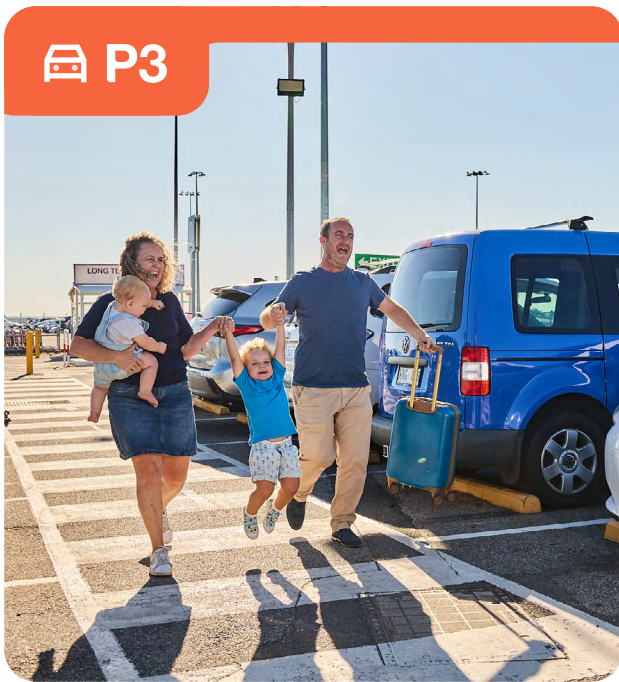
P2 Outdoor Carpark

Affordable and convenient.

P2 Outdoor Car Park is a **425 metre walk from check-in**, with ticketless entry, and free luggage trolleys to make your journey smoother.

Priority bays for disability permit holders are located close to passenger exits along the walkways.





P3 Long Term Carpark

Best value, longer trips.

P3 is a **440 metre walk to the terminal** and has free luggage trolleys.

Priority bays for disability permit holders are located close to walkways.

Public Transport

Bus Information

Adelaide Airport is served by Adelaide Metro buses. There is no direct train or tram to the terminal.

You'll be dropped off at **Stop 10 on Sir Richard Williams Avenue**, which is a 2–5 minute walk from the terminal. Luggage trolleys are located near the stop.

Services include J1 and J2 for city routes and J7 and J8 for suburban routes.



Accessible Parking

Rules and help.

A valid disability parking permit must be clearly displayed.

All car parks are open 24/7.

Quick tips

If you need to take your disability parking permit with you while travelling, contact the Car Park Office ahead of your trip:
(08) 8308 9380 or carparkoffice@adelaideairport.com.au





Drop-Off & Pick-Up

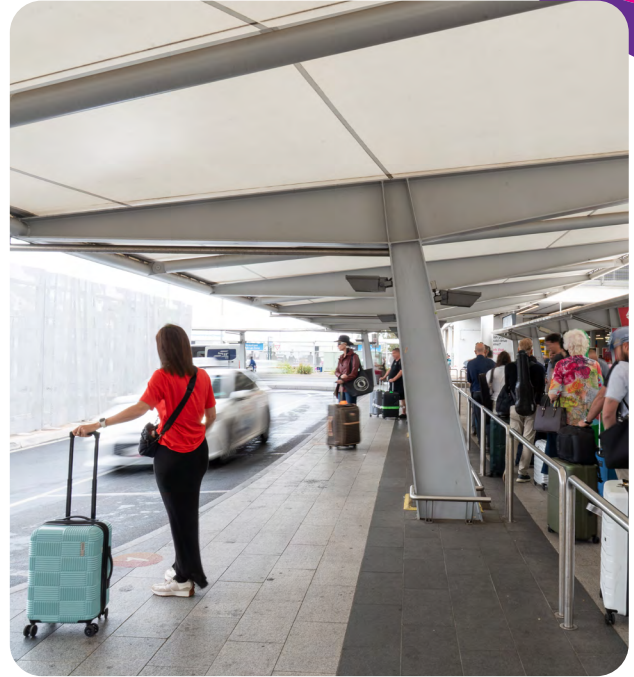
Quick kerbside option.

Access Zone near Atura Hotel (closest, easiest option for many people with disability.) **The Access Zone is on Atura Circuit**, between the terminal and the Atura Hotel.

It has three accessible spaces and a disability parking permit or signage showing the vehicle belongs to an organisation that provides transport to people with disability is required.

The main drop-off and pick-up areas are between **P1 Terminal Car Park** and the **terminal plaza** and are clearly signposted.

Stay with your vehicle at all times. If your passenger is not ready, do a lap and come back through.



Taxi & Rideshare

Taxi

Taxis can drop you at **Atura Circuit**, between the terminal and the Atura Hotel.

To find the taxi rank when leaving the airport, exit the terminal and turn left in the plaza, following the “Taxi Rank” signs.

If you need a wheelchair-accessible taxi, you can **call Adelaide Access Taxis** on **1300 360 940**.

Rideshare (Uber, Ola, DiDi)

Rideshare pick-up is in a designated area to the left of the **Terminal Car Park**. Follow the rideshare signs through the plaza, cross at the pedestrian lights into the car park, and the pick-up zone is on your left.

Use your app to confirm the correct pick-up zone.





If You Need Help Getting Inside

Contact our Meet and Assist service.

Contact: (08) 8308 9380 or
0438 890 024

There are also Assistance Phones just inside the terminal doors that will connect you straight to them.

Public Transport (Bus)

Adelaide Metro buses connect the airport to the city and suburbs. If you are tired or travelling with luggage, allow extra time and plan for the short walk between the stop and the terminal.





At the Airport



Getting Help

If you are lost, unsure what to do, or you have questions, there are a few different ways to get help.

The Welcome Desk

The Welcome Desk is on level 0, also known as the ground floor, by the escalator. The staff here can tell you where things are, how to get to different areas of the airport, answer questions about what is happening at the airport and more.

They can also help you with lost property, and this is where you can pick up your Hidden Disabilities Sunflower Lanyard if you have requested one.

Monday to Friday 7:30am to 9:30pm

Saturday, Sunday 7:30am to 5:30pm



Volunteer Ambassadors

Our Volunteer Ambassadors spread out to cover different areas of the terminal, so they are ready to answer your questions and help you find your way around.

Hours: The terminal is open from 3:15am to 11:30pm, 7 days a week.



Airport Staff

Any staff member wearing an Adelaide Airport staff lanyard will be happy to help. Our staff lanyards come in two different designs, both pictured (right.)



Checking In

All airline check-in desks are on level 2 of the airport. Most are inside the terminal itself, and some are in our temporary check-in hall while we expand the terminal. The temporary check-in hall is just outside the doors on level 2.

How to Check-In

Most airlines offer two ways to check-in. Your airline will confirm what is available for your flight. If you are not sure which option is best for you, contact your airline before you travel.

Check-In Cut-Off Times

Airlines have check-in and bag drop cut-off times (the latest time you can check-in and hand over checked bags). These times vary by airline and flight. You can usually find your exact cut-off time in your airline app, your check-in email, or on your e-ticket. If you're unsure, contact your airline before you travel.



Option 1: Check-in online (before you arrive)

You can usually check-in using your airline's website or app. Online check-in can save time at the airport and may let you:

- confirm your details and seat (if available)
- receive a mobile boarding pass
- go straight to bag drop if you have checked luggage



Option 2: Check-in at the airport (in person)

You can check-in at your airline's check-in desk at Adelaide Airport. This option can be helpful if you:

- have a mobility aid (for example, a wheelchair or scooter)
- need to check-in medical equipment or other large objects
- have arranged airline assistance and want to confirm the details in person
- prefer face-to-face support or have questions on the day



Accessible & Inclusive Facilities



Changing Places

Changing Places bathrooms are designed for people with high support needs who require more space and equipment than a standard accessible toilet. These facilities include a height-adjustable adult changing bench, a ceiling hoist system, and space for up to two carers. These bathrooms require the MLAK key to access these facilities.

Locations (Adelaide Airport has 3 Changing Places facilities):

- Level 2, near Gate 16 (retail concourse, near McDonald's)
- Level 2, near Gate 18 (international departures)
- Level 1, near Duty Free (international arrivals)



MLAK Access

The doors are secured with a Master Locksmiths Access Key (MLAK). If you don't have your own MLAK key, you have two options:

Contact the Access and Inclusion team for a spare key:

Email: accessandinclusion@aal.com.au

Phone: 08 8154 9587

Text: 0485 990 823

Visit the Welcome Desk (ground floor near baggage collection) and ask them to call the Facilities team to assist with access.

Quick tips

For safety and hygiene reasons, users must bring their own hoist sling. Adelaide Airport cannot provide slings.





Bathrooms

Accessible bathrooms are available on every level of the terminal. Bathrooms features include:

Automatic doors and wide doorways, extra room for mobility aids and space to transfer, push button door locks, duress button, hand dryers, sensor-activated taps, some bathrooms have left-hand grabrails, some have right-hand.

Shower Locations

- Ground Floor (Level 0)
- Level 2, behind Gate 16
- Level 2, behind Gate 18 (International Departures)



Assistance Animal Relief Areas

Adelaide Airport has dedicated Assistance Animal Relief Areas so certified assistance animals can toilet during the journey. There are relief areas inside and outside the terminal.

There are three relief areas:

- Landside (outside the terminal): near the drop-off and pick-up area
- Airside (after security) – Domestic departures: inside the terminal near Gate 16
- Airside (after security) – International departures: inside the terminal in the international departures area

The Adelaide Airport [website maps](#) show the exact locations. These relief areas are toileting areas for dogs only. They do not include human toilets, and they should not be used by people.



Hearing & Communication Access

Hearing loops (T-switch compatible)

Hearing loops are installed in selected areas of the terminal, including some check-in counters, some departure gates, and some retail and dining areas.

Counter Hearing Systems (CHS) at check-in

Some check-in desks have a Counter Hearing System (CHS). If you use a hearing aid or find speech hard to hear in noisy spaces, you can ask the check-in staff to use the CHS desk.



Getting information if you might miss announcements

Boarding and gate updates are shared over the PA and also displayed visually on screens. If you might miss audio announcements, tell check-in or gate staff so they can help you stay updated.



Prayer Rooms

Adelaide Airport has two prayer rooms. They're quiet spaces you can use for prayer, reflection, or a calm moment.

Domestic prayer room

Located on Level 2, between Rip Curl and WHSmith.

International prayer room

Located border checkpoint, near the escalator/stairs.

Helpful Tip

If you're due to pray, try to use the prayer room after you've cleared security and before you head too far. If you leave the secure area, you'll need to go through security screening again to return.



Security Screening

Everyone who enters the departures area at Adelaide Airport goes through security screening. There are no exemptions, but security staff will work with you to screen you in the safest and most appropriate way.

Sometimes people are selected for extra screening at random. If this happens, it doesn't mean you've done anything wrong. Staff will explain what they need to do.



Using the Assistance Lane

If you have a disability including a hidden disability or injury, or you are travelling with small children, you can use the Assistance Lane. It is marked with blue and white signage, and you do not need to provide proof of disability to use it.



What to do With Your Bags and Items

When you reach the trays, place your bags and loose items into trays for X-ray screening. Use a separate tray for each bag, and place the trays onto the conveyor belt.



Comfort Items and Disability Supports

If you use disability-related comfort or communication items to manage screening, let staff know. This might include noise-cancelling headphones, ear defenders, a fidget, sunglasses, or a communication device. You can usually keep these with you, but staff may ask to check them.



Mobility Aids and Medical Devices

If you use a mobility aid, have metal implants, or use medical devices (for example a pacemaker, insulin pump, or glucose monitor), tell staff before you join the queue. If you have a doctor's letter or manufacturer guidance for your device, have it ready to show staff.



Screening Methods and What to Expect

You cannot choose your screening method, but staff will take your needs into consideration. If you can use the body scanner, follow staff instructions. If the scanner alarms, try not to panic, it often just means something needs to be double-checked.

If you cannot be screened using the body scanner, staff will use alternative screening methods. You can ask to be screened by an officer of the gender you feel most comfortable with, and you can choose whether screening happens in the public area or in a



private room. Alternative screening may include a pat-down, a hand-held metal detector wand, and/or Explosive Trace Detection (ETD), which is a gentle swab test on you or your items. Screening may involve a combination of methods.





Assistance Animals

If you are travelling with an assistance animal, you can choose to have your dog remain with you or be screened separately. Staff may also screen your dog's lead, collar, harness, or jacket.

Security Screening with a Disability

Watch [this video](#) for an example of what security screening with a disability can be like.



After Screening

Once staff confirm screening is complete, collect your items from the end of the conveyor belt. If you need help reaching anything, ask a staff member.



Getting to Your Gate & Boarding

Finding Your Gate

Once you've cleared security, you'll see overhead signs with gate numbers and arrows straight ahead. You'll also see flight information screens around the terminal. These screens show flight numbers, boarding times, and gates.

Gate numbers can change, so it's worth checking the screens again every so often, especially if you've been sitting for a while.

The walk from the end of the security screening area to the furthest gate (Gate 50) is about 350 metres. If that distance might be difficult for you, it's best to organise help early.





Arrange Mobility Help to The Gate

At Adelaide Airport, **gate-to-gate mobility support is usually arranged through your airline** (or their ground handling team), not booked directly through the airport. The practical move is to **request mobility assistance from your airline in advance**, or confirm it at check-in. Airlines commonly provide support from check-in to the departure gate when requested.

If you didn't arrange it ahead of time, go to your airline staff at check-in or the gate and ask what options are available for your flight.



If You Need Help Right Now

Customer Service Officers can assist with wheelchair support, luggage handling, and wayfinding guidance in the terminal.

If You've Booked Assistance

Aim to be at your gate at least 45 minutes before boarding. This gives airline staff plenty of time to get you set up, whether that's helping you board, supporting you with mobility aids, or simply making sure you're ready when your flight is called. Adelaide Airport also recommends arriving at the gate early so staff can coordinate your boarding.



At Your Gate



Priority Boarding

If you have a mobility aid or assistance dog, most airlines will automatically board you first to give you time to get on the plane comfortably and privately. If you do not have these but would prefer to board first or last, for example, to help you manage anxiety, just ask the staff at the gate.

Scripts

To ask for priority boarding (boarding early)

“Hi, could I please pre-board today?”

“Hi, I have an access need. Could I board early so I have a bit more time?”

“Hi, could I please do priority boarding? I’d like a quieter, less rushed boarding process.”

To ask to board last (boarding after most people)

“Hi, could I please board last today?”

“Hi, I have an access need and I do better boarding after the queue has

Seats

All gates have comfortable seats with USB and USB-C charging ports. Priority seating for people with disabilities is available at the front of gates. Look for the disability symbols on the seats.

cleared. Is boarding last possible?”

“Hi, could you let me know when the last call is so I can board after most passengers?”

If staff ask why (optional)

“It helps me manage anxiety and sensory overload.”

“It helps me board safely and calmly.”

You don’t need to share a diagnosis. It’s enough to explain what you need, like extra time, less crowding, or clear instructions.





Leaving the Airport



Arrivals Process

Follow the Signs

After you get off the plane, follow the Arrivals and Baggage signs. If you are meeting someone, keep an eye out for signs to the exit and public meeting areas.

If You Have Booked Assistance

If you have airline assistance booked, stay near the aircraft door or the waiting area and let staff take the lead. Assistance can include support getting off the plane, moving through the terminal, and help with mobility aids. If you are unsure what is happening, ask a staff member:

“Hi, I have assistance booked. Can you tell me what happens next?”



Mobility Aids & Equipment

Your airline will tell you where your wheelchair or mobility aid will be returned. This might be at the aircraft door or at baggage reclaim. If you need your chair immediately on arrival, ask staff as soon as you land so they can organise it early.





Baggage Reclaim

If you have checked bags, go to the baggage carousel for your flight. Check the screens for your flight number to confirm which carousel to use. If you need help lifting bags or reaching items, ask a staff member or a Customer Service Officer.



Meeting Points

If you have checked bags, go to the baggage carousel for your flight. Check the screens for your flight number to confirm which carousel to use. If you need help lifting bags or reaching items, ask a staff member or a Customer Service Officer.

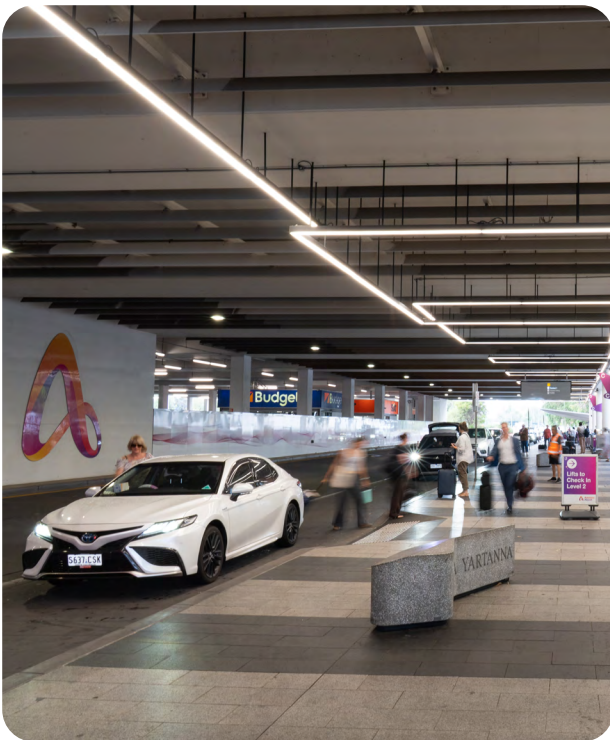
Helpful Tip

Look for floor decals at baggage carousels that provide space for passengers with a disability.



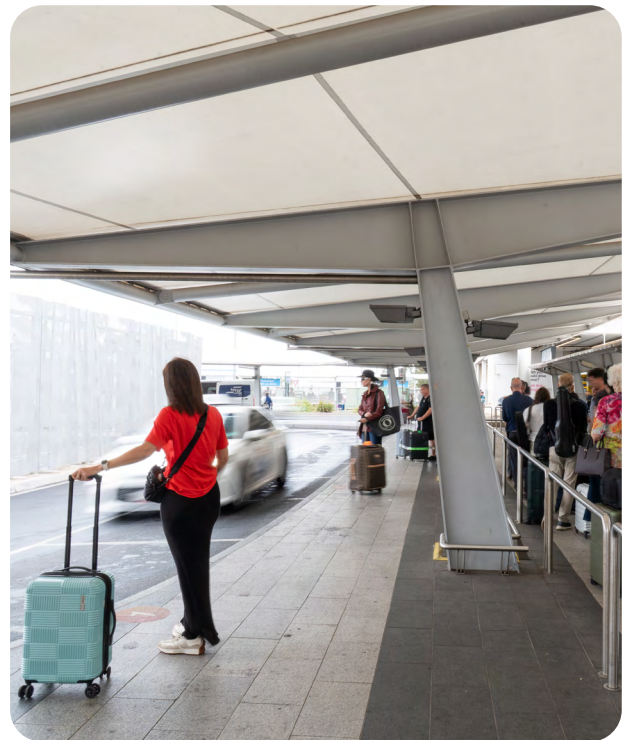
Getting out of the Airport

The same transport options apply when you arrive and when you depart. See the earlier section Getting to and from Adelaide Airport for full details.



Pick-Up & Drop-Off

If someone is collecting you, they can use the general pick-up area or the Access Zone near Atura Hotel if that is easier for you. Remind drivers there are time limits and they may need to do a lap and come back if you are delayed.



Taxi & Accessible Taxi

Taxis are available at the taxi rank outside the terminal. If you need a wheelchair-accessible taxi, it is usually best to pre-book. If you have trouble finding the rank, ask staff to point you in the right direction.





Public Transport (Bus)

Adelaide Metro buses connect the airport to the city and suburbs. If you are tired or travelling with luggage, allow extra time and plan for the short walk between the stop and the terminal.



Parking

If you parked in P1, P2 or P3, follow the signs back to the car parks. If you need help with your bags, ask staff or use luggage trolleys where available.



Rideshare

Rideshare pick-up is in the designated pick-up area. Accessible rideshare options can be limited, so a pre-booked accessible taxi may be more reliable.





Thank You

for using this Access Guide!

We hope it helps you feel informed and supported when travelling through Adelaide Airport. If you have feedback or suggestions, we would love to hear from you. Your feedback helps us keep improving access and inclusion for everyone.

Email: accessandinclusion@aal.com.au

Phone: 08 8154 9587

Text: 0485 990 823

