What To Expect When Departing MAckay Airport

People fly for many reasons. They could be going on a holiday, visiting family or friends or travelling for work.

It is important to be prepared before your flight, including understanding airline requirements and what you can take on the plane.

Carry-on baggage needs to be small and does have a weight restriction, so just include the things you need in the airport and on the plane in this bag. Some of these items include: headphones, book, tablet, phone, laptop or water bottle.

Checked-in baggage is a larger bag which will hold your items that you will need when you get off the plane.

Don't forget to pack & wear your Sunflower Lanyard !

Airports can be busy, so we encourage people to arrive at the airport at least one and a half hours before your domestic flight so you don't have to rush.

There are several transport options available to get to Mackay Airport, some of these include: taxis, rideshare and shuttle bus services.

Otherwise, you can always get dropped off by family or a friend or park your car on-site in our dedicated Mackay Airport Parking areas.

Before you go on the plane, there are a few things you need to do.

If you have not already checked-in at home, you will need to do so at the airport.

When you arrive at Mackay Airport, you will need to check in any bags using the self-serve kiosks.

At times, the check-in area can be quite busy and noisy.

Airline staff members can assist you at kiosks to print your boarding pass and tag for your check-in bag.

If you have a large check-in bag you will need to place it on the conveyor belt at the bag drop off kiosk. The belt will deliver your bag to your flight and you can pick up your bag after the flight.

If you are just taking a small carry-on bag or backpack you can take this with you on the plane.

Once checked in for your flight you will need to go through security screening.
You will need to join the queue and wait.
Security screening makes sure everyone is safe to fly.

You will be asked to place your belongings on the tray. Laptops can stay in your bag.

Light items need to be placed under the plastic sleeve in the tray.

You will then be asked by a security staff member to step into the body scanner, turn side on and outstretch your arms on each side. The security staff will give you instructions on what to do. Just do the same as the picture of the blue person on the body scanner.

Sometimes you may be asked to do another check once you have passed through the body scanner.

The security staff will explain the process. They may need to touch your clothing, this is all normal and nothing to be worried about.

After your items have been scanned, you can collect your belongings.

After security screening, you will enter the Departures Lounge where you will wait for your plane. You will find lots of options to purchase something to eat or drink. You can also browse the shops.

Your boarding pass will tell you the gate number for your flight and the time to be at the gate to board your plane.

You can also look at the flight information screens which will give you updated information about your flight. It is good to check these screens regularly in case your plane has been delayed or moved to a different gate.

When it is time to go to your gate, let the airline staff know if you need help getting on the plane.

Join the boarding queue and wait. When you meet the airline staff, show them your boarding pass and they will scan it.

After your boarding pass has been scanned, walk to your plane using the dedicated walkway.

The tarmac is noisy, and you may smell fumes from the plane.

You will be greeted by another airline staff member on the plane who will check your boarding pass and remind you where your seat is.

Find your seat and follow instructions
from the airline staff until you are off the plane.

Enjoy your flight
(if you have a window seat, be sure to take some pictures).

Remember, if you are ever unsure of what to do or become overwhelmed at Mackay Airport, talk to airport staff or a Mackay Airport Duty Terminal Coordinator for assistance. We are here to help you.

Have a safe journey.

MackayAirport

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