



What To Expect When  
Arriving at MACKAY Airport



When you land at Mackay Airport, remember to take all your belongings with you.  
If you have accidentally left something on the plane, please advise  
airline staff in the Terminal, who will assist in getting your item back.



After you have exited the plane, you will enter the Mackay Airport Domestic Terminal after a short walk.



You will walk through the Departures Lounge  
which can often be noisy, bright and busy.





Follow the signs to 'Baggage Claim'  
to get to the exit.

→ Toilets  

→ Parents Room 



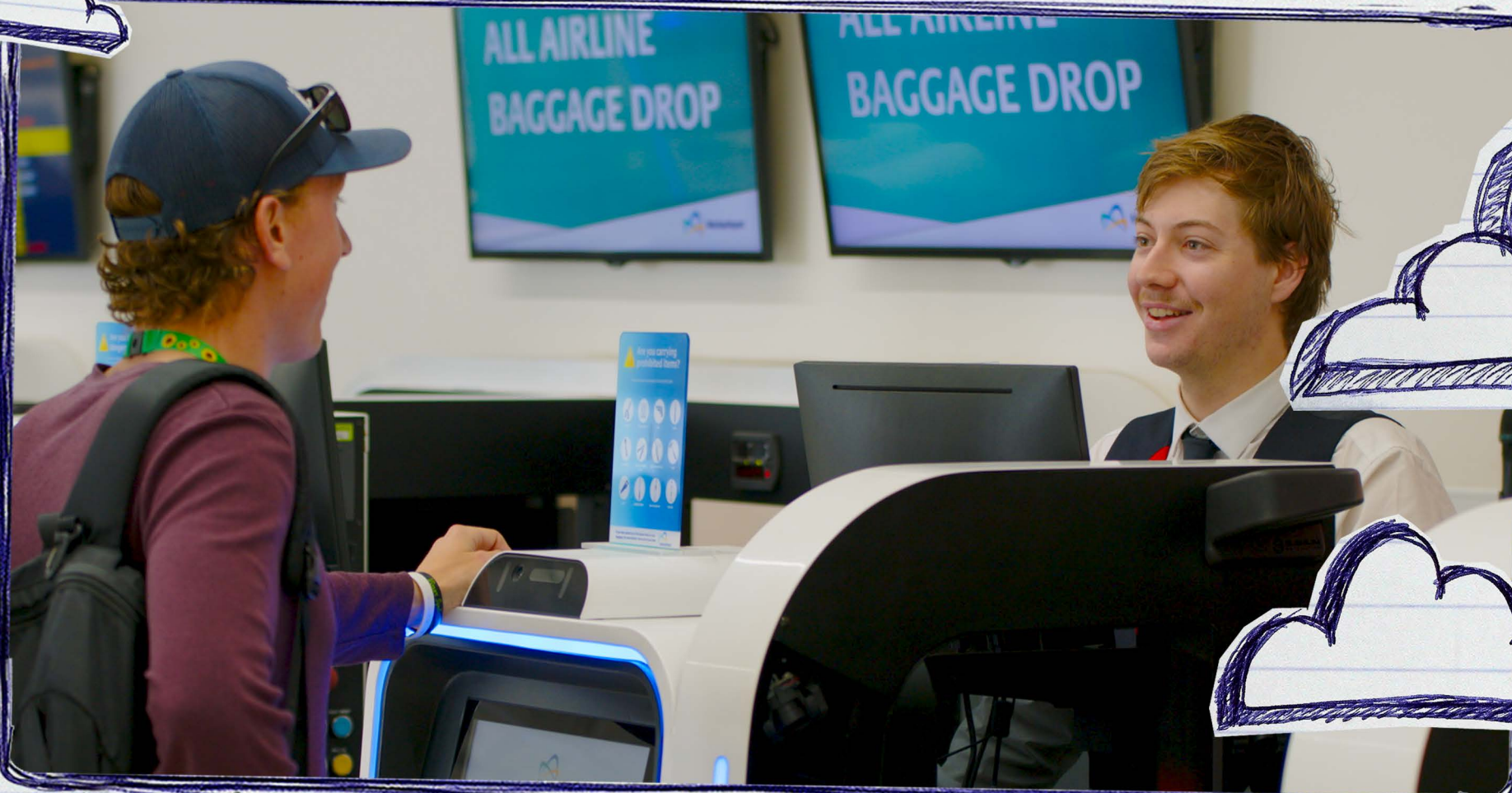
There are toilets located in the Departures Lounge  
and in Arrivals Area - just look for the signs.



If you checked in any bags, make sure to check the screen for your flight to find the correct baggage carousel before heading to the carousel.



At times, the baggage area can be very busy and noisy.



If you cannot find your bag/s or need assistance you can speak to an airline staff member at the baggage counter or one of our friendly Mackay Airport Duty Terminal Coordinators.



Once you have your bags, you can now leave the airport.



If you have not already pre-arranged transport from the airport to your home or accommodation, there are taxi, rideshare and shuttle bus services available.



Otherwise you can wait in the public pick up area to be collected by family or a friend.



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

**HIDDEN**  
**disabilities**

