



# Your guide to Brisbane Airport

Accessibility Journey Planner



# Welcome

Brisbane Airport Corporation is committed to ensuring our airport is accessible and inclusive for all.

This guide is for people who have accessibility requirements and may require additional assistance as a passenger or visitor at Brisbane Airport.

In this booklet we'll cover getting to and from the airport, parking, transferring between the terminals and moving around the terminals as well as the services and facilities you'll find at the airport.

If you can't find what you're looking for, please visit our website: [www.bne.com.au](http://www.bne.com.au) for further information.



**TIP:** If you require assistance through Brisbane Airport, we recommend you contact your airline or travel agent at least 48 hours before travel to discuss your special requirements.

You'll find the contact phone numbers for all airlines - [www.bne.com.au/airlines](http://www.bne.com.au/airlines) or on your airline booking confirmation.

# Contents

## Arriving at the Airport

- ♦ How do I get to Brisbane Airport? 5
- ♦ I'm driving to Brisbane Airport, where do I park? 5
- ♦ What are the parking options at Brisbane Airport? 6
- ♦ If I am being dropped-off or picked-up, where do we go? 7
- ♦ If I need to be escorted into the terminal, where does my driver park? 12
- ♦ What time do I need to arrive at the airport? 14
- ♦ If my flight is delayed, where does my driver wait? 15

## At the Airport

- ♦ How do I check-in for my flight? 17
- ♦ What should I do if I need help moving through the terminal? 18
- ♦ Who do I contact if I need help getting on and off the plane? 18
- ♦ What if I'm travelling with an assistance animal? 19
- ♦ How do I transfer between the Domestic and International Terminals and Skygate? 20
- ♦ What services and facilities are offered by Brisbane Airport? 21

## Security Screening

- ♦ What do I need to do at security? 25
  - What do I need to know if I'm flying internationally? 26
  - What should I do if I have medical implants? 26
  - What should I do if I have artificial limbs or prostheses? 26
  - What should I do if I use walking or visual aids? 27
  - What should I do if I use a wheelchair? 27

## Further Information

43



1

Arriving at  
the Airport





# How do I get to Brisbane Airport?

Getting to Brisbane Airport is easy.



You can travel to Brisbane Airport by train, bus, private transfer, taxi or rideshare (like Uber, Didi, Ola and Sheba).

**i** For more information about public transport options to Brisbane Airport, visit: [www.bne.com.au/passenger/to-and-from-airport](http://www.bne.com.au/passenger/to-and-from-airport)

## I'm driving to Brisbane Airport, where do I park?

There are dedicated accessible parking spaces at both terminals. You'll need to display a valid Disability Parking Permit to use these spaces.



You'll find accessible parking spaces marked at:

### International Terminal

Multi-level Car Park (Levels 1-5)

### Domestic Terminal

Multi-level Car Parks P1 (Levels 2-9) and P2 (Levels 1-6)

### How far away is the car park to the terminal?

Lifts and walkways connect the car parks with the terminals.

Car parks to main terminal entrance	Minimum travel distance (metres)
International Car Park	94m
P1 Domestic Car Park	164m
P2 Domestic Car Park	250m

## 1. ARRIVING AT THE AIRPORT

# What are the parking options at Brisbane Airport?

### ParkLong

ParkLong at the Domestic and International Terminal for the closest long term parking to the terminals.

### ParkShort

ParkShort if you are meeting family and friends. It's ideal for short term parking up to four hours.

### AIRPARK

AIRPARK is Brisbane Airport's budget long term parking option. Park your car, jump on the shuttle bus and be dropped off right at the terminal door.



**TIP:** Book your parking online in advance of your trip and save, with great discounts available for long and short term parking.



**For more information about parking at Brisbane Airport:**

[www.bne.com.au/parking](http://www.bne.com.au/parking)

# If I am being dropped off or picked up, where do we go?

There are designated areas at the Domestic and International Terminals for picking up and dropping off passengers with accessibility needs.



## Domestic Terminal

The passenger pick-up and drop-off road has six (6) designated accessible parking spaces. You'll find these spaces centrally located under the skywalk pedestrian walkway, approximately 105 metres from the terminal doors.

If your driver wishes to escort you into the terminal from here, they will be required to display a valid Disability Parking Permit or identify themselves to a Kerbside Officer, who have the discretionary capability to allow people without a valid permit to utilise these spaces.

Vehicles can park in these spaces for up to 30 minutes.

If however, you need to be dropped off closer to the terminal, there are two (2) spaces on the Taxi drop-off road for accessible pick-up and drop-off. These need to be booked 24 hours in advance by calling 07 3406 3261. These spaces are approximately 50 metres from the terminal entrance. When you book you'll be given directions on how to access this area.

## International Terminal

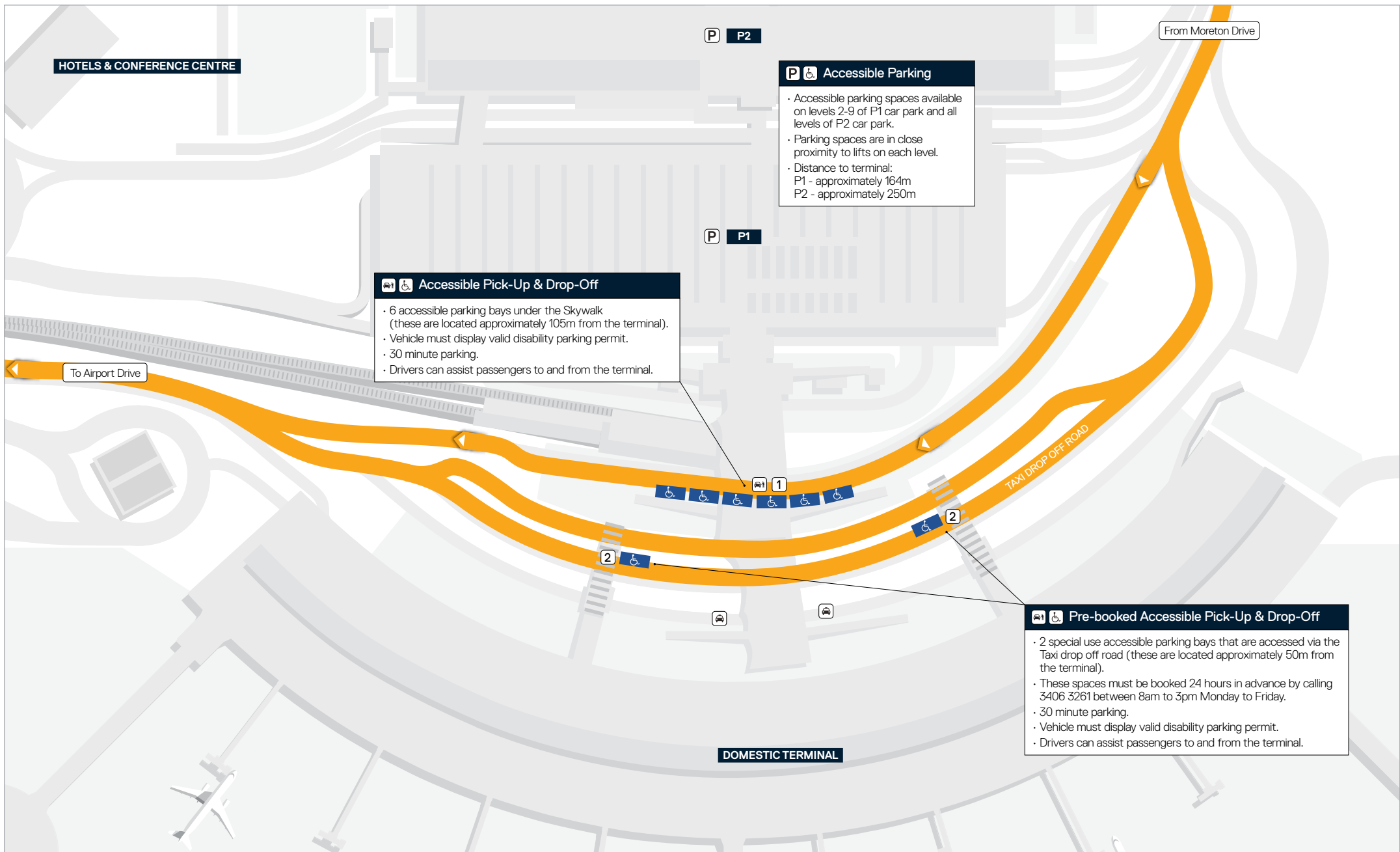
There are two (2) designated accessible spaces available on the departures road on level 4, in front of the terminal entrance for pick-up and drop-off. For safety and security reasons, these spaces only have a five (5) minute stopping limit.

If you need to be escorted to and from the terminal, your driver will need to park in the car park. Accessible parking spaces are available on all floors of the multi-level car park.



### **For more information about pick-up and drop-off:**

[www.bne.com.au/passenger/passenger-information/special-assistance/getting-here](http://www.bne.com.au/passenger/passenger-information/special-assistance/getting-here)



## Accessible Pick-Up and Drop-Off – Domestic Terminal

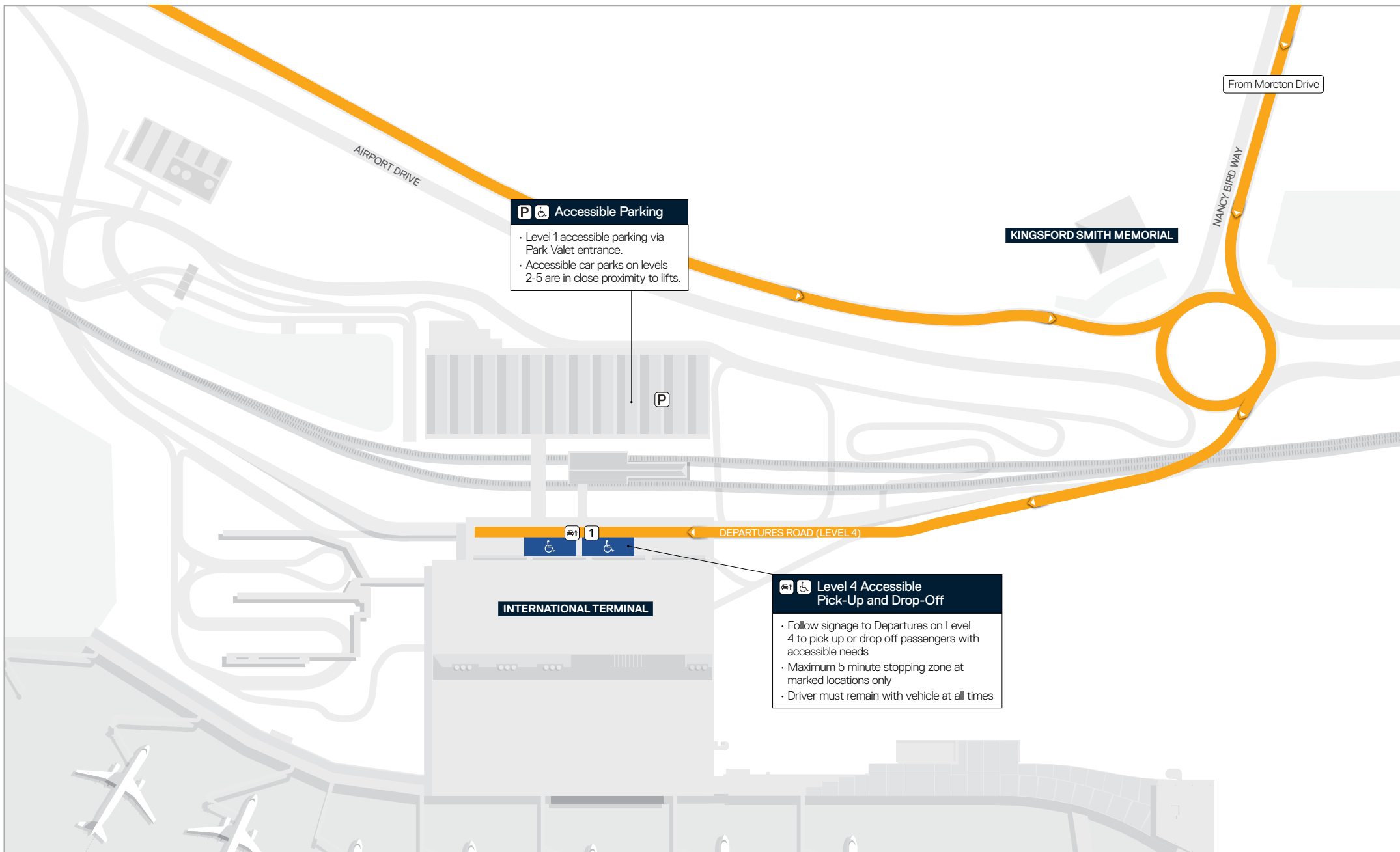
APRIL 2022

### LEGEND

1. Accessible Pick-Up and Drop-Off
2. Prebooked Accessible Pick-Up and Drop-Off

- Parking
- Pick-Up / Drop-Off Area
- Taxi Rank





## Accessible Pick-Up and Drop-Off – International Terminal

APRIL 2022

### LEGEND

1. Accessible Pick-Up and Drop Off – Level 4 Departures Road

**P** Parking

## 1. ARRIVING AT THE AIRPORT

# If I need to be escorted into the terminal, where does my driver park?

We offer short-term parking solutions for this very instance - for drivers to escort passengers with accessibility needs into the terminal.



### Domestic Terminal: Passenger Departures Pick-up Road and Taxi Road

At the Domestic Terminal there are six (6) accessible spaces on the Passenger pick-up and drop-off road.

Vehicles with a valid Disability Parking Permit can park their car for up to 30 minutes in these spaces and assist passengers to and from the terminal. If you don't have a valid Disability Parking Permit, you can identify yourself to a Kerbside Officer, who has the discretionary capability to allow people without a valid permit to utilise these spaces.

There are also two (2) spaces located closer to the terminal entrance on the Taxi drop-off road.

If you require use of one of these spaces, please call our reception 07 3406 3261 between 8:00am to 3:45pm Monday to Friday. Please note, you'll need to provide at least 24 hours notice to book this space.

### Domestic Terminal: Short-term Parking

Another option is to park in the short-term parking in the P1 multi-level car park. There are accessible parking spaces available close to the lifts, and access to the terminal is undercover across the Skywalk.



**TIP:** Short-term parking rates start from \$5 for one (1) hour when you book online at least one (1) hour in advance.

To book your parking online, visit:

[www.bne.com.au/parking](http://www.bne.com.au/parking)

## International Terminal: Short-term parking

At the International Terminal, your driver will need to use the car park if they wish to escort you into the terminal. You'll find accessible parking on all levels of the International Terminal multi-level car park, a short 94 metre walk to the terminal doors.



**TIP:** Short-term parking rates start from \$5 for one (1) hour when you book online at least one (1) hour in advance.

To book your parking online, visit:

[www.bne.com.au/parking](http://www.bne.com.au/parking)

## 1. ARRIVING AT THE AIRPORT

# What time do I need to arrive at the airport?

Allow yourself plenty of time prior to your flight departure to check-in, clear security and get to your gate.



### International Flights

Generally speaking, check-in counters for international flights open three (3) hours prior to departure. If you want to be sure, please check with your airline directly.

### Domestic Flights

Most check-in counters for domestic flights open 90 minutes prior to departure.

If you arrive early, don't worry, the terminals offer some great services and facilities, whether it's finding a last minute gift, a bite to eat, or just settling in for some 'me' time.

In both terminals you'll find:

- ♦ A wide variety of stores
- ♦ Restaurants, cafes and bars
- ♦ Ample seating to rest before your flight
- ♦ Free Wi-Fi
- ♦ Airline lounges
- ♦ Accessible facilities including bathrooms, showers, water fountains and hearing loops.



#### For more information on:

**Shopping and Dining:**  
[www.bne.com.au/shop](http://www.bne.com.au/shop)

**Terminal Services and Facilities:**  
[www.bne.com.au/services](http://www.bne.com.au/services)

# If my flight is delayed, where does my driver wait?

There's some great options for drivers to park and wait across the airport in the case of a delay.



## Domestic Terminal

At the Domestic Terminal, you'll find the Public Waiting Area - a free 30 minute parking area where drivers can pull in and wait until their passenger is ready to be picked up.

The waiting area is located on Dryandra Road, between the Hotels and the P2 multi-level car park.

## International Terminal

Whilst there's no waiting area at the International Terminal, there's some other great options available:

- Pull in at the Kingsford Smith Memorial and learn a little about Brisbane's aviation history.
- Call into the BNE Service Centre, fill up the car, grab a quick bite to eat, or even use the self service car wash.
- Drivers can also use the waiting area located on Dryandra Road near the Domestic Terminal.
- If you're super early, why not pop into Skygate, home of Queensland's only 24 hour Woolworths and get those essentials on your list?



**TIP:** For drivers wanting to meet passengers arriving off their flights, park in the short-term parking at the terminal. Grab a great short term parking deal by booking online in advance. Rates start from \$5 for one (1) hour.

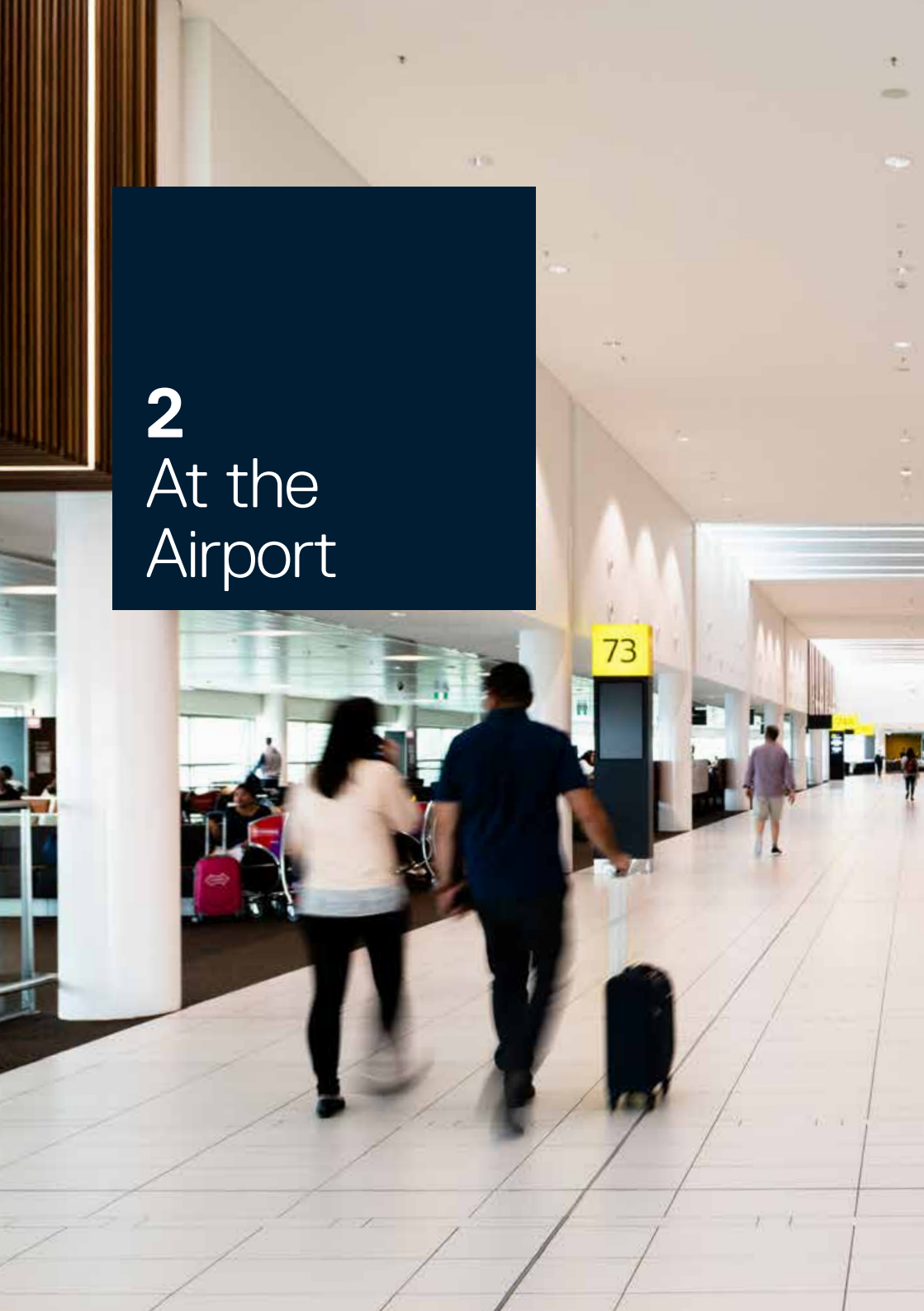
Find out more: [www.bne.com.au/parkshort](http://www.bne.com.au/parkshort)



**For more information about where to wait, visit:**  
[www.bne.com.au/wait](http://www.bne.com.au/wait)

# 2

## At the Airport





# How do I check-in for my flight?

Brisbane Airport has two terminals – Domestic and International. The terminal you are flying out of will be named on your ticket.



## Check-in Domestic Terminal - Level 1

Look for signs pointing to your airline for check-in.

## Check-in International Terminal - Level 4

Look for signs pointing to your airline for check-in.

Both terminals provide the option of self-service check-in kiosks and bag drop services or traditional check-in desks, operated by airline staff.

If you need any help during the check-in process, please ask the airline staff for assistance.



### **TIP:** Need help with your luggage?

Luggage trolleys are free at the International Terminal and available for a small fee at the Domestic Terminal to assist you during your time at Brisbane Airport.



**For more information about check-in and baggage, visit:**

[www.bne.com.au/baggage](http://www.bne.com.au/baggage)

## 2. AT THE AIRPORT

# What should I do if I need help moving through the terminal?

---

If you require assistance moving through the terminal please contact your airline before you travel to arrange this.



### Wheelchairs

To make sure you have a smooth experience at the airport, we recommend contacting your airline well in advance of your travel to clarify the situation and arrange an airline wheelchair where required.



**TIP:** Be sure to let your airline know of your assistance requirements well in advance of your trip.

# Who do I contact if I need help getting on and off the plane?

---

Your airline can assist you with getting on and off the plane.



At Brisbane Airport there is a mixture of aerobridges and stairs being used for passengers to access the aircraft.

It's important to discuss your requirements with your airline well in advance of your flight.

Your airline will make arrangements based on your requirements to access the aircraft.

# What if I am travelling with an assistance animal?

Assistance animals are very welcome at Brisbane Airport.



Assistance Animals will also be subject to security screening, which may involve a pat-down search or search with a hand-held magnetic wand around the animal's harness.

## Assistance Animal Facilities

Special toilet and watering facilities for assistance animals are available in both our terminals.

You'll find them:

- Domestic Terminal – on Level 2 in the central terminal area (near Gate 25), after security screening.
- International Terminal – on Level 3 in the departures area, after security screening and passport control.



## 2. AT THE AIRPORT

# How do I transfer between the Domestic and International Terminals and Skygate?

Brisbane Airport runs complimentary bus transfers between the Domestic and International Terminals, as well as a service between the Terminals and the Skygate Centre. All of our transfer buses are accessible.



You'll find stops for the transfer buses outside each of the terminals - just look for the orange terminal transfer signs.



### Terminal Transfer Bus – Hours of Operation

Approximate journey time - 10 minutes

- 4:00am - 1:30am (6 days a week)\*
- 4:00am - midnight (Tuesdays)\*

*\* Schedule subject to change. Accurate at time of printing*



**TIP:** When arranging connecting flights between International and Domestic, allow two (2) hours between flights to give you stress-free time to clear immigration, check your bags, transfer and go through screening for your next flight.



**For more information about Terminal Transfers and the Skygate bus service, visit:**  
[www.bne.com.au/transfers](http://www.bne.com.au/transfers)

# What services and facilities are offered by Brisbane Airport?

Named Australia's most inclusive airport, we're proud to offer a number of accessible services and facilities at both terminals.



## Assisted listening systems and hearing loops

You can find a number of hearing loops throughout the terminal. Look for the location maps which are displayed throughout the terminals.

## Brisbane Airport Ambassadors

Our Brisbane Airport Ambassadors are volunteers who work across both terminals answering passengers questions.

You'll find the Airport Ambassadors roaming the International Terminal and at the Visitor Information Desk of the Domestic Terminal. Look out for the people wearing blue shirts with a yellow 'i' information icon.



## Hidden Disabilities Program

If you or someone you are travelling with has a hidden disability, you can request a hidden disabilities lanyard.

Wearing the lanyard at the airport is a way for you to indicate to staff that you may need a little extra guidance or time to navigate the airport processes.



**To find out more about the Hidden Disabilities Program, or to request a Hidden Disabilities pack, please visit:**

[www.bne.com.au/hiddendisabilities](http://www.bne.com.au/hiddendisabilities)

## Information Signs and Boards

All directory boards throughout Brisbane Airport incorporate tactile and Braille features.

Flight information screens are displayed in all public locations in the airport precinct. The information displayed on the screens is supplemented by public address announcements to ensure you know when your flight has been called.

## 2. AT THE AIRPORT

### Lifts

Lifts and travelators are available throughout the terminals and transport precincts. We recommend passengers with limited mobility use lifts where possible.

### First Aid Kits

First aid kits and Automatic External Defibrillators (AEDs) are located in public areas throughout the terminals for emergency situations. In the instance of a medical emergency, please call 000.

### First Aid Rooms

If you are injured or become ill at Brisbane Airport, there are first aid facilities and trained staff at both terminals. If you require assistance, please call 07 3406 3171 and make yourself known to the Duty Coordination Manager. If you have a medical emergency – please call 000.

### Parent Rooms

Baby change facilities and dedicated parent rooms are located throughout both terminals in the arrivals and departures areas.

Our parents rooms have facilities including microwaves, baby change facilities, nursing areas and toilets.



**TIP:** Brisbane Airport has free high-speed Wi-Fi across all areas of the International Terminal and the Domestic Terminal.

To access, simply select 'BNE Free Wi-Fi' from the available networks.



## Pharmacies

You'll find essential travel supplies at the NewsTravels and News@BNE outlets in the terminals. At the Domestic Terminal, you'll find a more comprehensive selection at the Airport Pharmacy. If you need the services of a pharmacist, there is a chemist at the Skygate Centre. A complimentary Skygate bus operates seven (7) days each week.

 **The Skygate bus timetable can be downloaded from here:**  
[www.bne.com.au/transfers](http://www.bne.com.au/transfers)

## Toilets and Showers

Accessible toilets are available throughout all areas of each terminal. Accessible shower facilities are available on all levels of the International Terminal.

## Changing Places

Both terminals have dedicated 'Changing Places' bathroom facilities. These facilities provide additional space for people with profound disabilities and their carers to use the amenities more comfortably.



Changing Places Bathrooms are located:

- ♦ Domestic Terminal – Level 1, adjacent to the Qantas Baggage Claim area.
- ♦ International Terminal – Level 4, near the Flight Centre store.

For a full list of bathroom locations check the Terminal Maps at the back of this guide.



## Water Fountains

Filtered cold water fountains are available throughout the terminals.

Boiling water is also available in the International Terminal on Level 3 after Security Screening and Passport Control. For locations check the Terminal Maps at the back of this guide.

 **Need to know more? For a full list of our services and facilities, visit:**  
[www.bne.com.au/services](http://www.bne.com.au/services)

# 3

## Security Screening



# What do I need to do at security?

---

It is a requirement that all passengers and visitors and their belongings are screened before entering the departures areas of the terminals.



Whilst there's no 'opt out' for passengers with disabilities, you can request an alternative method of screening if you have requirements which preclude you from participating in the routine airport screening process.

Routine screening includes:

- Body scanning
- Belongings scanning
- Explosives test



**You can read more about the process online:**

[www.bne.com.au/security](http://www.bne.com.au/security)



**TIP:** If you think you or someone you are travelling with will require special assistance at security screening points, please notify your airline before you arrive at the Airport.

### 3. SECURITY SCREENING

#### What if I am flying internationally?

In addition to regular security screening, when flying internationally, passengers will need to comply with limits on travelling with powders, liquids, aerosols and gels in carry-on baggage.

At a glance:

- In carry-on baggage, passengers are only able to take liquids, aerosols and gels in containers up to 100ml in size.
- These restrictions affect items such as drinks, creams, perfumes, sprays, gels, toothpaste and other similar substances.
- Any liquids, aerosols and gels must be stored in one (1) resealable transparent plastic bag that measures approximately 20cm x 20cm.
- For inorganic powders such as salt, talcum powder and sand a limit of 350ml or 350g per passenger applies.
- There is no limit on organic powders made from living matter such as food and baby formula though these items must all be presented at the screening point. Powders do not need to be placed in a clear plastic bag.
- Duty free goods in one (1) sealed bag can be taken on board.
- Exceptions apply to baby products, medical (prescription and non-prescription) items and special dietary requirements.



**For more information visit:**

[www.bne.com.au/flyinternational](http://www.bne.com.au/flyinternational)

#### What should I do if I have Medical Implants?

If you have medical implants such as pacemakers, insulin pumps or cochlear implants, please advise a Screening Officer.

#### What should I do if I have artificial limbs or prostheses?

If you have artificial limbs or prostheses, let the Screening Officer know before you walk through so alternate screening can be arranged.

## What should I do if I have walking or visual aids?

Walking aids and visual aids, such as long canes, will be subject to security screening. You can ask a Screening Officer for assistance if you need help walking through the screening process.

## What should I do if I use a wheelchair?

If you use a wheelchair you will still need to be physically screened. If you can stand, but not walk, you will be cleared with a hand-held metal detector. If you are unable to stand, you will be screened by a pat-down search undertaken by an officer of the same sex. If you would prefer this to be done in a private room, just ask a Screening Officer to arrange this.

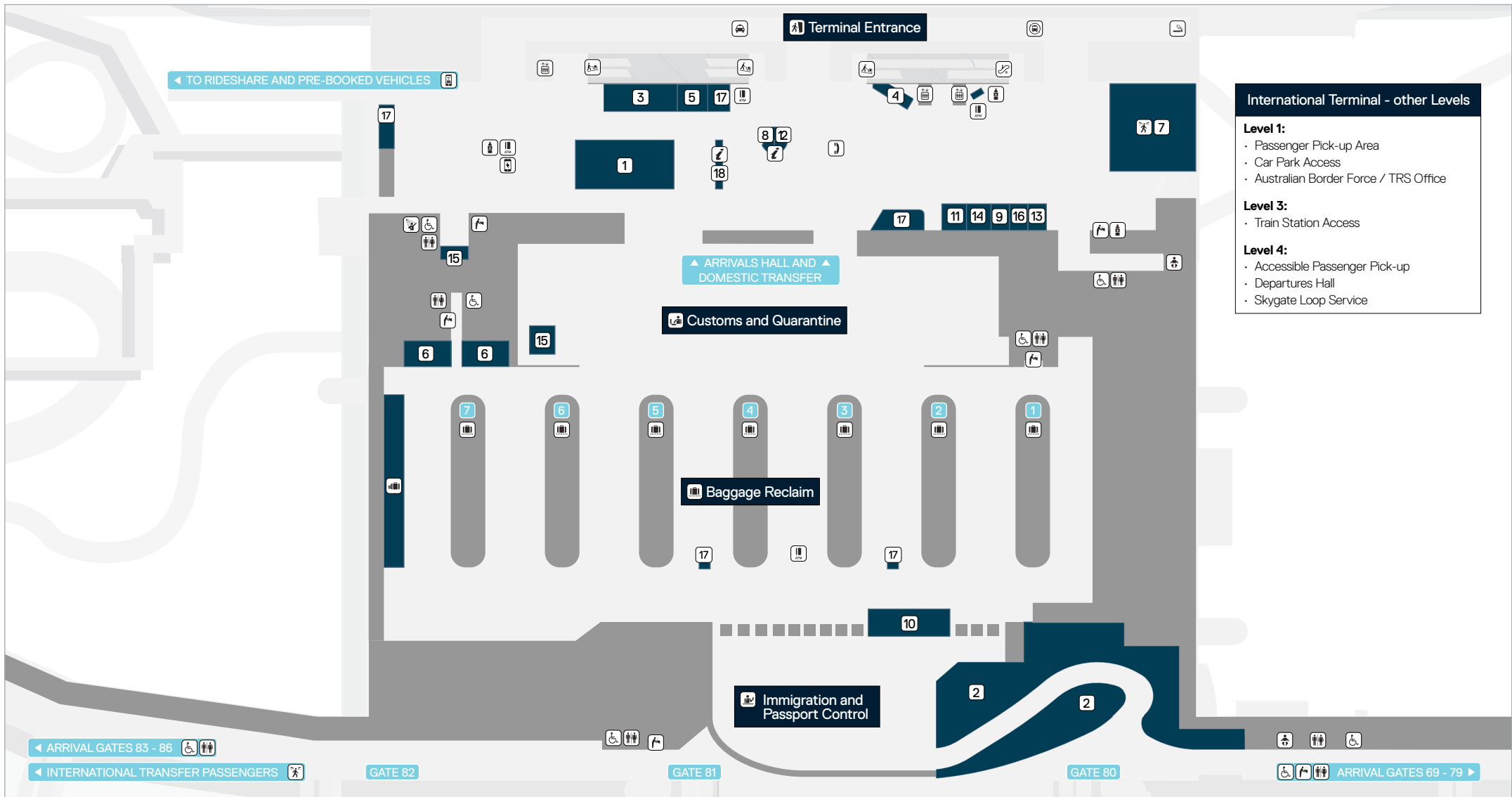


**TIP:** If you require assistance through screening, please make your Airline aware. If you have any questions please ask a Screening Officer.



**For more information about security screening with special needs, visit:**

[www.bne.com.au/assistance](http://www.bne.com.au/assistance)



## International Terminal Level 2 Retail and Services Map

APRIL 2022



### LEGEND

#### Dining

1. The Coffee Club

#### Shopping

2. Lotte Duty Free
3. News Travels Express
4. YES Optus
5. Vodafone

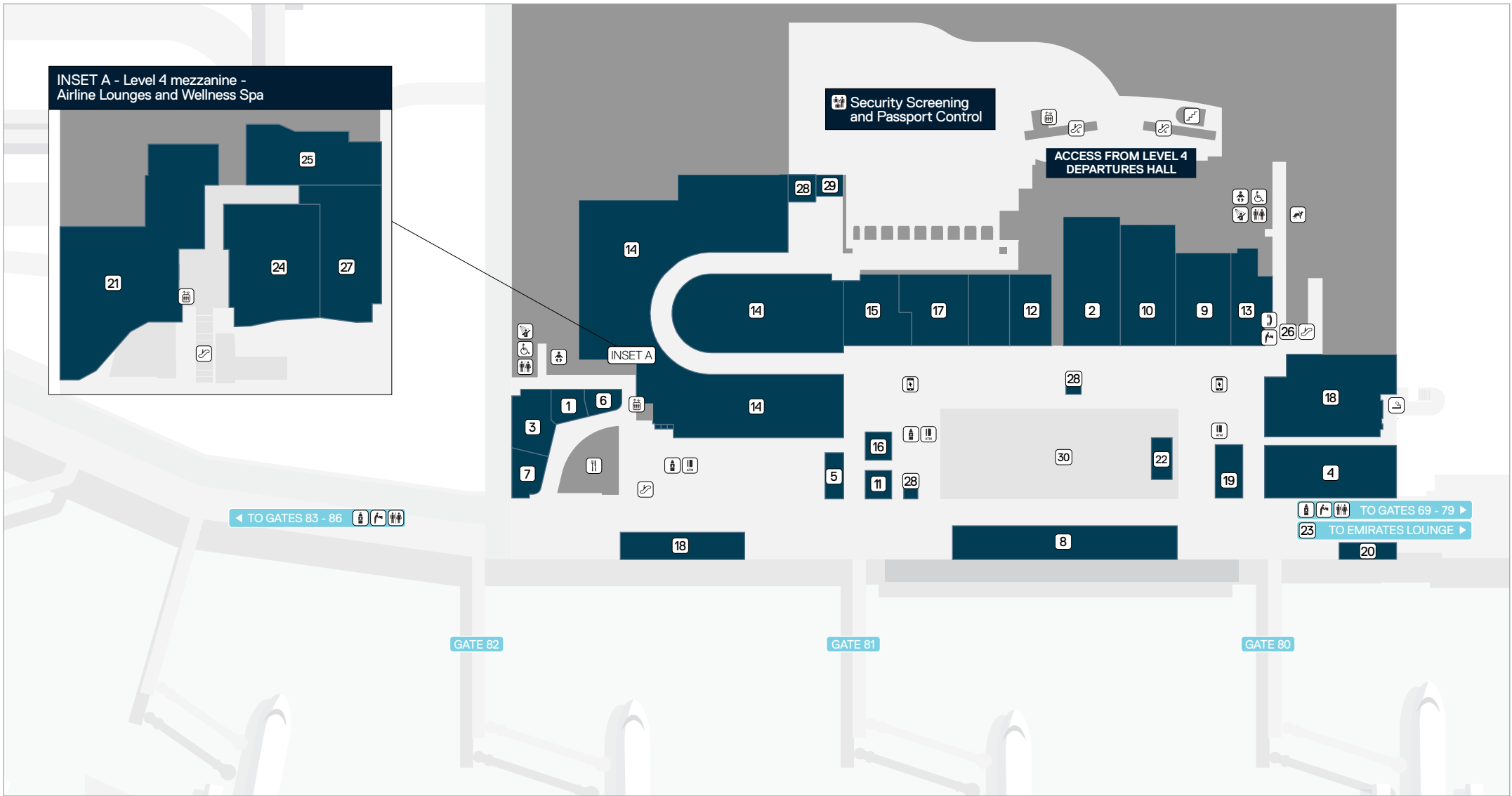
#### Services

6. Airline Baggage Services
7. Airline Domestic Transfer Desks
8. Airtrain Ticket Desk
9. Alamo/Enterprise/National
10. Australian Border Force
11. AVIS / Budget
12. Con-X-ion Airport Transfer Desk
13. Europcar
14. Hertz
15. Qantas Baggage Service Desk
16. Thrifty
17. Travelex Currency Exchange
18. Tour Information Desk

#### Amenities

- Accessible Toilet
- Airline Transfers
- ATM
- Baggage Reclaim
- Charging Station
- Escalator
- Lift
- Information Desk
- Oversize Baggage
- Parents Room
- Public Toilet
- Rideshare/Pre-Booked Vehicles
- Smokers Area
- Taxi Rank
- Telephone
- Terminal Transfer Bus
- Travelator
- Vending Machines
- Water Station





# International Terminal Level 3 Retail and Services Map

APRIL 2022



## LEGEND

### Dining

1. Boost Juice
2. Brisbane River Grill
3. Burger Urge
4. The Coffee Club
5. Hudsons Coffee
6. Subway
7. Tuk Chop
8. Windmill & Co.

### Shopping

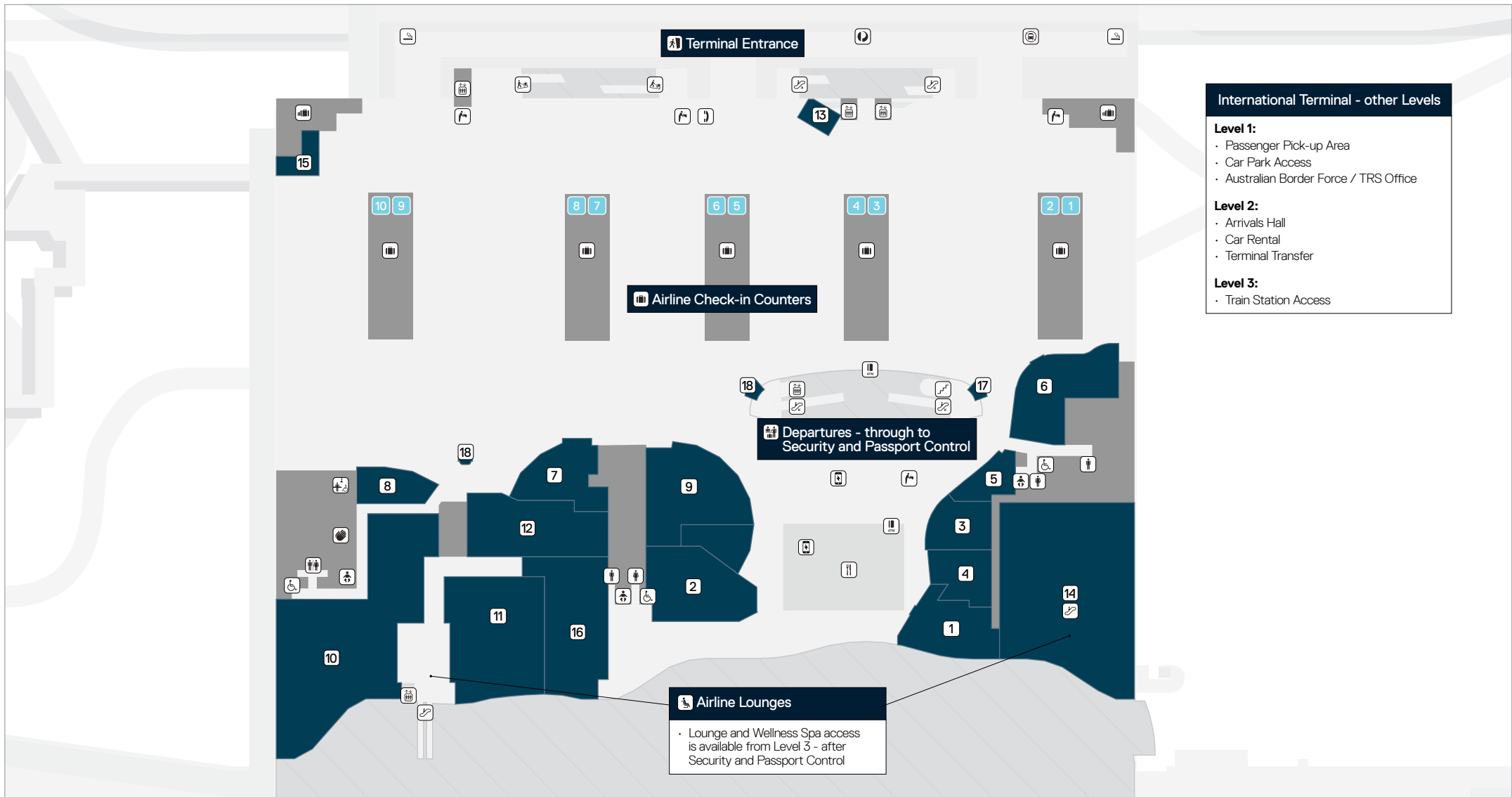
9. Australian Produce Store
10. Australian Way
11. Benefit
12. Billabong
13. Dreamtime Journey
14. Lotte Duty Free
15. Lotte Watch Co.
16. MAC
17. Merino Collection
18. NewsTravels
19. Sunglass Hut

### Services

20. Airline Service Desk
21. Air New Zealand Lounge
22. Children's Play Zone
23. Emirates Lounge
24. Plaza Premium Lounge
25. Plaza Premium Wellness Spa
26. Qantas Lounge
27. Singapore Airlines Lounge
28. Travelex Currency Exchange
29. Tourist Refund Scheme
30. Village Green

### Amenities

- Accessible Toilet
- Assistance Animal Facility
- ATM
- Charging Station
- Escalator
- Food Court
- Lift
- Parents Room
- Public Toilet
- Telephone
- Showers
- Smokers Area
- Stairs
- Vending Machines
- Water Station



## International Terminal Level 4 Retail and Services Map

APRIL 2022

### LEGEND

#### Dining

- The Botanist Kitchen & Bar
- Corretto Café & Bar
- Mad Mex
- Red Rooster
- Sushi Sushi

#### Shopping

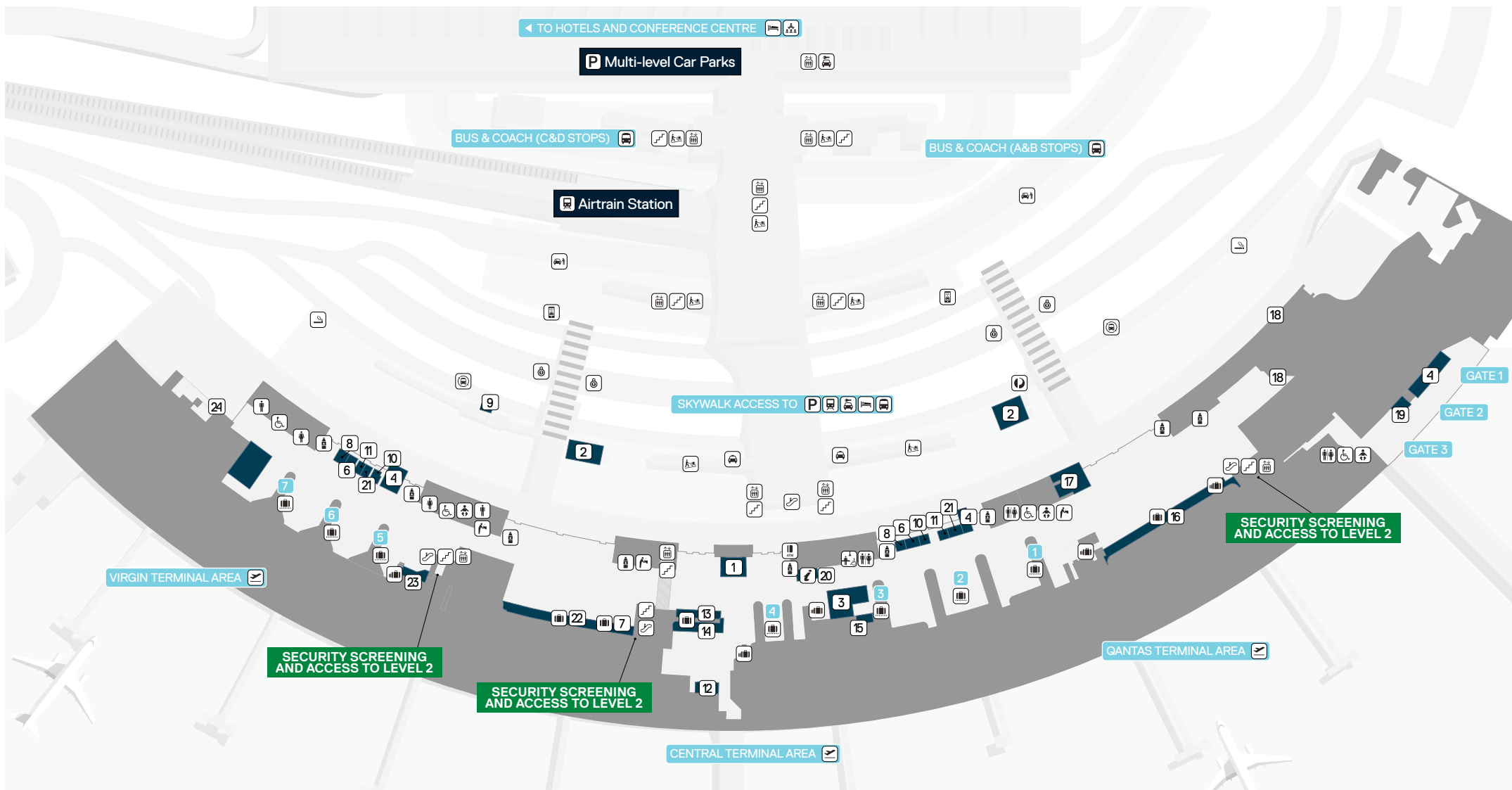
- Australian Way
- Carry On
- Flight Centre
- News Travels

#### Services

- Air New Zealand Lounge
- Plaza Premium Lounge
- Plaza Premium Wellness Spa
- Protectabag Luggage Wrapping
- The Qantas Brisbane Lounge
- Qantas Sales Desk
- Singapore Airlines Lounge
- Travelex Currency Exchange

#### Amenities

- |                                 |                  |                      |
|---------------------------------|------------------|----------------------|
| Accessible Toilet               | Escalator        | Public Toilet        |
| ATM                             | Food Court       | Telephone            |
| Airline Check-in Counters       | Lift             | Skygate Loop Service |
| Changing Places Toilet Facility | Oversize Baggage | Smokers Area         |
| Charging Station                | Parents Room     | Stairs               |
|                                 | Post Boxes       | Travelator           |
|                                 | Prayer Room      | Water Station        |



## Domestic Terminal Level 1 Retail and Services Map

APRIL 2022



### LEGEND

#### Dining and Shopping

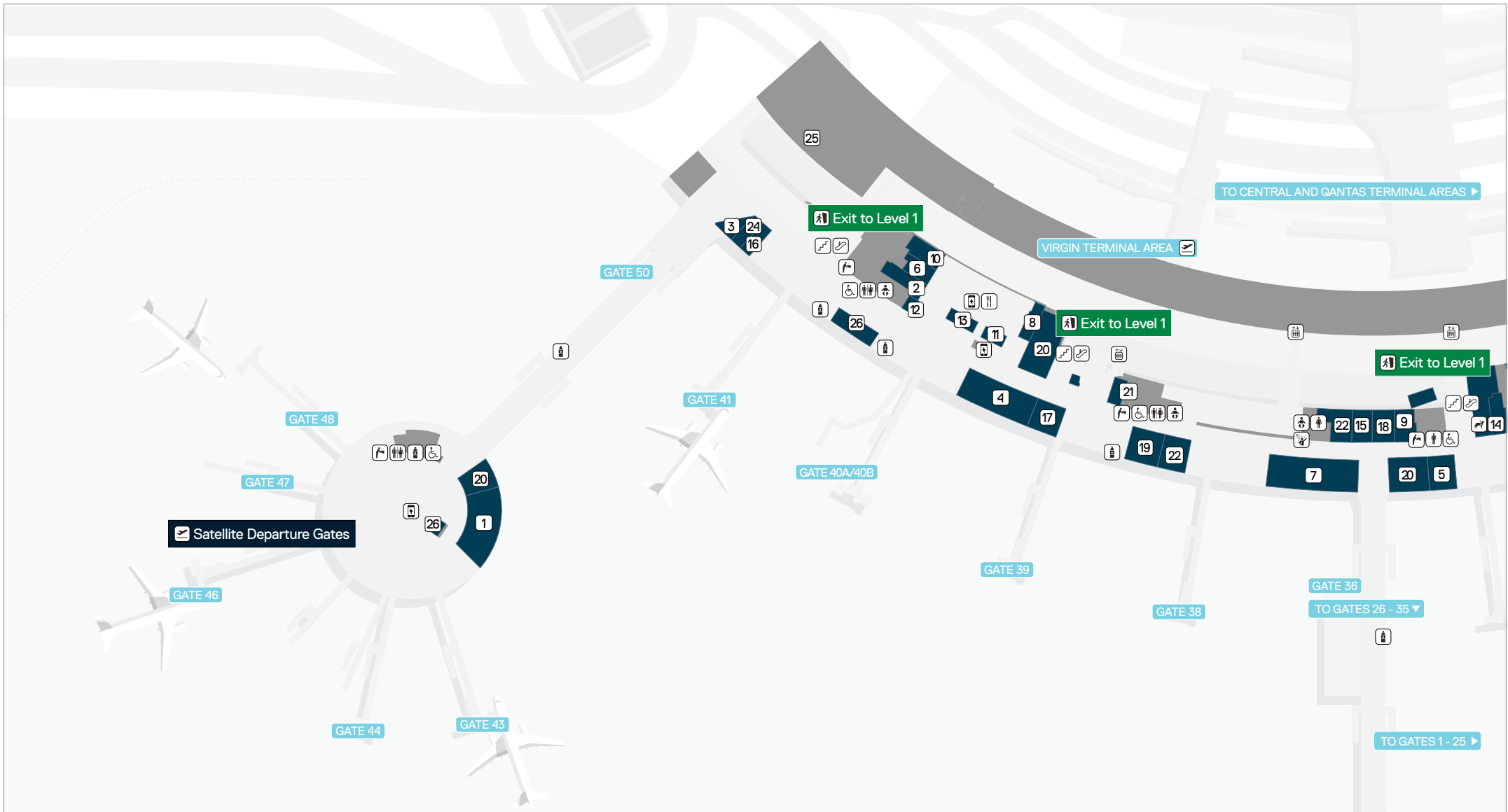
1. Boost Juice
2. The Coffee Club
3. Trader & Co.
4. Xpress@BNE

#### Services

6. Alamo / Enterprise / National
7. Alliance Airlines Check-in
8. AVIS / Budget
9. Con-X-ion Airport Transfers
10. Europcar
11. Hertz / Thrifty / Dollar
12. Jetstar Service Desk
13. Jetstar / REX Check-in
14. Other Airline Check-in
15. Qantas Baggage Services
16. Qantas Check-in & Service Desk
17. Qantas Group Check-in
18. Qantas Premium Lounge Entry
19. Qantaslink Service Desk
20. Visitor Information Desk
21. Sixt
22. Virgin Australia Check-in
23. Virgin Australia Group Check-in
24. Virgin Australia Premium Entry
25. Xpress@BNE

#### Amenities

- |   |   |  |
|---|---|--|
| <ul style="list-style-type: none"> <li>Accessible Toilet</li> <li>Check-in Counters</li> <li>Baggage Claim</li> <li>Changing Places</li> <li>Toilet Facility</li> <li>Conference Centre</li> <li>Escalator</li> <li>Information Desk</li> <li>Hotels</li> <li>Lift</li> </ul> | <ul style="list-style-type: none"> <li>Luggage Locker</li> <li>Oversize Baggage</li> <li>Parents Room</li> <li>Parking</li> <li>Passenger pick-up/drop-off</li> <li>Post Boxes</li> <li>Public Toilet</li> <li>Rental Cars</li> </ul> | <ul style="list-style-type: none"> <li>Rideshare/Uber pick up</li> <li>Skygate and AIRPARK transfer services</li> <li>Smokers Area</li> <li>Stairs</li> <li>Taxi Rank</li> <li>Train</li> <li>Travelator</li> <li>Vending Machines</li> <li>Water Station</li> </ul> |
|---|---|--|



## Domestic Terminal – Level 2 Virgin Area Retail and Services Map

APRIL 2022



### LEGEND

#### Dining

- |                             |                           |
|-----------------------------|---------------------------|
| 1. Aviation Pier Café & Bar | 8. Merlo Espresso         |
| 2. Carl's Jr                | 9. New Farm Confectionery |
| 3. Fonzie Abbott            | 10. Red Rooster           |
| 4. Glasshouse Bar           | 11. Sumo Salad            |
| 5. Krispy Kreme             | 12. Sushi Sushi           |
| 6. Mad Mex                  | 13. Upper Crust           |
| 7. Newstead Brewing Co.     |                           |

#### Shopping

14. Airport Pharmacy  
15. Cosmetique  
16. Gadget Shop  
17. Health & Beauty  
18. LEGO  
19. Mecca Maxima

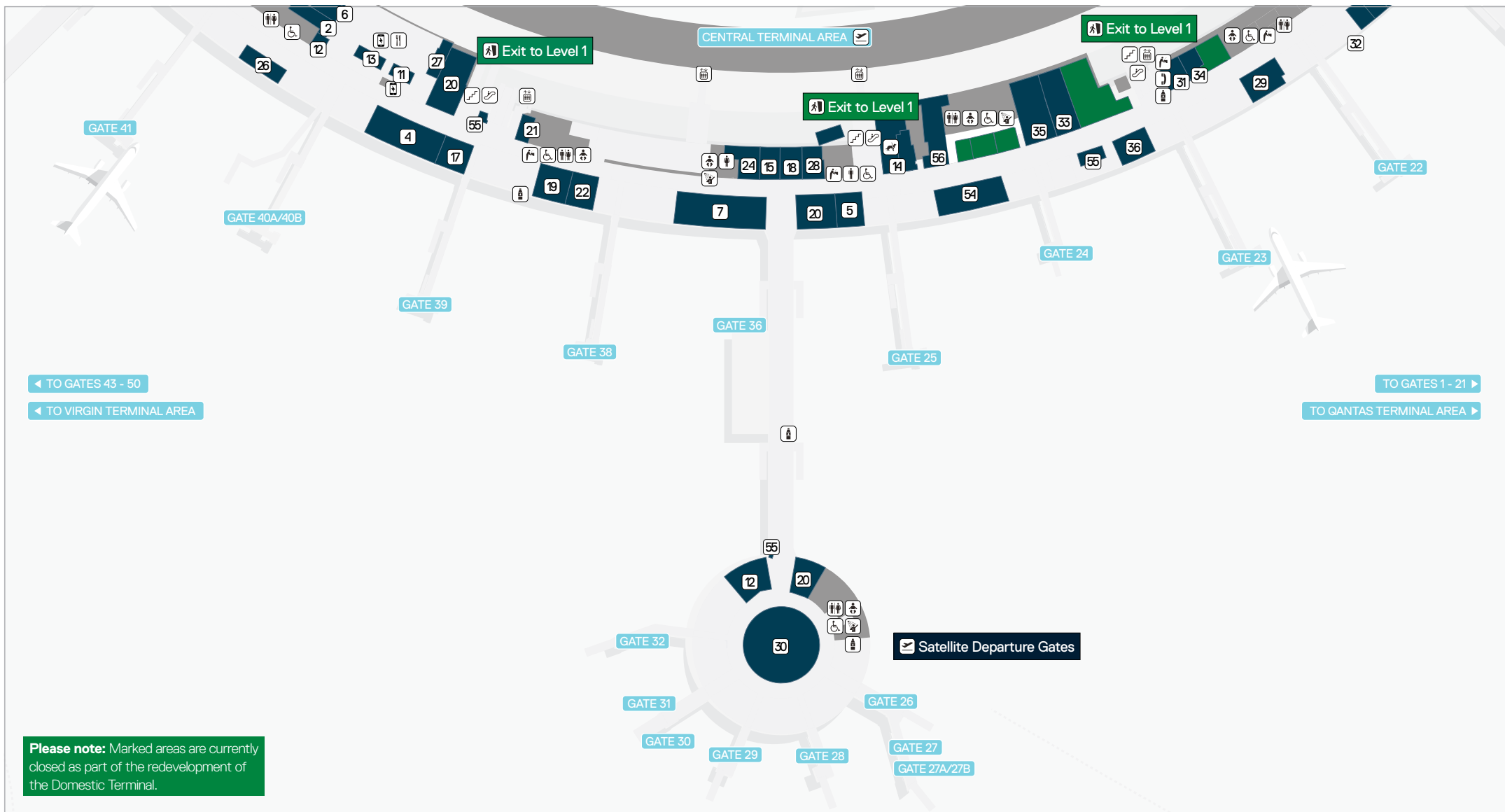
20. news@bne  
21. Optique  
22. Peter Alexander  
23. Rip Curl  
24. Zoodle

#### Services

25. Virgin Australia Lounge  
26. Virgin Australia  
Service Desk

#### Amenities

- |                            |                  |
|----------------------------|------------------|
| Accessible Toilet          | Lift             |
| Assistance Animal Facility | Parents Room     |
| ATM                        | Public Toilet    |
| Charging Station           | Stairs           |
| Escalator                  | Vending Machines |
| Exit                       | Water Station    |
| Food Court                 |                  |



## Domestic Terminal – Level 2 Central Area Retail and Services Map

APRIL 2022



### LEGEND

#### Dining

- |                         |                            |
|-------------------------|----------------------------|
| 2. Carl's Jr            | 12. Sushi Sushi            |
| 4. Glasshouse Bar       | 13. Upper Crust            |
| 5. Krispy Kreme         | 27. Merlo Espresso         |
| 6. Mad Mex              | 28. New Farm Confectionery |
| 7. Newstead Brewing Co. | 29. The Aviary Bar         |
| 11. Sumo Salad          | 30. The Lord Lamington     |
|                         | 54. The Common             |

#### Shopping

- |                      |                      |
|----------------------|----------------------|
| 14. Airport Pharmacy | 24. Rip Curl         |
| 15. Cosmetique       | 31. Blue Illusion    |
| 17. Health & Beauty  | 32. Mimco            |
| 18. LEGO             | 33. Mott & Mulberry  |
| 19. Mecca Maxima     | 34. Oxford           |
| 20. news@bne         | 35. Seed Heritage    |
| 21. Optique          | 55. Wine Selectors   |
| 22. Peter Alexander  | 56. Surf Dive 'n Ski |

#### Services

26. Virgin Australia Service Desk  
36. Qantas Service Desk

#### Amenities

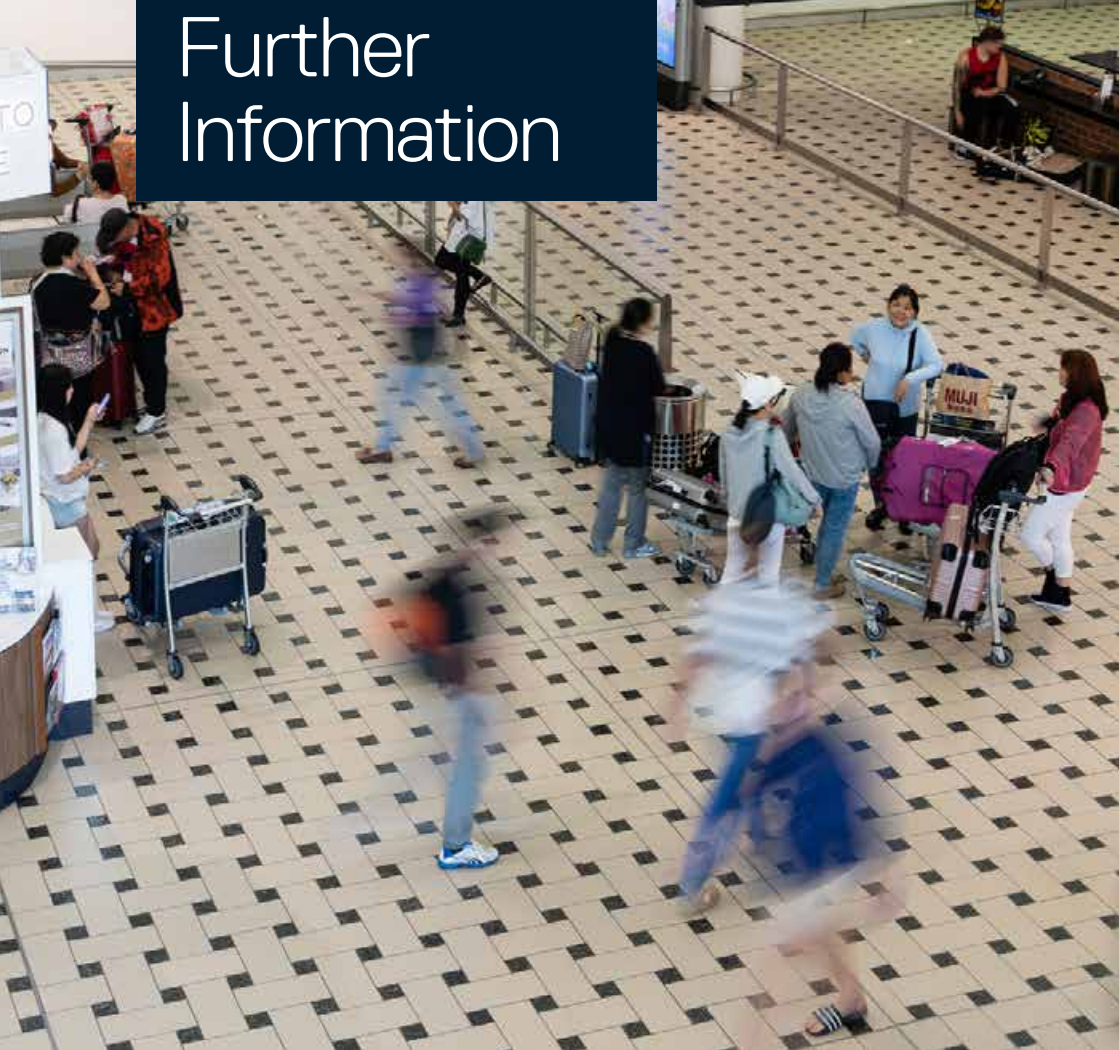
- |                            |                  |
|----------------------------|------------------|
| Accessible Toilet          | Parents Room     |
| Assistance Animal Facility | Public Toilet    |
| ATM                        | Telephone        |
| Charging Station           | Shower           |
| Escalator                  | Stairs           |
| Exit                       | Vending Machines |
| Food Court                 | Water Station    |
| Lift                       |                  |

Area under redevelopment.





# 4 Further Information



We are continually improving our services and facilities as part of our commitment to ensuring all passengers have a positive experience when using Brisbane Airport.

## Feedback:

We welcome your feedback and suggestions on how we can continue to improve our service. Feedback can be provided at any time via our online form, or by contacting the Brisbane Airport administration office during business hours.

### Via our website

[www.bne.com.au/feedback](http://www.bne.com.au/feedback)

T: +61 7 3406 3000

*(8:30am to 5pm Monday to Friday)*

### Administration Office

11 the Circuit Brisbane Airport QLD 4008

### Postal Address

PO Box 61 Hamilton Central QLD 4007

## Useful Contacts

### Parking enquiries

Submit your enquiry at

[www.bne.com.au/parkinghelp](http://www.bne.com.au/parkinghelp)

### Domestic Terminal Accessible Parking Bookings

T: +61 7 3406 3261

*(8am to 3:45pm Monday to Friday)*

### Lost Property enquiries

Lost something at Brisbane Airport? Please visit the Lost Property page on the Brisbane Airport website for information on locating any lost property.

[www.bne.com.au/lostproperty](http://www.bne.com.au/lostproperty)

## Further Information:

### Visit our website

[www.bne.com.au](http://www.bne.com.au)

### Follow us on social

[@brisbaneairport](https://twitter.com/brisbaneairport)   

## Airport Accessibility Reference Group (AARG)

As part of growing our commitment, Brisbane Airport set up an advisory group (AARG) to promote accessibility and to make our Airport an inclusive environment, whilst providing the best possible outcomes for everyone to use. The AARG meets on an annual basis and is represented by a number of disability groups and supporting organisations with the aim to discuss facilitation projects and advise Brisbane Airport on improving passenger experience.



Brisbane Airport Corporation

11 The Circuit

Brisbane Airport QLD 4008

T: +61 7 3406 3000

[www.bne.com.au](http://www.bne.com.au)

