



## TOP TIPS FOR A SMOOTH DEPARTURE EXPERIENCE THIS SUMMER FROM HEATHROW

We've shared a few tips to help customers when flying with us

### CHECK IN



Check-in online or using the British Airways app and add your boarding pass to your mobile wallet or print a paper copy



If you have luggage to check-in, please utilise our self-service bag drop areas at the airport, where available



Bag drop at the airport is currently restricted to 2 hours prior to departure for short-haul flights and 3 hours for long-haul services\*, so please do not turn up before then as you may be asked to return later



If you have no checked baggage, please proceed directly to security



If you are travelling with young children, take advantage of our Families check-in area at Heathrow Terminal 5

### SECURITY



To prepare yourself for security, please ensure all liquids you plan to carry in your hand luggage are less than 100ml and are placed into a transparent bag



Large electronic devices such as laptops or iPads should be removed from hand luggage at security and placed in an individual tray



Due to a high number of customers travelling there may be a queue, please listen carefully to any announcements and make yourself known if your flight is called forward by a member of our Customer Experience Team

\* Premium customers travelling in Club Europe, Club World or First, or Silver (Oneworld Sapphire) and above Executive Club cardholders, and customers whom require Special Assistance are exempt.