FLYING OUT OF NASHVILLE INTERNATIONAL AIRPORT® (BNA®)

A SOCIAL STORY CREATED BY AUTISM TENNESSEE

Introduction



Going to the Nashville International Airport can be an exciting experience. Airports are busy places where people go to fly on airplanes to visit new places or to return home.

This story will help you understand what to expect and how to feel comfortable during your visit to the Nashville International Airport.

Before You Leave Home - Packing Your Bags

It can be helpful to make a list of the things you need to pack.
Examples include clothes, toiletries, medications, and anything else you might need.

Remember to pack your identification (ID), passport (if needed), and any important documents needed for small children (usually a birth certificate). It's helpful to keep these documents in a safe place, like a travel wallet.

Make sure you check in 24 hours before your flight, if your airline requires it.

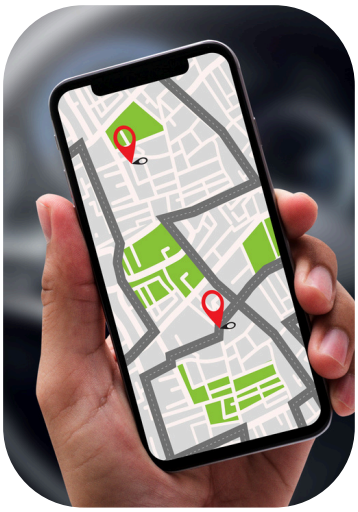
You have the option to add your boarding pass to your phone after you check in.







Before You Leave Home
Planning Your Route



Plan how you will get to the airport. You might drive, take a taxi, use a rideshare service, or ride with a friend or family member.

Plan out your route using a GPS service so that you arrive at the airport on time.

We suggest that you arrive at the airport 2 hours before your departure time for domestic flights, and 3 hours before your departure time for international flights. Check the status of your flight with your airline before leaving your home. If you plan to park your vehicle at BNA, check parking options and availability HERE or visit https://flynashville.com/park-at-bna

Arriving at the Airport



Look for the BNA sign to know you're in the right place.

You might also see airplanes taking off, landing, or parked.

There may also be many cars, shuttles, and buses on the roads around the airport.

Are you being dropped off at the airport?

Your driver will stop at the departure section of the airport.
You will exit the vehicle quickly. Gather your luggage and enter the airport.





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Are you parking at the airport?



You can walk or take a shuttle from the parking lot to the airport terminal.

Enter the parking lot by taking a ticket from the gate kiosk.

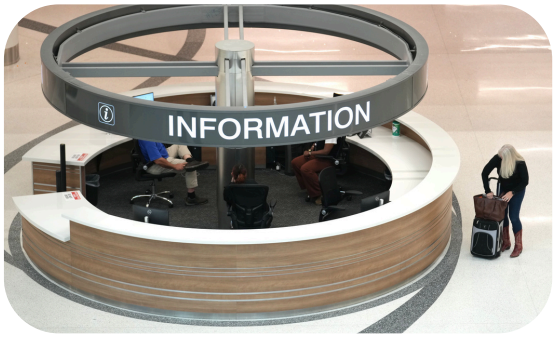
TIP: Make sure to store this ticket in a secure spot. Make note of the name of the parking lot and the section of your parking spot.

Shuttles run about every 10 minutes from the parking lot to the airport terminal.

Entering the Airport

The Nashville International Airport is a big building with many doors.
You will enter through one of the main doors and see many people and signs.

Finding Your Way



Look for signs that will help guide you where to go. This may include the signage for the airline.

If you are unsure of where to go, you can ask for help at the Information desk.

You can also ask for a Sunflower lanyard at the Information desk. This is a program that helps to identify people with “hidden disabilities” to airport staff.

Checking In



Find the check-in counter for your airline.

This is where you will check your luggage and can print a boarding pass.

Are you checking your luggage or need to print a boarding pass?

If no, you can go straight to security.

If yes, use the kiosk to print 1 tag for each piece of luggage. You can also print a boarding pass if you want to have a paper copy.



Attach the luggage tags to all of the luggage that you will be checking.

TIP: Don't remove the tab from the sticker until after you situate the luggage tag around the handle.



Once your luggage is tagged, you will take it up to the check-in desk.

The attendant will check your ID and weigh your luggage. The luggage will be put on a conveyor belt to be loaded on your airplane.

Now you can go through security.



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Security Check



After checking in, you will go through security.

You will show your ID and your boarding pass to the TSA Agent.

Your boarding pass may be a paper version printed from the kiosk at the check in desk or stored on your phone as an image with a barcode.





Read signs going in to the security line to see if you need to remove your belt or shoes.

You will place your carry on bags and all belongings in a bin to be scanned. The TSA Agents will tell you what needs to in the bin.

You will walk through a scanner and TSA Agents might ask you to wait a moment.

Collect your belongings once they have scanned by the TSA Agents.

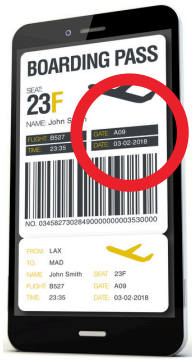




Finding Your Gate

Look at your boarding pass to find your gate number. Follow the airport signage to your gate.







There are many shops and restaurants along the way if you need something to eat or drink. There are many restrooms available.





Waiting Area at the Gate

There will be seats where you can wait for your flight. There are areas where you can charge your electronic devices.

Make sure to listen for announcements about your flight.

There are signs throughout the airport that list the current status of all flights. These signs will tell you if your flight is on-time, delayed, or canceled.



You can read, use your devices, eat a snack, or relax while you wait. Noise canceling headphones can help if there is too much noise.







Getting Ready to Board the Plane

When your flight is ready, the airline attendants will make an announcement.

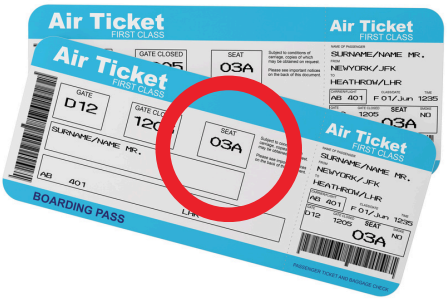
Many airlines will have you line up in groups. Listen for your group to be called to line up and wait.

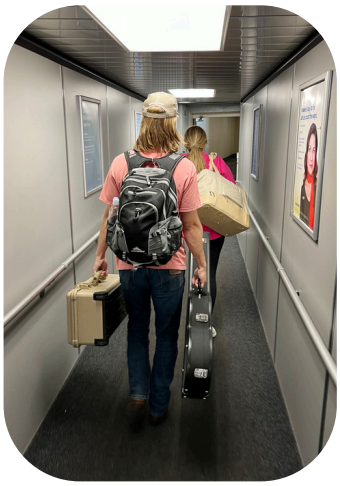


Have your boarding pass and ready.

The attendant will scan your boarding pass and tell you it's okay to walk through the doors to the jetbridge.

If you have assigned seats, the seat row and number will be labeled on your boarding pass.





Finding Your Seat



If you have a carry on bag, you will place it in the overhead bin or under the seat in front of you.

If the airplane is full, you may need to store your bag away from your seat.

Sit down and fasten your seatbelt.

Takeoff



The plane will move to the runway and take off.

The airplane engines will power up and be loud. It might feel a bit bumpy. This is normal.

Use your headphones or earplugs, if needed.

In the Air



You can read, watch a movie, or take a nap.

The flight attendants may offer snacks and drinks.

Your ears might feel pressure. Chewing gum, crunchy snacks, or swallowing a drink can help.

You might feel turbulence. This is when the air around an airplane moves up, down, or sideways. The airplane may shake and bump. It can be uncomfortable. The airplane will be fine.

Landing



The airplane will descend and land at your destination.

Stay seated until the plane stops completely.

Getting Off the Airplane



Passengers exit the airplane from front to back. This can be a slow process, so be patient.

When it's your turn, collect your carry-on bag and/or belongings and follow the other passengers to the front of the airplane.

Walk back up the jetbridge into the airport.

Collecting Luggage

If you checked luggage, follow the signs to the baggage claim area to collect your luggage.





Conclusion

Traveling through the Nashville International Airport can be a smooth experience if you know what to expect. Remember to follow the signs, listen to announcements, and ask us for help if you need it. Have a great trip!

