



Domestic flights within Japan

Sorapass Book

(For Adults)

ANA Inspiration of JAPAN

☎ 0120-029-377

☎ 0570-029-377 (fixed rate within Japan)

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Before Boarding an Airplane

Airplanes are safe and convenient vehicles. Make sure you prepare before boarding the airplane to enjoy your flight.

1. Airplanes are vehicles that fly in the sky.
2. Airplanes fly at 800 km/h, so they can travel far in a short period of time.
3. Airplanes are public transport, just like buses or trains.
4. Many people get on the same airplane.
5. Your friends and family can get on too, so there's nothing to worry about.
6. There are many rules and procedures for boarding an airplane.
7. For a pleasant flight, make sure you learn these rules and procedures before you travel.

Note: The information in this booklet applies to domestic flights within Japan. Please be aware that some information differs for international flights. Some additional content related to international flights may be found on the last two pages (pp.28 - pp.31).



Flights

What's different about getting on an airplane to another country?

Arrival Immigration

Airport

Security Inspection

Departure Immigration

Boarding Gate

On Board

Arrival

Arrival Immigration

Special procedures are needed to enter another country.



Give the staff your passport and the entry card you were given on board.



The staff will ask you questions about your why you are traveling, and then they will give back your passport.

Cautions

- You need a visa to enter some countries.
- The above is an explanation of the usual procedures, but some countries may have different procedures.

That's it !

Flying Abroad International

Departure Immigration

Airport

Security Inspection

Departure Immigration

Boarding Gate

On Board

Arrival

Arrival Immigration

Special procedures are needed to leave Japan.



Give your passport and boarding pass to staff.



The staff will stamp your passport with an exit stamp, and give it back to you with your boarding pass.

That's it ! Now go to the boarding gate !

Things You Need on the Day You Travel and How to Pack

Things You Need on the Day You Travel

e-Ticket Itinerary Receipt, ANA Mileage Club Card, etc.

_____ _____ _____

How to Pack

Baggage put on the airplane by staff
(checked baggage)



Baggage you bring on the airplane
(carry-on baggage)



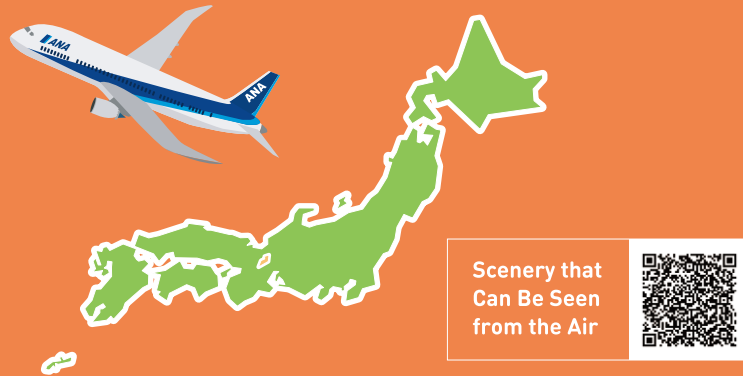
- Separate your checked baggage and your carry-on baggage. For your carry-on baggage, make sure you pack only a small number of items you often use so that you can put it by your feet.
- There are rules about the size and weight of checked and carry-on baggage. You can check these rules on ANA SKY WEB.

ANA SKY WEB
<https://www.ana.co.jp>



Enjoy Your Flight

If you're going to fly within Japan, you can check the kind of scenery you will see from the airplane before you travel. Check out "Scenery that Can Be Seen from the Air" on ANA SKY WEB and make your flight even more fun!



< Going >

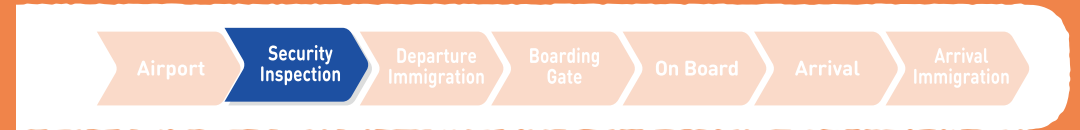
Date: ___ / ___ / ___ Flight number: _____
Route: From _____ to _____
Departure time: ___ : ___ Arrival time: ___ : ___
Time on airplane: _____ : _____

< Returning >

Date: ___ / ___ / ___ Flight number: _____
Route: From _____ to _____
Departure time: ___ : ___ Arrival time: ___ : ___
Time on airplane: _____ : _____

Flights

What's different about getting on an airplane to another country?



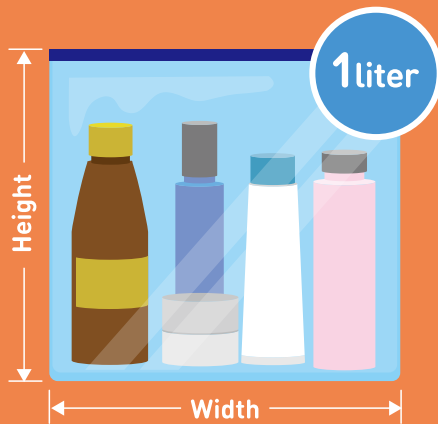
For the security inspection for international flights, some airports have a full body scanner so that customers can travel more safely.



Security Inspection

There are some more things you have to do.

For security reasons, you cannot take some kinds of liquids onto airplanes. Prepare your liquids according to the rules, and show them to staff separately to the rest of your carry-on baggage.



Guide for bag size

Total of height and width should be 40 cm or less

1 Put liquids in bottles of 100 ml or less.
(Things like drinks, toothpaste, shampoo, and make-up.)

2 Put these bottles into a see-through plastic bag of 1 liter or less with a zipper.

3 Only one bag per person is allowed on board.



Things to Do and Ways to Pass Time on the Day You Travel

Things to Do

Write down the things you have to do on the day you travel

Time	Activity	Complete?
Example 	Leave home	<input checked="" type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>
		<input type="checkbox"/>

Decide What to Do While Waiting and When on Board

If you decide what to do on board before you fly, you won't get bored and you'll enjoy an interesting, exciting flight.

For example...

- Read books
- Play games
- Listen to music



Boarding Procedures



1 Once you get to the airport, go to the check-in counter.

- The airport can get very busy at times, so make sure you arrive in plenty of time. * Aim for 60 minutes before the departure time.
- You can also check in at the counter for customers requiring special assistance.



Items that Can Be Borrowed from ANA



Resin wheelchair (morph)

Metal wheel chair

Reclining airport wheelchair

Reclining wheelchair that can be taken on board

Note: Limited number available.

You need to make a reservation with the ANA Disability Desk to use these items.

〈Devices to help maintain a sitting position〉



Assist seat



Support belt (Vest type/Belt type)



Oxygen cylinder

That's the end of your flight.
Thanks for flying with us!





Arrivals Lobby



17 Collect your baggage

- Your checked baggage will be returned on a conveyor belt in the arrivals lobby. Once you've collected your baggage, hand over your baggage slip at the exit.



2 When you're ready...

- Give your ticket to the staff and tell them your destination and departure time.
- Decide on your seat. * You can ask for a particular type of seat, such as seats with adjustable armrests, seats close to the toilet, or seats where you can see out the window.
- Check your boarding gate and boarding start time.





Check In Your Baggage



3 Check in large items of baggage at the counter.

• Does your baggage contain any of the following?

Fragile items

Valuables

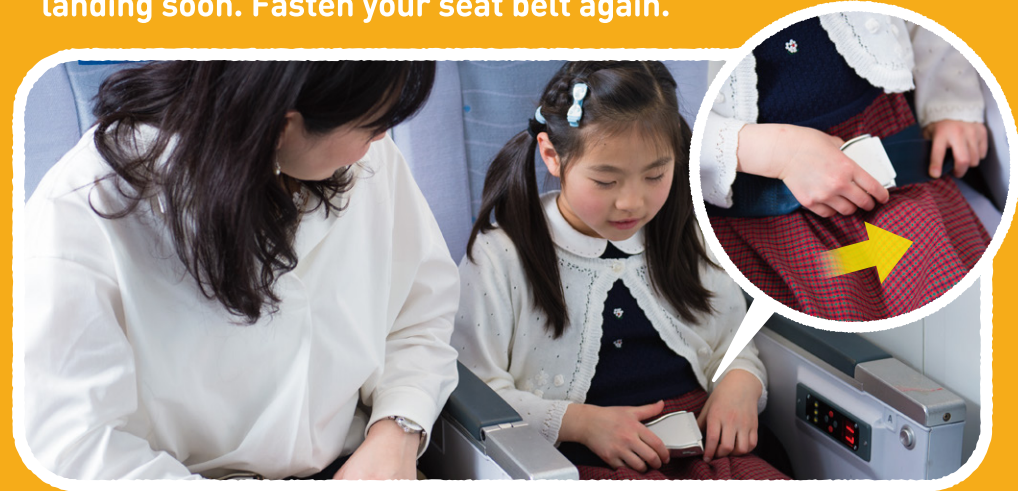
Lighters or matches

• You can't take scissors or knives into the cabin. Please put them in your checked baggage.



16 Landing

• There will be an announcement when the airplane will be landing soon. Fasten your seat belt again.



• Once the **fasten seat belt sign** has been switched off, check you haven't left anything behind and get off the airplane.





On Board



Toilets on Board

(Different airplanes may have different toilets.)

You can use the toilet when the **fasten seat belt sign** is off. Lock the door as shown in the pictures.

Fasten seat belt sign on
(You can't go to the toilet.)



Fasten seat belt sign off
(You can go to the toilet.)



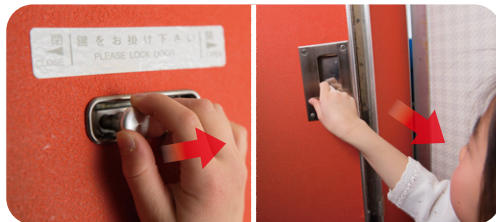
● In the toilet



The door will open if you press here.

The lights will turn on when you lock the door.

● Leaving the toilet



Slide the lock right.

Pull the door toward you and it will open.

If You Feel Sick or Your Ears Hurt

- If you feel sick, use the air sickness bag in your seat pocket.
- If your ears hurt, you can pop them by sucking on candy or drinking often.

◎ There are some things that are banned from airplanes. Check the ANA website and posters in the airport for more information.

その手荷物、危険物です!
That item might be Dangerous Goods!
危険物の輸送は法令によって禁止されています。
Dangerous Goods are NOT allowed to be carried on the aircraft by law.

航空機に搭載が禁止されている、または制限がある危険物の代表例
Examples of Dangerous Goods prohibited or restricted on the aircraft.

スプレー缶類 Aerosols (Except for Toiletry articles and Medical use) カセットコンロ用ガス Portable gas canisters/cylinders 日用品/スポーツ用品 Daily Commodities/ Sporting Goods スポーツ用器具 Sports Use 殺虫剤/農薬 Insecticides/ Weedicides 漂白剤 Bleaches ペイント類 Paints 瞬間冷却剤 Instant cold pack ライター用燃料 Oil Lighter Fluids 火薬を使用したもの Explosive Articles 花火 Fire Works/Fire Crackers	電池類 Batteries カメラ、携帯電話等の電子機器に使用する Spare batteries for using portable electronic devices 電子たばこ Electronic Cigarettes モバイルバッテリー Lithium Batteries/Mini-USB リチウム電池(ボタン電池) ボタン電池 Lithium Batteries/Mini-USB 差込バッテリー Wet Cell Batteries ヘアアイロン Hair Curlers 水中ライト Diving Lamps 発熱するもの Heat Producing Articles 喫煙ライター/安全マッチ類 Small Cigarette Lighters/Safety Matches	凶器類 Weapons ナイフ/ハサミ類 Cutting Instruments 先の尖った物/バント類 Pointed Items/ Blunt Instruments 工具類 Tools リチウム電池を内蔵した電子機器をお預けの場合 If portable electronic devices containing lithium cells are carried to checked baggage 本体の電源を完全に お切り下さい。 (スリープモード不可) The device must be completely switched off (not in sleep mode). 本体を頑固なスーツケースに入れ、 衣類などで梱包するなど保護をして下さい。 Suitable protection could be provided by the use of a rigid suitcase and/or cushioning material such as clothing to prevent movement.
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危険物のお預け及び機内への持込みは50万円以下の罰金の対象となります。
危険物をお持ちのお客様は必ず航空会社係員にお申し出下さい。
Any person who carries Dangerous Goods can be liable for a penalty of up to 500,000 yen.
If you have any Dangerous Goods, please ask your check-in agent.

国土交通省航空局 警察庁 協力 国内定期航空保安協議会
The Ministry of Land, Infrastructure, Transport and Tourism Civil Aviation Bureau National Police Agency Safety & Security Council of the Scheduled Airlines of Japan

You can also check using this QR code



Check your boarding gate and time

4 When you've finished checking in, you'll get a ticket.

Security Inspection



5 All people who get on airplanes have to take a security inspection.

• This is an inspection to check that people aren't carrying dangerous items that they can't take on board. It is a noisy area and there may be many sounds you haven't heard before. Talk to the staff if you have any worries. If you're bothered by noise, it would be a good idea to bring earplugs or ear muffs.



3 The space for walking between seats is very narrow, so walk slowly and let other customers through.



15 Three rules

• Make sure you follow these three rules on board so that passengers around you can enjoy the flight.

① Don't kick the seat in front of you.



② Be gentle when pulling down the table or moving your seat back.



* If you're rough, it will shake the seats of the customers in front and behind you.

Security Inspection

• Drinks

If you're flying within Japan, drinks can be taken on board if they are inspected. (Drinks are not allowed on international flights.)

• Scissors and knives

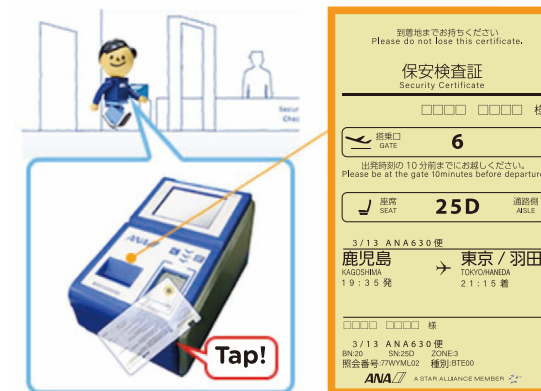
You can't take scissors or knives on board. Please put them in your checked baggage.

• Medical equipment

Batteries will be checked by staff. You may not be able to take some kinds of batteries on board or put them in your checked baggage, as they may be considered dangerous goods.

Before the Inspection

- Put cell phones and things inside your pockets in your bag or on the trays provided in the inspection area.
- Take flasks and plastic bottles out of your bag.



Give your
baggage and
tickets to staff.

6 Pass through the body scanner gate

- Passengers pass one by one through a gate-shaped inspection machine.
- The inspection machine makes a noise when it finds metals.
- It will beep if you have a cell phone or money in your pockets, or if you're wearing a metal belt.



14 What to do on board

- Do the activities you planned in advance.
- ANA has original toys available for kids. Please ask a cabin attendant about them!





On Board



- Staff will give out candy, sell sweets and other products, and provide services.
- Services may sometimes not be available depending on the day.



7 If the machine makes a sound...

- If the machine makes a sound, the staff will inspect you. As part of this, they will touch your body with a scanner.
- Tell staff if there's any part of your body that hurts to touch, or that you don't want them to touch.
- Staff will open flasks and plastic bottles and check what's inside.

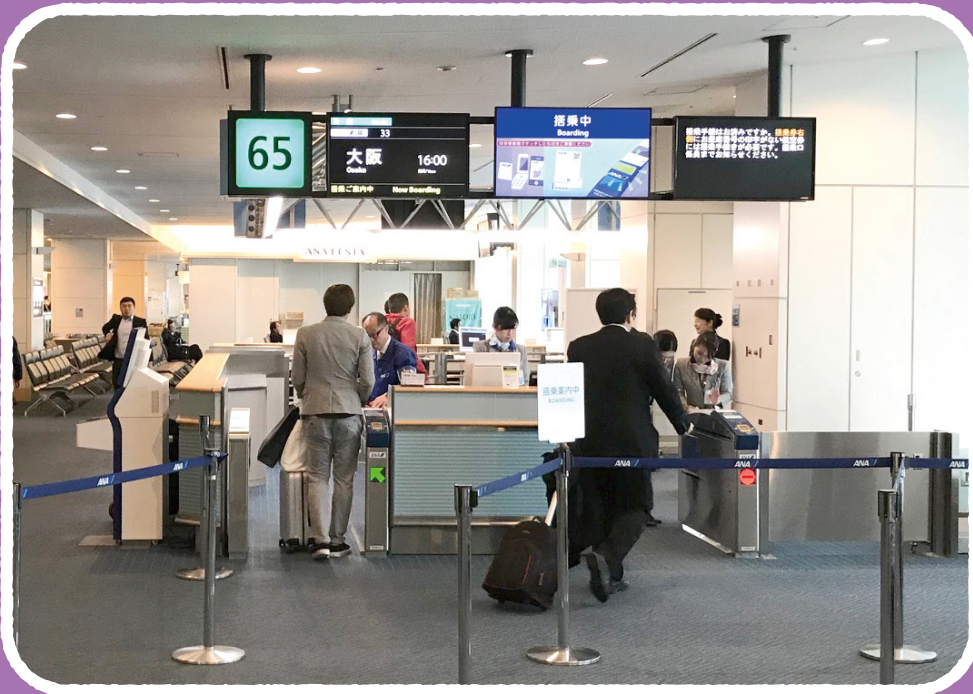


Boarding Gate



8 The gate opens around 15 minutes before departure.

- Make sure you go to the toilet and finish shopping before this time.
- A priority boarding service is available. This is a service where customers requiring boarding assistance are shown to the airplane before others. Note: Tell staff if you want to use this service.



13 In-flight services

- Once the fasten seat belt sign is switched off, staff will start giving out drinks.
- Choose and order a drink from the menu.





On Board



12 Sit down in your seat

- Fasten your seat belt once you sit down. For safety reasons, make sure you always fasten your seat belt when sitting.



9 At the boarding gate

- Tap your ticket bar code against the lit-up part of the machine.
- If the machine can't read your ticket properly, the gate will shut and make a buzzing sound.
- Even if it makes a sound, don't worry! Relax, try again, and the gate will open.





10 When you get on the airplane...

- A cabin attendant will be standing at the entrance.
- If you show the cabin attendant your ticket and tell them your seat number, they will tell you the way to your seat.



11 Storing your baggage

- Put away your carry-on baggage once you get to your seat.
- Put it under the seat in front of you or in the compartment above.
- You can put your baggage in any part of the overhead compartment that has space, even if it's far away from your seat.
- Cabin attendants can also help you to store your baggage.

