



WICHITA  
DWIGHT D. EISENHOWER  
NATIONAL AIRPORT™

# First-Time Flyers

A Guide to Traveling from Wichita  
Eisenhower National Airport



A woman with long dark hair, wearing a light-colored knit sweater, is seated in an airplane cabin. She is looking out of a circular airplane window at a beautiful sunset over a body of water. The sun is low on the horizon, creating a warm orange and yellow glow. The sky is filled with soft, wispy clouds. The woman's hands are resting on her lap, and she appears to be holding a small object, possibly a phone or a small bag. The overall atmosphere is calm and serene.

## There are a few basic rules to follow:

- Book your flight
- Pack according to TSA rules and airline's luggage requirements
- Check in for your flight up to 24 hours before your departure, or upon arrival at the airport.
- Dress comfortably; bring a jacket or sweater in case the aircraft is chilly
- Arrive at the Airport 2 hours before your flight
- Keep your ID handy
- Be at your gate to board 30 minutes before departure. Airlines close the door of the aircraft 10 minutes before departure and they will not reopen it.

# Glossary of Common Terms

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- **BOARDING PASS** – A boarding pass is needed to board the plane. You will present this to the gate agent so you can board your flight.
- **CHECK IN** – This is notification to an airline that a traveler has arrived to take a flight. You can check in online up to 24 hours before your flight, or you can check in when you arrive at the airport ticket counter. Once you check in, you will receive your boarding pass. You can use a mobile or printed pass.
- **CONNECTING FLIGHT** – A flight which the passenger must change aircraft.
- **CONCOURSE** – This area is limited to security-screened personnel, ie., passengers, airport workers. The gates are located on the concourse.
- **FLIGHT ATTENDANT** – Assists passengers on the airplane and ensures they are following safety rules. (Formerly referred to as a stewardess).
- **GATE** – Also called a holdroom. This is the area in the airport where you will board your flight.
- **GATE CHECK** – If your carryon bag doesn't fit in the overhead bin of the aircraft, the airline will tag it at the gate and store it with the luggage. When you land, you will wait on the jet bridge for the airline to deliver your bag to you.
- **ID** – Must be government-issued photo ID. A driver's license or passport are most common.

# Glossary of Common Terms

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- **JET BRIDGE** – This is what you walk through between your gate and airplane.
- **PASSENGER CHECK-IN REQUIREMENTS** – are the requirements a passenger must meet to complete check-in. A carrier may cancel a reservation if the passenger does not meet all applicable requirements. These requirements may include:
  - cut-off time prior to departure to obtain a boarding pass or document verification (if necessary, for example, if traveling on an international itinerary),
  - time limits applicable to checking baggage in accordance with the carrier's rules, and
  - arrival at the departure gate.
  - It is the passenger's responsibility to arrive at the airport with sufficient time to complete all ticketing, baggage check, and security procedures, and to be at the gate prior to the airline's deadline for arriving there. Passengers should check with their airline or travel agent for applicable check-in requirements for their flight.
- **RECORD LOCATOR** – A computerized number that identifies a Passenger Name Record – PNR or other reservation; when speaking to travelers, usually called a confirmation number.
- **RESERVATION** – is the same as a ticket. You still need a boarding pass to get on a plane.

# Familiarize yourself with ICT

- Wichita has 14 nonstop destinations, 6 airlines. 4 destinations are seasonal
- If your destination is not nonstop, you will connect through a hub. Hubs are Atlanta (ATL), St. Louis (STL), Minneapolis (MSP), Dallas (DFW), Houston (IAH), Phoenix (PHX), Denver (DEN), and Seattle (SEA). Las Vegas is not a connecting hub but Southwest does connect through it.
- Flying ICT is easy. There is just one concourse. After you have screened, you're a close walk to your gate.



# Booking your flight

- Booking a flight, buying a ticket, making a reservation mean the same thing.
- Book your flight at least 3 weeks in advance. Fares increase as you get closer to your departure date.
- If you find a good fare, book it. Fares can change several times a day.
- Booking directly through an airline's website is the easiest route. If there are any ticket price changes between the time you book and the time your flight departs, you can usually have that difference refunded with a quick call to customer service.
- You may be charged an additional fee if you change a reservation made by a travel agency or another website.
- It's also easier to get better seats and address flight delays, changes, or cancellations when booking directly with an airline instead of online travel agencies (OTAs) such as Expedia, Travelocity, Orbitz, Kayak, Cheapflights, etc.



## Booking your flight

- Searching for flight options on an OTA allows you to see several options on airlines. However, Southwest Airlines and Allegiant Air do not publish their flights on these sites.
- There are some instances where booking through a travel agency is the better option. Specifically, if you are planning an international trip or one that is more complex than a week-long vacation in the United States, a travel agency can be a big help.
- You can also call a reservations agent with the airline.
- If needed, request a wheelchair when booking your flight.
- More tips: [First Time Flying: Tips on Booking, the Airport, and the Flight](#)



# Traveling with Children

- To make sure your family can sit together, book your trip as early as possible and select your seats during booking.
- Southwest has open seating which means you can sit in any open seats. Or you can pay to be one of the first to board.
- Children under the age of 18 are not required to have an ID but do need a passport for international flights.
- Children under 2 can sit on a parent's lap.
- Children older than 2 will need a ticket and their own seat on the plane.
- Children in car seats should sit in a window seat and be secured to the seat itself. Note: if using a car seat, you will need to purchase a seat.



# Traveling with Children

- Airlines have different policies for children. Make sure you know what is required before arriving at the airport.
- [Alaska Airlines](#)
- [Allegiant Air](#)
- [American Airlines](#)
- [Delta Air Lines](#)
- [Southwest Airlines](#)
- [United Airlines](#)



# Traveling with Children

- Children who appear to be 12 years old and younger are not required to undergo screening.
- For children 13 years and older, screening procedures apply.
- Wear slip-on shoes. Shoelaces will slow you down and everyone behind you.
- Put all your snacks in a zip-loc bag so they can easily be put in the bin.
- Learn how to prepare your children for TSA screening [here](#).



# Traveling with Children

- Allow plenty of time for checking in, getting through security, buying snacks and drinks, boarding the plane.
- Don't overpack
- Wear slip-on shoes, no laces, to breeze through security
- Bring hand sanitizer wipes
- Pack a snack. It helps to relieve air pressure during takeoff and landing. Drinking water also helps.
- Let each child have a small backpack that they can carry and fill it with activities to do while on the plane. Make sure it can go through security.
- Use our children's play area located across from Gate 1 while waiting for your flight.



# Connections

- When booking a flight with a connection, allow yourself plenty of time between the time you are scheduled to land and the time the next flight is scheduled to depart. Allow no less than an hour if possible.
- Avoid booking a flight with 2 connections if possible. It makes for a very long day, but it is cheaper.



# REAL ID

- The REAL ID Act establishes minimum security standards for license issuance and production, and prohibits certain federal agencies from accepting for certain purposes driver's licenses and identification cards from states not meeting the Act's minimum standards.
- Beginning May 3, 2023, anyone 18 years and older will need a REAL ID compliant driver's license or another acceptable form of ID to fly within the United States.
- If you have the gold star in the upper right-hand corner, you are REAL ID compliant.
- Refer to the Kansas Department of Revenue's [website](#) to learn more.



# Every airline has different types of tickets which come with different amenities.

These airline links provide explanations of the different fare classes:

- [Alaska Airlines Travel experience](#)
- [Allegiant Air Travel Info](#)
- [American Airlines Travel Information](#)
- [Delta Air Lines Onboard experience](#)
- [Southwest Airlines Book a Flight](#)
- [United Airlines Onboard experience](#)



# Learn the different types of baggage and the rules

- **Checked baggage** — checked baggage or hold baggage is an item of baggage that is stored in the hold of the aircraft and can't be accessed during the flight.
- **Carry-on baggage** — carry-on baggage or hand baggage is an item of baggage that is kept on-person during the flight and is stored in the cabin of the aircraft, where the passengers sit.
- **Personal item** — a personal item is a small item of baggage, such as a handbag, laptop or small rucksack.
- Visit your airline's website to review luggage size and weight restrictions, as well as baggage fees





## Packing for your trip

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- Unpack before you pack – make sure there is nothing in your carryon bag that is prohibited.
- Pack essentials — such as prescription medicine, contacts or glasses, or important paperwork – in your carry-on bag.
- You'll also want to pack some in-flight entertainment, such as your laptop, headphones and a book or magazine. A snack might be a good idea too, if your flight is delayed and you miss lunch or dinner.
- Make your baggage easily identifiable. Wrap a colored ribbon or bright tag on the outside to easily grab your bag from the conveyor belt.
- Liquids in containers over 3.4 oz. can be packed in your checked bag.

# 3-1-1 for Your Carry-Ons

Play Your Part →

**3** **3 ounces\*** or less size containers of liquid or gel.  
\*More than 3 ounces permitted in checked baggage.

Container size is a security measure.



**1** **1 quart-size,** clear plastic, zip-top bag holding 3 ounces or less containers.

Bag limits total volume per person:



**1** **1 bag** per traveler placed in the security bin.

Isolating liquids speeds screening.



 Transportation Security Administration

[www.tsa.gov](http://www.tsa.gov)

## Packing for TSA

- Breeze through security by packing your carry-on luggage using the 3-1-1 tips.
- If you're not sure what you can bring, visit [tsa.gov](http://tsa.gov) and enter your item in the search field on top of the page.
- Liquids over 3.4 oz. must be packed in your checked luggage.
- Scissors, pocket knives and other sharp objects must also be packed in your checked luggage.

# To check or not to check?

- If your carry-on bag is too big to fit under the seat in front of you, you will have to check it.
- Overhead compartments fill up quickly, so you may have to gate-check your bag. That means your full-size carry-on bag will be stored with all the other checked bags. Once you land, you will need to wait in the jet bridge for the airline personnel to deliver your bag to you. (A jet bridge is what passengers walk through to get from the gate to the plane and vice versa).
- If you are traveling on a regional jet (50-76 seats), there is limited room for carry-on bags, and no room for full-size bags.





## Before arriving at the airport

- Download your airline's app
- Check in for your flight (this is what you need to do to get a boarding pass) up to 24 hours before your departure time.
- You can use a mobile boarding pass or a printed boarding pass.
- You can also check in at the ticket counter but you will save time if you check in before arriving at the airport. Plus, if you are not checking a bag and have your boarding pass, you can go directly to TSA.
- Keep your boarding pass handy so you can show it to the gate agent. If using a mobile boarding pass, there are two easy ways to save it: (1) to your phone's wallet and (2) take a screen shot of it.

# At the airport

- Arrive at the airport 2 hours before departure to allow time for parking, checking in (if you're checking a bag), and clearing security. Large airports request that you allow three hours prior for departure for international travel.
- Learn where to park, parking rates, and watch directional videos at [flywichita.com/parking](https://flywichita.com/parking).
- Parking is not allowed in front of the terminal. It is only for quick pick-up and drop-off.
- View our parking videos [here](#)



# At the airport

- Airline ticket counters generally close 30 minutes before departure time.
- Airlines start boarding planes about 30 minutes before departure. Don't wait until the last minute to get to your gate. Airlines close the aircraft door 10 minutes before departure and will not reopen it.
- The TSA closes at the departure time of the last flight of the day. If it's closed and you have not cleared security, you will miss your flight.
- If you have your boarding pass and are not checking a bag, you can skip the ticket counter and proceed directly to the TSA checkpoint.
- At the airport, never leave your bags unattended.
- Use the stairs, escalator, or elevator to go to the 2<sup>nd</sup> level for TSA screening and airline gate.



# Security Screening

- Unless you are a TSA Pre-check member, you will need to remove your liquids and personal electronic devices and place them into a bin for x-ray screening. Examples are: laptops, tablets, e-readers and handheld game consoles.
- Be prepared to go through security screening by having your government-issued photo ID ready.
- Slip-on shoes are recommended as you will need to remove them to be screened.
- Do not wear metal or heavy bling; that will set off the metal detectors and you will get additional screening.
- For special screening procedures, visit TSA's [Security Screening](#).



# TSA Pre-check

- If you have Pre-check, you can avoid removing shoes, laptops, 3-1-1 liquids, belts and light jackets.
- Airports have a separate Pre-check line. These lines have fewer passengers waiting to get screened. That means your wait time is less.
- To apply for Pre-check, [TSA.gov/precheck](https://www.tsa.gov/precheck). TSA enrollment center in Wichita is located at New Leaf Plaza, 2021 N. Amidon Ave., Ste. 130.



# Navigating the Large, Hub Airports

- Before your trip, learn about the layout of the airport, i.e., airline gates, trains (if any), restaurants, etc. The airport's website will provide this information.
- If you are connecting at one of our hub airports, proceed to one of the arrival/departure monitors to see from what gate your next flight departs. If you have downloaded the airline's app, it will tell you the gate. You can also ask the gate agent.
- Look for the directional signs to your gate. You may need to take a train.



# Navigating the Hub Airports

- [HARTSFIELD-JACKSON ATLANTA INTERNATIONAL AIRPORT – ATL](#)
  - [Navigating the Atlanta Airport](#)
- [DALLAS/FT. WORTH INTERNATIONAL AIRPORT – DFW](#)
  - [Dallas Airport guide](#)
  - [Connect on Skylink](#)
- [CHICAGO O-HARE INTERNATIONAL AIRPORT – ORD](#)
  - [Airport Transit System](#)
  - [Airport Maps](#)

Gates C1 - C22  
Puertas de Embarque C1 - C22



C2

Washington  
Flight 1117  
Boarding 1  
Completed

Southwest

# Navigating the Hub Airports

## HOUSTON GEORGE H. BUSH INTERCONTINENTAL AIRPORT – IAH

- [Airport Maps](#)
- [Connecting Information](#)

## MINNEAPOLIS/ST. PAUL INTERNATIONAL AIRPORT – MSP

- [Terminal Information](#)
- No trains

## PHOENIX SKY HARBOR AIRPORT – PHX

- No trains are needed to connect to gates. However, Phoenix is your destination, you might want to know about their Sky Train. The [PHX Sky Train](#)® is an automated train that transports travelers between Valley Metro Rail at 44th and Washington streets, the East Economy Parking area and airport terminals.
- [Terminal Map](#)



# Navigating the Hub Airports

## [ST. LOUIS LAMBERT INTERNATIONAL AIRPORT – STL](#)

- [Upper-Level map](#)
- [Lower-Level map](#)
- No trains are needed to connect

## [SEATTLE-TACOMA INTERNATIONAL AIRPORT – SEA](#)

- [Interactive Map](#)
- The [Link Light Rail](#) provides service between the airport and downtown Seattle. No trains are used to make connecting flights.



# Denver International Airport – DEN

- [Virtual Tour, Denver International Airport](#)
- [Denver Airport map](#)
- The Train to the Gates (or the Automated Guideway Transit System) connects Jeppesen Terminal and all three DEN concourses. After security screening at the North and South checkpoints, passengers are directed to the Train to the Gates. The train trip from the terminal to C Gates is less than ten minutes. Train stations are located in the center of all four buildings. Signs will direct you.
- The Automatic Guideway Transit System (AGTS) is a free underground train service that runs between Jeppesen Terminal and Concourse C, stopping at Concourses A and B in between.
- The train system is within the secure area of the airport, so you must pass through a security checkpoint before you can use the service.
- Each concourse has its own station located on level B, with the departure gates situated on the upper levels. Within Jeppesen Terminal, the AGTS is located in the main hall on level 4, and it takes around 6 minutes from the terminal to the furthest point of Concourse C.
- If your destination is Denver, the Airport has an easy [rail](#) from airport to downtown Denver.



# Las Vegas – Larry Reed International Airport

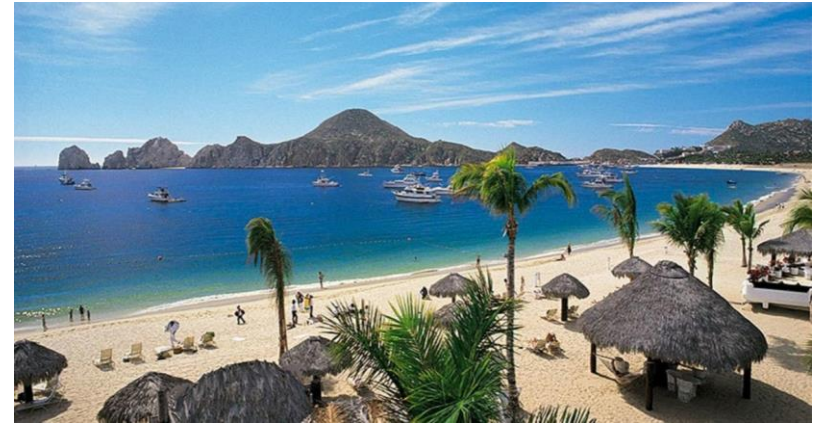
- [Las Vegas – Harry Reed International Airport](#)
- Las Vegas is not known as a connecting hub, but Southwest does connect through it.
- The Las Vegas airport consists of 110 aircraft gates at two separate terminal buildings T1 – Terminal 1 & T3 – Terminal 3. The D Gates satellite concourse is accessible from Terminal 1 via an automated transit system. Know which [terminal](#) hosts which airlines.
- Take the [Airport Tram](#) to connect you from gate to gate if it's a long distance from you.
- If Las Vegas is your destination, learn about the [transportation](#) that is available.



# Returning to ICT

- If you have checked bags, you will retrieve them on one of three baggage carousels.
- The airline, flight number and origin will appear on the screens above the carousel.
- If your bag did not arrive on your flight:
  - Go to the Baggage Service Office in the corner of the bag claim if you flew American, Delta or United.
  - If you flew on Alaska, Allegiant or Southwest, go to their ticket counters.





Now start planning your trip!

[www.flywichita.com](http://www.flywichita.com)