



LET'S FLY

Tuesday, Sept. 29, 2026

FREQUENTLY ASKED QUESTIONS

ABOUT THE EVENT

What is the Let's Fly event?

Let's Fly is an opportunity for individuals with disabilities to practice the airport and air travel experience in a supportive, welcoming environment. Participants will go through several steps of the travel journey, including check-in, security screening and boarding an aircraft.

Who is the event for?

The event is designed for individuals with disabilities who would benefit from practicing the airport and air travel experience in a supportive environment.

Where is the event being held?

Let's Fly is being held at Norfolk International Airport.

When is the event?

ORF's 2026 Let's Fly event is being held on Tuesday, Sept. 29 with check-in beginning at 4 p.m. with the event concluding at 7 p.m.

Is there a cost to participate?

No. Participation in Let's Fly is free.



LET'S FLY

Tuesday, Sept. 29, 2026

FREQUENTLY ASKED QUESTIONS

ARRIVAL & PARKING

Where should I park?

Event participants and their families/caregivers should park in any garage or lot at Norfolk International Airport.

What should I do with my parking ticket?

Please bring your parking ticket with you to check-in. Parking for participants is complimentary. Event staff will validate your ticket.

Where do I go when I arrive at the airport?

After parking, follow the signs for Ticketing/Check-In, then locate the Breeze Ticket Counter. Event staff and volunteers will be available to help direct you.



LET'S FLY

Tuesday, Sept. 29, 2026

FREQUENTLY ASKED QUESTIONS

CHECK-IN

What time should I arrive?

Check-in begins at 4 p.m. and will end at 4:45 p.m. We recommend arriving on time so there is enough time to complete registration and proceed through the travel journey to the gate.

What happens when I check in?

Participants will:

- Meet event staff and volunteers
- Receive your event information and boarding pass
- Prepare to proceed through the airport experience

What should I bring to check-in?

Please bring:

- Your event confirmation/registration information
- Your parking ticket
- Any identification required for air travel
- Any medications, mobility devices or other personal items that would make your experience more comfortable



LET'S FLY

Tuesday, Sept. 29, 2026
FREQUENTLY ASKED QUESTIONS

PARTICIPATION

What will I be doing during the event?

Participants will experience a simulated travel journey, including:

1. Check-in and receiving a boarding pass
2. Proceeding through the TSA security checkpoint
3. Waiting in the boarding area
4. Boarding an aircraft
5. Experiencing the aircraft taxi on the airport surface
6. Returning to the terminal and deplaning

Will the airplane actually fly?

No. The aircraft will **not take off**. Participants will board the aircraft and experience the boarding process and taxi before returning to the terminal.

How long will the event take?

Please plan to be at the airport for approximately three hours. The exact timing may vary depending on the number of participants and the pace of the group.

Can I bring my mobility device?

Yes. Participants should bring and use mobility devices just as they would during a normal trip. If you have specific accessibility needs, please let the event team know during registration or contact us before the event.

Can I bring sensory supports or other accommodations?

Absolutely. Participants are encouraged to bring any items they typically use to feel comfortable while traveling, including headphones, fidgets, communication tools, comfort items or other sensory supports.

Can I bring a suitcase?

No. Please leave your suitcases and large bags at home. Backpacks, purses and small bags are permissible.



LET'S FLY

Tuesday, Sept. 29, 2026
FREQUENTLY ASKED QUESTIONS

CAREGIVERS & FAMILY MEMBERS

Can I bring a caregiver or family member?

Yes. Each participant may bring up to three caregivers or family members to accompany them during the event.

Can all of my caregivers & family members board the aircraft?

No. Due to limited space and the nature of the event, only one caregiver or family member per participant will be permitted to board the aircraft with the participant.

Other caregivers & family members participating will wait in the boarding area during the airplane experience.

Does my caregiver need to register?

Caregivers or family members should be included in the participant's registration information so we know who will be attending.

Can my caregiver go through TSA with me?

Yes. All caregivers & family members who were registered and have valid identifications are permitted to go through TSA on the day of the event.



LET'S FLY

Tuesday, Sept. 29, 2026

FREQUENTLY ASKED QUESTIONS

IDENTIFICATION & SECURITY

Do I need an ID?

Participants and guests 16 years of age and older must have a REAL ID-compliant form of identification for the event. For information and a complete list of compliant IDs visit this LINK: <https://www.tsa.gov/travel/security-screening/identification>

Will I have to go through TSA security?

Yes. Participants will experience the TSA screening process as part of the event.

Do I need to bring the same things I would bring when flying?

We recommend bringing only the items you would normally need for your travel experience. Please remember that participants will go through a security screening.

What kinds of items are restricted to go through security?

TSA has guidelines to keep the traveling public safe. Although this is a simulated travel experience and practice event, all participants and guests must adhere to TSA's regulations. Read more here: <https://www.tsa.gov/travel/security-screening/whatcanibring/all>



LET'S FLY

Tuesday, Sept. 29, 2026

FREQUENTLY ASKED QUESTIONS

REGISTRATION

How are spots assigned?

Registration is available on a first-come, first-served basis. Once all participant spots are filled, additional registrations will be placed on a waitlist.

Can I participate if I am placed on the waitlist?

Waitlisted participants will be contacted if a participant spot becomes available.

Can I register more than one participant?

Yes. However, each participant must have a separate form completed.

What if I can no longer attend?

Please let us know as soon as possible if you are unable to attend so we can offer your spot to someone on the waitlist. Email Andrew at ACronin@norfolkairport.com



LET'S FLY

Tuesday, Sept. 29, 2026

FREQUENTLY ASKED QUESTIONS

ACCESSIBILITY & SUPPORT

What if I have questions about my specific accessibility needs?

We want this experience to be as comfortable and successful as possible. Please contact Andrew at ACronin@norfolkairport.com before the event to discuss any specific accommodations or questions.

What if I become overwhelmed during the event?

Participants are welcome to take a break when needed. Event staff and volunteers will be available to provide support and help participants navigate the experience at their own pace.

Can I leave the event at any time?

Yes. Participants may choose to leave the experience at any time. Please notify an event team member so we can assist you.



LET'S FLY

Tuesday, Sept. 29, 2026
FREQUENTLY ASKED QUESTIONS

BEFORE YOU ARRIVE

What should I remember on event day?

Please remember to:

- Give yourself plenty of time and arrive during the designated check-in window between 4 p.m. – 4:45 p.m.
- Bring your parking ticket
- Bring required identification if you are 16 or older
- Bring any medications, mobility devices or sensory supports you may need
- Wear comfortable clothing and shoes
- Let event staff know about any accessibility needs
- Be prepared to go through TSA screening
- Have fun and enjoy your travel experience!

STILL HAVE QUESTIONS?

We're here to help! If you have a question that isn't answered above, please contact Andrew Cronin, Community and Employee Engagement Coordinator at ACronin@norfolkairport.com.

WE CAN'T WAIT TO WELCOME YOU TO LET'S FLY!