



# Disabled Persons and Persons with Reduced Mobility Users' Guide

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## **Our Customer Commitment**

Glasgow Prestwick Airport is committed to providing high levels of customer service to ensure your experience is as pleasant and stress free as possible. This is our commitment in co-operation with Airlines and Disabled Go to you as a valued customer. Through our consistently high level of customer service we strive to be your airport of choice.

This document provides information to our customers and advises exactly what to expect when using Glasgow Prestwick Airport. It allows the user to access all information in order to organise the necessary assistance they may require.

## Service Level Agreement

The minimum stated level of service to be given to disabled persons and persons with reduced mobility (PRM) under Regulation EC 1107/2006 is as follows:

<u>Parameter</u>	<u>Pre-Booked</u>	<u>Non Pre-booked</u>
<b>Departures</b>		
For all departing passengers. Upon arrival at the airport, once they have made themselves known:	<p>90% of passengers should wait no longer than 10 minutes for assistance.</p> <p>100% of passengers should wait no longer than 20 minutes for assistance.</p> <p>100% of passengers will arrive at the gate in time for boarding.</p>	<p>90% of passengers should wait no longer than 20 minutes for assistance.</p> <p>100% of passengers should wait no longer than 25 minutes for assistance.</p> <p>100% of passengers will arrive at the gate in time for boarding.</p>
<b>Arrivals</b>		
For all arriving passengers, assistance at aircraft side within time of the aircraft being on chocks:	<p>90% of passengers should wait no longer than 10 minutes for assistance.</p> <p>100% of passengers should wait no longer than 20 minutes for assistance.</p>	<p>90% of passengers should wait no longer than 15 minutes for assistance.</p> <p>100% should wait no longer than 25 minutes for assistance.</p>

## 1. Booking Process

The booking process provides an important way of capturing information from passengers about their assistance needs and any mobility equipment that they wish to take with them.

## 2. Journey Planning

All passengers are able to access information about the airport layout of Glasgow Prestwick Airport to assist in planning their journey. They may do this online via the airport's website, where they will find this information and other information regarding accessibility. They may also telephone the airport's switchboard and request the information verbally, or by emailing a query or writing via conventional mail to the airport for a written response.

## 3. Reserving Assistance

If anyone in your party is disabled, has difficulty in walking more than 200 metres and/or up and down stairs, we can assist you to book free airport assistance. Just let us know.

When making a flight booking, passengers should follow their airline or tour operator's advice and provide them with the relevant information, which is then passed on to the passenger handling agent at the airport.

Bookings and arrangements for special assistance can be made online via the airline or tour operator's website or through their reservations telephone line.

If you are unsure of the type of assistance you or a member of your party requires, please contact your airline or the airport to ensure you are booking the correct level of assistance.

Should you require assistance from or to the point where you can transfer from or to your other means of transportation (for example the rail station, bus stop, taxi rank), let the ground transport provider know and they will organise assistance in conjunction with the airport's ground handling agent to provide a smooth journey through the airport.

## 4. Getting To And From The Airport

Glasgow Prestwick Airport is well connected to Glasgow City Centre and wider regions of Scotland via road and rail. If you plan to arrive at the Airport via rail, bus or taxi, you will have to contact the provider of this ground transportation to ensure that they have a suitable vehicle for your needs and that it has an appropriate facility to enable you to access and disembark from it. If arriving by car, all Airport car parks have blue badge car parking spaces located for easy access, and

assistance is available from these spaces into the main Terminal.

- Help point intercom buttons are available arriving at the car park entrance barrier.
- Help points are also located in each of the Rail Station platform waiting rooms.

## **5. At The Airport**

Upon arrival at Glasgow Prestwick Airport for your outbound flight, please go to the Bag Drop Desk or, if these are unmanned, to the Information Centre alongside the escalator in the main terminal concourse.

The check in agent for your flight will be able to confirm your level of assistance and provide you with advice, information regarding your flight departure and provide you with an airport wheelchair should you require it.

If you are arriving from a flight and have pre-booked assistance, the appropriate level of assistance will be waiting for you at the aircraft.

Our staff will always take you into the Arrivals Hall, and provide assistance to your onward transportation if required.

## **6. Un-Booked Assistance**

If you have arrived at Glasgow Prestwick Airport for your flight and have not booked any assistance at all, please speak to one of our staff at the Bag Drop or at the Information Centre. They will be able to organise an appropriate level of assistance for you. Please note, however, that due to

operational requirements or restrictions with the airline, tour operator or destination airport, this may not always be possible to organise within the short period of time available. In this situation airport staff will endeavour to provide as much assistance as they can.

## **7. Electric Mobility Aids (EMA)**

If you have an electric mobility aid EMA that you wish to travel with, you must contact the airline prior to travel to confirm the carriage of the EMA. They will require some additional information from you regarding the model, weight, dimensions of the EMA equipment and the type of battery installed when you book your flight. This information will be confirmed at the Bag Drop. Please leave additional time to complete these formalities when arriving at the airport for your flight. In the unlikely event that on arrival of your flight at the airport you find your EMA is damaged or delayed we will correspond with the airline on your behalf and make the necessary arrangements for you. We hold a manual wheelchair which can be given out on a loan basis.

## **8. Assistance Dogs**

Passengers flying with a recognised / registered assistance dog or guide dog should contact their airline when making their booking, as special requirements must be met to allow their dog to travel, especially if they are travelling out with the UK and Republic of Ireland.

## **9. Other Passengers**

We recognise that other passengers may require assistance to move around the airport too. These may include but are not limited to blind or visually impaired passengers, deaf or hearing impaired passengers and passengers with learning disabilities. The assistance outlined above for People of Reduced Mobility and Disabled Persons is available for all these other passengers.

## 10. Contacts

If you have any questions, queries or concerns about People of Reduced Mobility and Disabled Persons travelling to or from Glasgow Prestwick Airport, please contact us using one of the following means:

### **Glasgow Prestwick Airport:**

Switchboard - + 44 1292 511000

Website: [www.glasgowprestwick.com](http://www.glasgowprestwick.com)

Email:

[feedback@glasgowprestwick.com](mailto:feedback@glasgowprestwick.com)

Car Parking Queries: +44 870 118 1844

### **Passenger Airline:**

#### **Ryanair**

Telephone: +44 871 246 0000

Special Assistance Telephone:

+44 871 246 0003

Website: [www.ryanair.com](http://www.ryanair.com)

### **Ground Transportation:**

#### **Scotrail**

Assisted Travel Helpline:

+44 800 912 2901

Website: [www.scotrail.co.uk](http://www.scotrail.co.uk)

#### **Stagecoach Bus**

Disability Helpdesk: +44 7736 892253

Website: [www.stagecoachbus.com](http://www.stagecoachbus.com)

#### **Streamline Taxis**

Telephone: +44 1292 47700

### **Helpful Information**

#### **Disabled Go**

Telephone: +44 1438 842710

Website: [www.disabledgo.com](http://www.disabledgo.com)

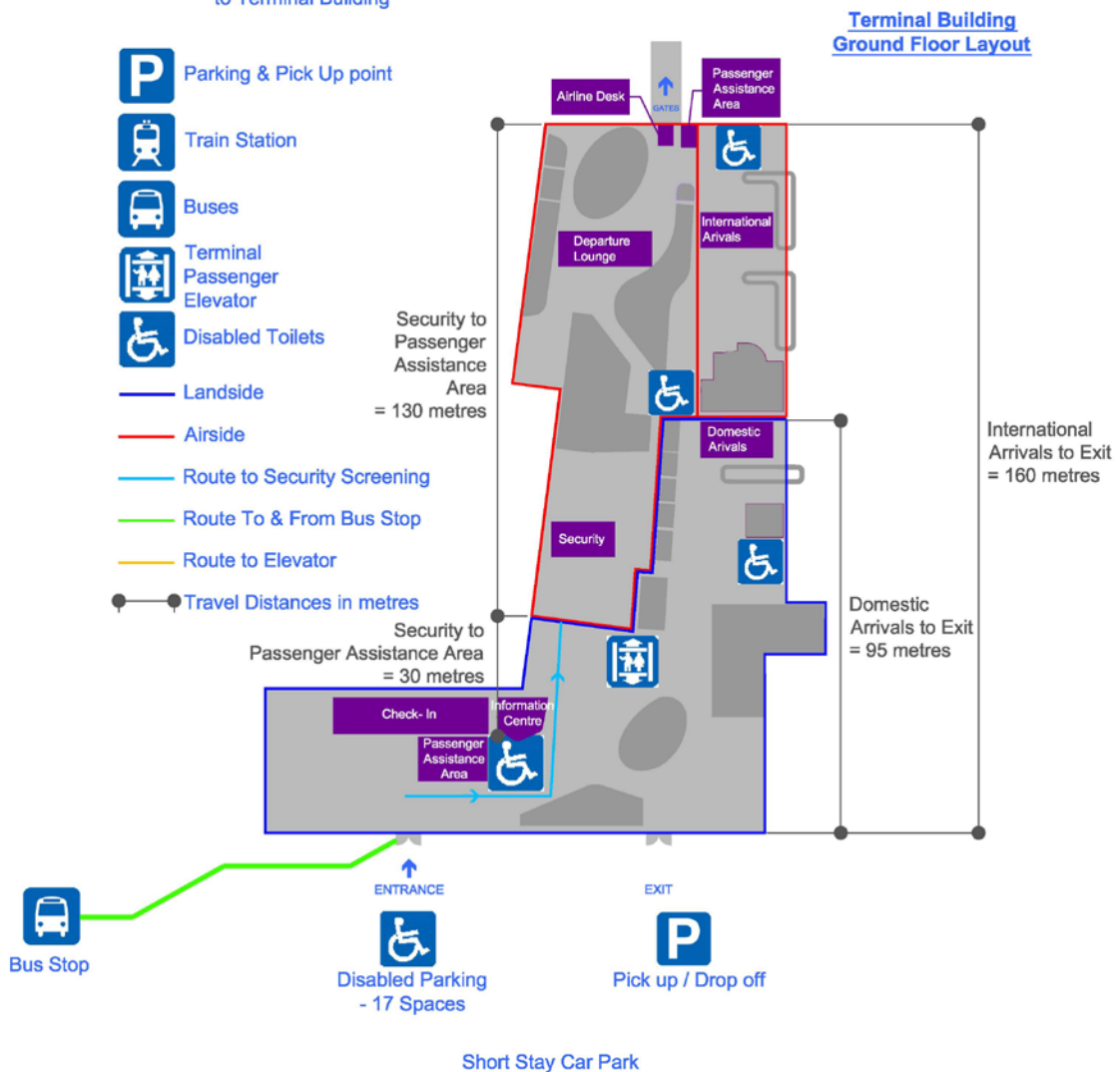
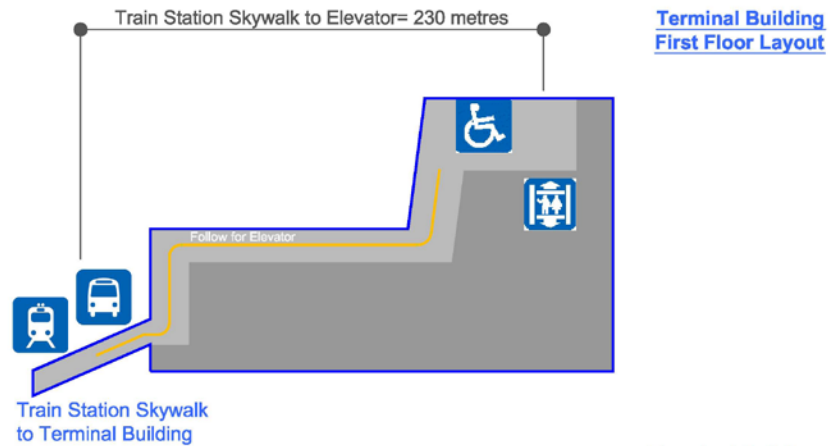
## 11. Facilities

Glasgow Prestwick Airport has the following facilities:

- Blue badge car park spaces in all car parks and drop off zone.
- 30 min free pick up / drop off for all blue badge holders. (Car park ticket and blue badge to be taken to Information Centre in the main terminal building for validation).
- Accessible toilets both Landside and Airside.
- Dedicated waiting areas for passengers who require assistance.
- Complimentary wheelchairs available.
- Dedicated lanes at Security and Passport Control for wheelchair users and passengers with walking difficulties.
- Lifts and escalators available to all levels of airport terminal and rail station.
- All departure gates accessible for wheelchair users and passengers with walking difficulties.
- Induction loops available for deaf and hard of hearing passengers.
- Low level seating in all public areas.



# 10. Users Map



Further Information on travel distances and facilities can be found on our Disabled Go page at [www.disabledgo.com](http://www.disabledgo.com)