



Persons with reduced mobility, hidden and non-hidden disabilities

Users' Guide

January 2019

Contents

Our Customer Commitment.....	2
Service level agreement.....	3
1. Booking process.....	4
2. Journey planning.....	4
3. Booking assistance.....	4
4. Getting to and from the airport.....	4
5. At the airport.....	5
6. Non pre-booked assistance.....	5
7. Electric mobility aids (EMA).....	5
8. Assistance dogs.....	5
9. Persons with reduced mobility, hidden and non-hidden disabilities.....	6
10. Contacts.....	7
11. Facilities.....	7
12. Users map.....	8

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. We aim to ensure that persons who require assistance and may not want to share their disabilities, have the same opportunities for air travel.

This is our commitment in co-operation with airlines and AccessAble 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 can be found in the Civil Aviation Authority (CAA) Regulation EC 1107/2006. Glasgow Prestwick Airport have set the below waiting time targets. Which are published twice annually on the Airport and CAA website.

<u>Parameter</u>	<u>Pre-booked</u>	<u>Non Pre-booked</u>
Departures		
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>
Arrivals		
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% of passengers 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 regarding the 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 and other information regarding accessibility. Passengers may also telephone the airport and request the information verbally.

3. Booking 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 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 they then pass on to the relevant airport(s).

Bookings 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 stops, 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, car parks 1 & 2 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 barriers.
- 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 desks, if these are

unmanned, to the information centre 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 assistance 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 are available to assist you into the arrivals hall and provide assistance to your onward transportation if required.

6. Non pre-booked assistance

If you have arrived at Glasgow Prestwick Airport for your flight and have not booked any assistance 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 desks. 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/self propelling wheelchair which can be given out on a loan basis in an emergency.

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. Persons with reduced mobility, hidden and non-hidden disabilities

Passengers with reduced mobility, hidden and non-hidden disabilities are required to notify their airline and book the assistance they require. On occasion, the types of assistance offered may not meet what the passenger is looking for. In order to assist our passengers on these occasions we have set up an online enquiry form allowing passengers to advise of their specific travel requirements. At Glasgow Prestwick Airport we have hidden disability lanyards which are available to passengers upon request prior to departure or on the day of travel. Glasgow Prestwick Airport staff will respond to passengers via the method of communication they prefer. We can offer passengers a wide range of assistance including a guided familiarisation tour of the airport. This is particularly beneficial to passengers who do not feel comfortable going to new and unfamiliar places, allowing them to have a simulated run of exactly how things will go on their day of travel in terms of being assisted throughout their journey both on their outbound and inbound flights. We are able to provide an escorted service to passengers where required and this is available for both departing and arriving passengers. In addition, we have a quiet route for assisting passengers throughout their journey.

10. Contacts

If you have any questions, queries or concerns about persons with reduced mobility, hidden and non-hidden disabilities travelling to or from Glasgow Prestwick Airport, please contact us using one of the following means:

Glasgow Prestwick Airport:

Telephone: + 44 (0) 1292 511000
Car Parking: +44 (0) 870 118 1844
Guided familiarisation tours and online enquiry form available via website:
www.glasgowprestwick.com

Passenger Airline:

Ryanair

Telephone: +44 (0) 871 246 0000
Special Assistance Telephone:
+44 (0) 871 246 0003
Website: www.ryanair.com

Ground Transportation:

Scotrail

Assisted Travel Helpline:
+44 (0) 800 912 2901
Website: www.scotrail.co.uk/plan-your-journey/accessible-travel

Stagecoach Bus

Disability Helpdesk:
+44 (0) 7736 892253
Website: www.stagecoachbus.com

Streamline Taxis

Telephone: +44 (0) 1292 477000

Helpful Information

AccessAble

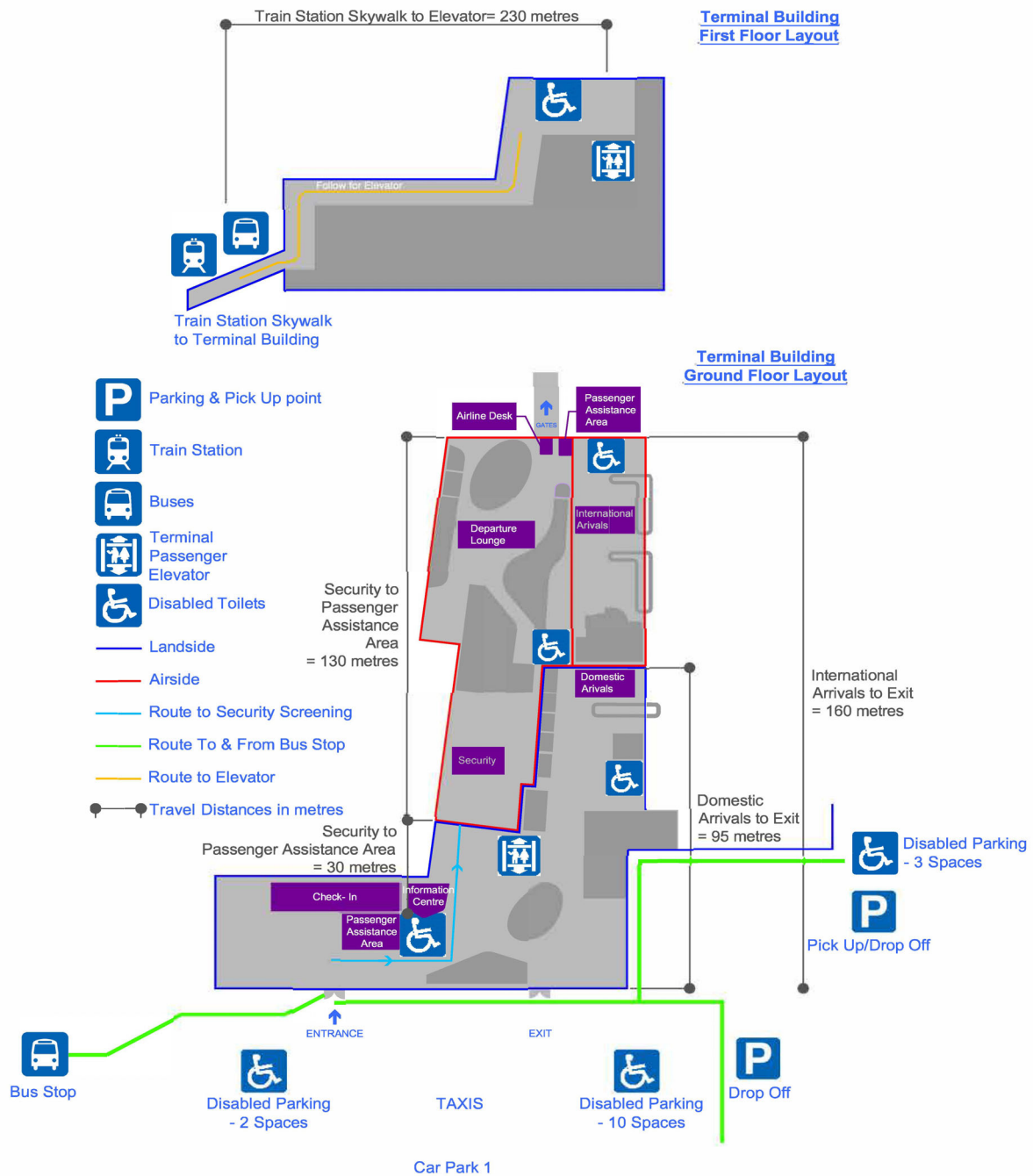
Telephone: +44 (0) 1438 842710
Website: www.accessable.co.uk

11. Facilities

Glasgow Prestwick Airport have the following facilities:

- Blue badge parking spaces in car parks 1 & 2 and the pick up/drop off.
- 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.
- Dedicated waiting areas for special assistance.
- Wheelchairs available on request (manual and self propelling).
- Passenger assistance lane at security and passport control.
- Lifts and escalators available to all levels of airport terminal and rail station.
- Accessible routes leading to all departure gates.
- Induction loops available at information centre for deaf and hard of hearing passengers.
- British Sign Language trained staff.
- Low level seating in all public areas.
- Hidden disability lanyards available for travel.
- Step-free boarding through Aviramp and ambulift access.

12. Users Map



Further Information on travel distances and facilities can be found on our AccessAble page at www.accessable.co.uk