

Glasgow Prestwick Airport holds annual host day for persons with reduced mobility



On Monday, 18 February 2019, Glasgow Prestwick Airport held its third annual host day for persons with reduced mobility, hidden and non-hidden disabilities. This event gives service users, support workers and charities the chance to visit the airport, experience the passenger journey and provide feedback on the airport service levels.

In association with the North Ayrshire Access Panel (NAAP), a group of visitors including Jasper the guide dog were met by our passenger assistance team.

Our visitors from the NAAP were given a guided tour of the airport with a focus on how assistance is provided for our departing and arriving passengers and visitors. The tour began in the terminal building including a visit to check-in and our assistance areas. We then simulated how assistance is provided through Security Central Search and into the departure lounge.

Next up was behind the scenes access to our stair free boarding Aviramps and Ambulift carriage vehicles as delivered by our ground services staff. The tour was completed with a full run through of the process for how we provide assistance to our arriving passengers including a tour of Passport Control and baggage collection areas.

Peter Joyce, Chairman of the North Ayrshire Access Panel commented on the event;

“Myself and my colleagues were delighted to accept an invitation to review the accessibility and inclusivity of Prestwick airport. We were very pleased to find many policies already in place to assist those needing additional help to travel. We found all staff were receptive to our ideas for improvement, some for the short term others for further down the line.”



“We had a great time with the staff and we look forward to continuing this relationship, we will make ourselves available to help them through this process.”

Glasgow Prestwick Airport’s Landside Operations Manager, Jane Thomson said;

“At Glasgow Prestwick Airport we believe that everyone should have access to travel by air and by holding this annual event it helps us understand the specific requirements for those with reduced mobility, hidden and non-hidden disabilities.”

“Our host events are an important part of our commitment to ensure we are providing the best levels of customer service possible and the feedback we have received is invaluable in assisting us continually develop our standards, infrastructure and training packages for our staff.”

“On behalf of everyone at the airport I would like to thank our visitors from the NAAP for their feedback and support and look forward to inviting them back to review and assess all the improvements that have been introduced as a result of their feedback.”