



**Glasgow  
Prestwick  
Airport**

# Accessibility Guide

March 2023

Glasgow Prestwick Airport is committed to providing accessibility for passengers throughout our facilities. Assistance is available from any on site location including car parks, train station, bus stops and the terminal building. Further information can be found via our special assistance page on our website at [www.glasgowprestwick.com](http://www.glasgowprestwick.com)



## REGULATION EC1107/2006

The regulation EC1107/2006 establishes rules for the protection of assistance to disabled persons with reduced mobility by air, both to protect them against discrimination and to ensure that they receive assistance. This regulation also outlines minimum standards regarding assistance waiting times. Recorded waiting times are published twice annually on both the CAA and respective airports website. Please see below for the ECAC quality standards waiting times.

Pre-booked			
Outbound		Inbound	
Waiting Time	Target	Waiting Time	Target
10 Mins	80%	5 Mins	80%
20 Mins	90%	10 Mins	90%
30 Mins	100%	20 Mins	100%

Non Pre-booked			
Outbound		Inbound	
Waiting Time	Target	Waiting Time	Target
25 Mins	80%	25 Mins	80%
35 Mins	90%	35 Mins	90%
45 Mins	100%	45 Mins	100%

## PLANNING YOUR JOURNEY

Prior to leaving for the airport please remember

- Passports or travel documentation (if required)
- Travel Visa (if required)
- Boarding passes (printed or on phone/tablet)
- Medication
- Booking details (hotels/car hire/transfers etc)
- Travel Insurance details (if required)
- Security liquid restrictions
- To arrive in plenty time (2-3 hours prior to departure is recommended)

## ARRIVING/DEPARTING THE AIRPORT

### CAR

- Car Park 1 – 10 blue badge spaces
- Car Park 2 – 6 blue badge spaces
- Car Park 3 – 0 blue badge spaces
- 30 minutes free car parking for Car Park 1 drop off/pick up for blue badge holders\*
- Designated assistance help points located at entry barriers and on pay stations in Car Park 1 & 2



\*Blue badge and car park ticket to be presented to Information Centre in terminal building. Normal charges apply if 30 minute complimentary allowance is exceeded.

### TRAIN

- Platform 1 – (Ayr-Glasgow line) has lift/stair access to airport terminal via the skywalk
- Platform 2 – (Glasgow-Ayr line) has lift/stair/escalator access to airport terminal via the skywalk
- Help points located within both platforms linked directly to our special assistance desk

## BUS

- Southbound bus stop – located terminal side of main road (A79) has stair free access to terminal building
- Northbound bus stop – located opposite side of main road (A79) has stair free access to railway station platform 2 with lift/stair/escalator access to terminal via the skywalk thereafter

## TAXI

- Drop off/pick up point located outside car park 1
- Taxi call point located on the wall at exit 4 of terminal building

## AIRPORT ASSISTANCE

- Pre-booked – recommended to be booked at least 48 hours prior to departure
- Non pre-booked – please note that assistance is not guaranteed if not pre-booked however all reasonable efforts will be made
- Assistance provided free of charge
- Assistance desk located at Information Centre in terminal building
- Assistance desk located in departure lounge (opposite Par & Eagle Bar)
- Designated passenger assistance desk at bag drop
- Assistance lane through Security
- Assistance lane at Border Control
- Low level seating in all public areas
- Induction loops available at Information Centre
- Guided familiarisation tours available via website



## CHECK-IN/BAG DROP

- Boarding pass required to complete assistance procedures
- Passport/relevant documentation also required if checking baggage in
- Mobility equipment will require a baggage tag at this point
- Screens above check-in desk will advise airline and/or destination
- Dedicated assistance desk
- Manual and self propelling wheelchairs available from area opposite bag drop
- Assistance available from this point (if required)
- Cuddle clip (for walking sticks) located at designated assistance desk

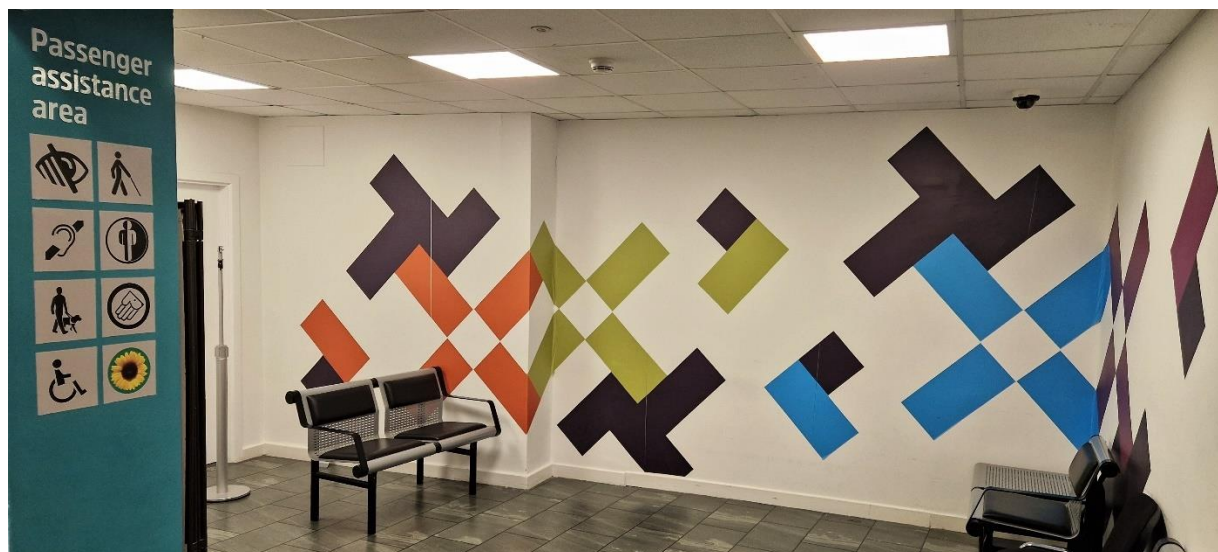
## SECURITY

- Boarding pass required
- Screens display relevant security information
- Signage also displays security information
- Dedicated assistance lane
- All belongings (baggage and on person) will be security screened
- Use trays provided
- Pass through security scanner when advised by security staff
- Private search can be carried out if necessary



## BOARDING

- Boarding pass & Passport required (other forms of id may be accepted – check with airline)
- Airline cabin baggage checks carried out
- Dedicated assistance area in departure lounge
- Available seating (limited) at boarding gates
- Assistance available from this point (if required)
- Stair free boarding gate available
- Stair free boarding to aircraft may be available if Aviramp in use
- Ambulift carriage vehicle available upon pre-booking



## BORDER CONTROL/CUSTOMS

- Help point phone prior to Border Control
- Passport required
- Dedicated assistance lane
- Collect all checked in baggage if any
- Customs may require bag search

## MOBILITY AIDS

- Manually operated mobility aids can be carried – pre booking recommended
- Electric mobility aids should be pre-booked where possible – airlines may not accept carriage on the day if not pre-booked
- All mobility aids must be presented at the designated assistance desk at bag drop

## ASSISTANCE DOGS

- Registered guide/assistance dog owners contact airline for travel requirements

## HIDDEN DISABILITIES

- Hidden disability lanyards/cards/stickers are recognised in the airport
- Sunflower lanyards/cards/stickers can be collected at Information Centre
- Information Centre staff will assist you with your individual requirements
- All airport customer facing staff are disability awareness trained
- Familiarisation tours available on request





## CONTACTS

### **Glasgow Prestwick Airport**

Telephone: +44 (0) 1292 511000

Car Parking: +44 (0) 870 118 1844

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

[Car Parking Page](#)

[Special Assistance Page](#)

[Special Assistance Enquiry Form](#)

### **Scotrail**

Assisted travel helpline: +44 (0) 800 912 2901

[www.scotrail.co.uk/plan-your-journey/accessible-travel](http://www.scotrail.co.uk/plan-your-journey/accessible-travel)

### **Stagecoach Bus**

Disability Helpdesk: +44 (0) 7736 892253

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

### **Streamline Taxis**

Telephone: +44 (0) 1292 477000

### **AccessAble**

Telephone: +44 (0) 1438 842710

[www.accessable.co.uk](http://www.accessable.co.uk)

# ACCESS MAP

