Accessibility Guide

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

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
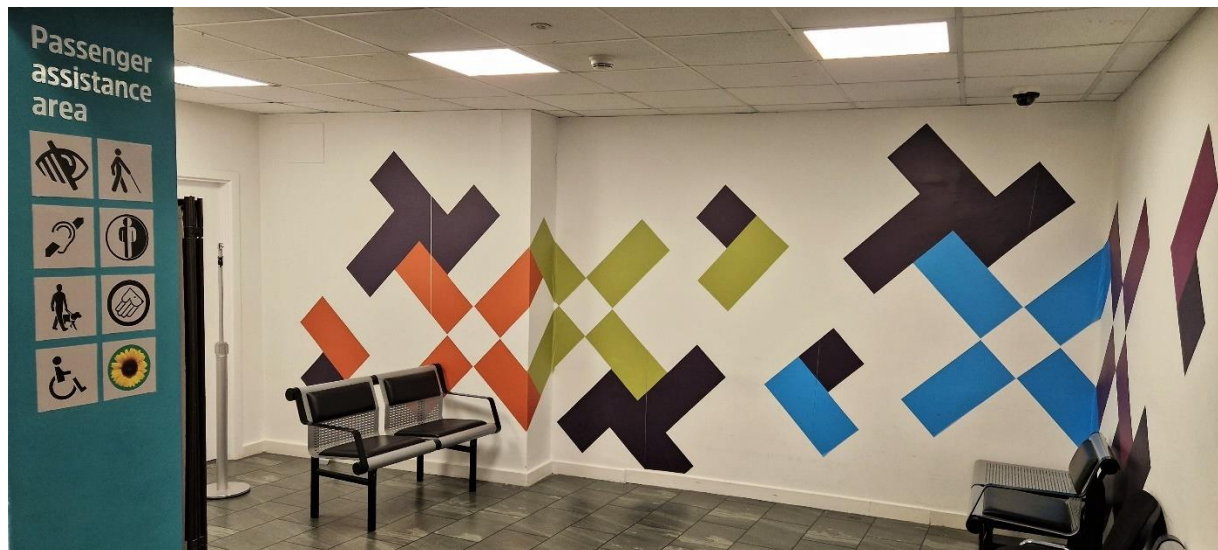
BORDER CONTROL/CUSTOMS

- 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
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

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

Streamline Taxis
Telephone: +44 (0) 1292 477000

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

ACCESS MAP

Glasgow Prestwick Airport

Terminal Building First Floor Layout

Train Station Skywalk to Elevator = 230 metres

Follow for Elevator

Train Station Skywalk to Terminal Building

Terminal Building Ground Floor Layout

P — Parking & Pick Up point
— Train Station
— Buses
— Terminal Passenger Elevator
— Disabled Toilets
—— Landside
—— Airside
—— Route to Security Screening
—— Route To & From Bus Stop
—— Route to Elevator
— Travel Distances in metres

Airline Desk
Passenger Assistance Area
International Arivals
Departure Lounge
Domestic Arrivals
Security

Security to Passenger Assistance Area = 130 metres

International Arrivals to Exit = 160 metres

Domestic Arrivals to Exit = 95 metres

Security to Passenger Assistance Area = 30 metres

Check- In
Information Centre
Passenger Assistance Area
Wheelchair Bay

ENTRANCE
EXIT

Bus Stop

P — Drop Off/Pick Up

Disabled Parking - 10 Spaces
TAXIS

Car Park 1