



**Glasgow
Prestwick
Airport**

Accessible Travel Policy

**Making Rail Accessible at Prestwick
International Railway Station**

April 2025

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Introduction

Welcome to Glasgow Prestwick Airport (GPA). In addition to operating the airport, we own and operate the airport's railway Station, known as Prestwick International. We are licensed by the Office of Rail and Road (ORR) and as a Station operator only we do not operate train services at the station, which are provided by our industry partner, ScotRail.

Prestwick International Railway Station is principally an interface between Glasgow Prestwick Airport and the National Rail system and whilst the overwhelming numbers of passengers using the Station are airline passengers, airport visitors or employees going to and from the Airport, the Station is also accessible and available to passengers from outside the airport. All passengers, regardless of their reasons for using the Station, are welcome to use the airport's facilities.

Our operation of the airport is compliant with the provisions of the Department for Transport (DfT) Code of Practice "Access to Air Travel for Disabled Persons and Persons with Reduced Mobility" and this Assisted Travel Policy (ATP) describes how our operation of the station complements the airport operation and the operation of train operators serving the station.

This document explains our policies and practices to ensure that Prestwick International Railway Station is fully accessible to as many people as possible.

Ian Forgie

Chief Executive Officer
Glasgow Prestwick Airport
Prestwick
Ayrshire KA9 2PL

April 2025

A. Commitments to providing assistance

This document is Glasgow Prestwick Airport's commitment to passengers who require assistance at Prestwick International railway station.

A1. Booking and providing assistance to passengers

A1.1 Using Passenger Assist

Prestwick International Rail Station is unstaffed and does not have any ticket issuing facilities. If you are planning to use the station and wish to arrange for assistance for your train journey to or from the airport, we recommend that you make arrangements directly with the train operator ScotRail. You can contact ScotRail by:

- Visiting any manned Station on the ScotRail network
- Visiting the ScotRail website www.scotrail.co.uk. Or complete an online [Assisted Travel booking form](#) (please do not use this between 2200 and 0700 as applications are only processed between the hours of 0700 to 2200)
- Telephone - Free Assisted Travel Helpline: **0800 046 1634**
- Assisted Travel Textphone: **18001 0800 046 1634** (if you are deaf or suffer from hearing loss). These facilities are available between the hours of 0700 and 2200 daily (except Christmas Day).

You may use these ScotRail services up to 1 hour before you are due to travel.

If you use Passenger Assist, ScotRail will make all the necessary arrangements for your train journey to or from Prestwick International Rail Station and they will advise our passenger assistance team the time of your arrival as well as the details of your assistance requirements. If you are flying to or from Glasgow Prestwick Airport, we will assist you right through to the aircraft. This assistance is available to you during the hours that trains are scheduled to stop at the station.

A1.2 Not using Passenger Assist

Arranging assistance in advance at Prestwick International Rail Station

If you have not made arrangements for Passenger Assist but would like to be assisted from or to the train, please let us know and we will make the necessary arrangements based on your specific assistance requirements. To make such arrangements please visit our Information Centre, which is found in the main Terminal Building, or by telephone - **+44 (0)1292 511000** and please wait to speak with an operator.

A1.3 Not made any advanced arrangements

If you need assistance but have not made any previous arrangements either through Passenger Assist or directly with GPA:

- **Arriving by air**
If you arrive by air and require assistance to board a train but have not made arrangements please advise Airport staff who will endeavour to assist you.
- **Arriving by train**
If you arrive by train and would like assistance from the station but have not made any prior arrangements, you will find a help point in the waiting area of the station platforms. The help points are located opposite the lifts and will connect you with our Information Centre from whom assistance can be requested. Airport staff will endeavour to assist you.
- **Arriving by other means (Turn up)**
If you arrive on a "Turn up" basis please go to the Information Centre in the airport terminal or use the help point on the station platforms to request assistance. Airport staff will endeavour to assist you.

We will provide assistance for you as soon as we can but please bear in mind that under these circumstances our staff may already be assisting passengers and therefore you may be asked to wait a period of time until our team become available.

A1.4 Ramps

All trains serving Prestwick International Rail Station are provided with ramps onboard the train and ScotRail staff will deploy the ramp and assist you on or off the train. If you are joining the train at Prestwick International Rail Station and have asked for our assistance, we will advise ScotRail of the train you are boarding and ask them to make the ramp available when the train stops, should this be required.

A1.5 Station Information

Details of the facilities available at Prestwick International Rail Station are shown on the National Rail website and on Glasgow Prestwick Airport's website. These are kept up to date and any changes to the facilities available will be notified to all parties within 24 hours of the changes taking place. We will also advise ScotRail immediately if there is any loss of facility affecting accessibility of the station.

A1.6 Assisting disabled passengers with luggage

Although Prestwick International Rail Station is unstaffed, airport customer service staff will meet trains for passengers who have booked Passenger Assist or made prior arrangements for assistance through Glasgow Prestwick Airport.

If you have not pre-booked assistance but require help on arrival, we will do our best to assist you. However, please be aware that our team may already be supporting passengers joining or leaving flights, and you may be asked to wait until a member of the team becomes available.

Assistance is provided during the airport's operational hours, which vary depending on the flight schedule. (See section A1.3 for details.)

A1.7 Inter-modal Connections

A1.7.1 Between Train and Air

Prestwick International Rail Station is primarily an intermodal station, designed to provide a smooth connection between rail and air travel. As Glasgow Prestwick Airport operates both the airport and the railway station, our staff are available during operational hours to assist you between the station and the airport terminal.

If you are arriving or departing by air, we can arrange through-assistance between your train and aircraft, tailored to meet your individual needs.

A1.7.2 Between Train and Other Onwards Transport

If you are transferring between train and local bus, car, or taxi services at Prestwick International Rail Station, we will do our best to provide assistance between the station and the airport's bus stops, car park, and taxi point.

If you have not arranged assistance through the Passenger Assist scheme, it would be helpful if you could give us advance notice so we can ensure someone is available to help. If no prior arrangements have been made, we will still do our best to assist you as soon as possible.

Taxis are usually available at the pick-up point in the car park at the front of the terminal building. During quieter times, you may need to call for one using the free taxi call button located on the wall next to Exit 4.

A2. Passenger Information and promotion of Assisted Travel

A2.1 Accessible Travel Policy documentation, provision and promotion

A passenger information leaflet entitled Guide for Accessible travel at Prestwick International Railway Station has been produced. This is displayed at and available from the Information Centre in the airport terminal and is also available to read or download from the GPA website. Alternative formats are available upon request.

You may obtain a copy of our ATP from us by visiting our web site at www.glasgowprestwick.com or post to the Railway Station Manager, Glasgow Prestwick Airport, Aviation House, Glasgow Prestwick Airport, Prestwick, KA9 2PL.

A2.1.2 Alternative Formats

This ATP document can be made available for you within 7 days in other formats, such as in large print. Please ask at our Information Centre should you require this.

A2.2 Stations and rolling stock accessibility information

A2.2.1 Stations

Information concerning station accessibility and facilities is contained in our Guide for Accessible Travel leaflet available at our Information Centre and on-line.

A2.2.2 Rolling Stock

For all information concerning rolling stock about trains serving Prestwick International station, please refer to our train provider ScotRail.

A2.3 Passenger journey information

A2.3.1 Aural and Visual Information

Aural Information about train services is provided at Prestwick International Station in the form of long line public address system provided by ScotRail to all Stations on the route. Our staff can also use the public address system to make announcements concerning the operation of the Station and Airport.

Visual information is provided by Passenger Information screens, which are located at the Station entrance, the Information Centre in the airport terminal, on each platform and in waiting areas. The train information is provided by ScotRail's customer information system to all stations on the route

A2.3.2 Station Entrances

There are two entrances to the railway station:

- i) via the airport terminal building, or
- ii) via a gate leading from the A79 road, which is also an access point to/from bus stops.

These entrances are available at all times the railway Station is open subject to any requirement dictated by DfT associated with the safety of people using Airports or when there is a fire alarm activated in the terminal building.

A2.3.3 Station and Terminal Building

Signage is provided at entrances to guide people to the station/airport as appropriate.

For further information regarding access to the railway station an Access Guide is available on line at www.accessable.co.uk/venues/prestwick-international-Airport-Station

A2.4 Information points, help points and contact centres

Information Points and Displays

The Information Centre is situated in a central position of the airport concourse, which provides information about rail services serving Prestwick International Rail Station, including a visual display monitor showing the current trains from the station, together with other airport and local information. The centre is open during the periods when flights are operating and remains open if flights are delayed for any reason.

On the railway station, there are help points situated on each platform for your use, inside the waiting areas opposite the lifts. The help points will link you with the Information Centre and you can use these if you require any assistance, or information should trains be delayed. If the Information centre is closed, the help point will link you with our CCTV control room, which is available 24 hours per day.

All current train information is displayed on customer information screens located at the information Centre, entrance to the station from the airport, and on the station walkway and platforms.

Timetable posters for trains serving Prestwick International are displayed in waiting areas on each platform whenever they are available for display.

An information poster is situated at the entrance to the Station and gives details of the telephone numbers and other means of communication with the train operator and other railway enquiries.

We make every effort to ensure our information reflects the up-to-date position of rail operations on the train services affecting Prestwick International Rail Station in accordance with our access agreement with ScotRail and our licence commitments.

A2.5 Website

GPA's website contains the following information about rail travel to and from the airport

- Brief description of the rail services
- Link to National Rail website for rail information
- Link to ScotRail website for Passenger Assist and accessible travel information
- Link to on-line guide for using the station (AccessAble)

This information is found on the To & From the Airport and then the Train section.

A3. Ticketing

There are no ticket machines or ticket gates at Prestwick International Rail Station. If you require a ticket for your journey, please purchase it from ScotRail staff on board the train. If you require any information about fares and discounts available to disabled people, please contact National Rail Enquiries, by telephone **03457 484950** or their website at www.nationalrail.co.uk/Stations_destinations/44965.aspx

A4. Rail replacement services and alternative accessible transport

A5. Mobility scooters and mobility aids

Not applicable to GPA.

A6. Delays, disruption to facilities and services, and emergencies

A6.1 Access to and from The Station

From time to time, it may be necessary for our facilities such as walkways, lifts, escalators etc to be closed for maintenance, repair or renewal. Whilst these occasions are rare, should any of our facilities not be available for your use to access the railway Station, we will arrange to transport you by accessible taxi and free of charge

between the Airport terminal and the Station or to a neighbouring and accessible ScotRail Station, whichever is the most appropriate for your journey.

If the loss of these facilities is unplanned, we will advise ScotRail as soon as possible to ensure that you can join/alight at the nearest accessible station and we will arrange to transport you free of charge to or from that point. Where the loss of the facility is due to longer-term work, for example replacement or re-development, we will ensure that the rail industry is informed through the National Rail Stations Made Easy website (www.nationalrail.co.uk) and we will also liaise with ScotRail to ensure that their stations and staff are aware of the issue.

We will update information within 24 hours of any disruption to our facilities and /or services.

A6.2 Interruption of Rail Services

If disruption is caused by planned interruption of the rail service, such as bus replacement services due to engineering operations, ScotRail will make the necessary arrangements for alternative/replacement transport serving the station. We will liaise with ScotRail to ensure that there is access for you between the Airport and the drop off/pick up point for the alternative transport arrangements.

Should there be any unplanned and/or emergency interruption of train services affecting Prestwick International, we will liaise with ScotRail to ensure the best possible arrangements are made between the airport and the alternative/replacement transport provided.

A7 Station facilities

A7.1 Left Luggage

A luggage storage facility is available in the check-in area of the terminal, located between the Information Centre and the first check-in desk. It is signposted as Outsize Baggage above the door. You can leave or collect your luggage during the airport's operational hours, which vary depending on the flight schedule. The charge for using this facility is £5 per item, per day.

To access the service, please pick up the telephone next to the door, and a member of staff will come to assist you.

A7.2 Disabled Parking

Disabled parking is available in the airport Car Park 1, which is adjacent to the airport terminal. Help buttons are on entry barriers.

Blue Badge holders are permitted 30 minutes free for pick up or drop off purposes – you must present your blue badge at the information Desk in the airport terminal to have your ticket validated.

Stays longer than 30 minutes are subject to normal car park rates.

A7.3 Third party provided facilities

There are no third parties involved in the operation of Prestwick International Rail Station. Passenger facilities within the airport terminal are, available for your use, and every effort is made to ensure that these are accessible.

A7.4 Replacement facilities

In the event of our facilities being unavailable for any reason, we will make every effort to ensure that replacements are accessible.

A7.5 Station entrances

The station entrance via the airport terminal is open throughout the period of operation of the train service. The entrance at platform level connecting to the A79 road is permanently open.

A7.6 Tactile Surfaces

Tactile surfaces currently are not provided at the edges of the platforms on the Station, but installation is planned.

A8 Redress

If assistance has been booked through ScotRail Passenger Assist, but not provided either on the train or at the station, please contact ScotRail for redress at:

- **Email:** customer.relations@scotrail.co.uk
- **Telephone:** 0344 811 0141
- **Post:** Scotrail Customer Relations, PO Box 27129, Glasgow, G2 9LH

Redress will be determined on a case-by-case basis and we will provide ScotRail with reasons why assistance was not provided.

Where assistance booked through GPA has not been provided as requested at Prestwick International station, you may submit a complaint to GPA as follows

- **Social media** – X @GPAPassenger or Facebook – Glasgow Prestwick Airport),
- **By e-mail** – feedback@glasgowprestwick.com
- **On-line through Airport website** – www.glasgowprestwick.com
- **By letter** – Letter should be addressed to Comments, Feedback and Complaints, Communications, Glasgow Prestwick Airport, Aviation House Prestwick, KA9 2PL
- **By telephone** – Please call 01292 511000 if you wish to complain by telephone. The operator will take details of your complaint and pass it on to our communications team to action.

Our Complaints Handling Procedure is available on our website www.glasgowprestwick.com and GPA is a member of the Rail Ombudsman scheme. If you are not happy with our response to a complaint, you may refer it to the Rail Ombudsman at:

- **Website:** (including online chat) <http://www.railombudsman.org>
- **Telephone:** 0330 094 0362
- **Textphone:** 0330 094 0363
- **Email:** info@railombudsman.org
- **X:** @RailOmbudsman
- **Post:** FREEPOST – RAILOMBUDSMAN

B Strategy and Management

B1. Strategy

It is our policy to provide and maintain access for disabled people to all services and facilities that we provide in the operation of our Airport and railway Station.

We welcome all persons using Prestwick International Station, whether or not you are connecting with our flights.

We maintain a close working relationship with our train operator partner, ScotRail, for the benefit of all users of the Station including providing passenger assistance.

We are committed to the continuous improvement to its facilities and services. This includes making the interchange between rail and air travel as easy as practically possible and compliant with both our rail and our aviation accountabilities.

B2. Management arrangements

The Railway Station Manager has overall responsibility for implementing and managing the ATP, and he/she will review the facilities for maintaining accessibility at the Station at least annually when objectives will be set to ensure compliance with the policy.

The Landside Operations Manager is responsible for the day-to-day management of the ATP, including the responsibility for updating information regarding any change. He/she reports to the Railway Station Manager for issues affecting the railway Station. All passenger assistance staff are briefed on the ATP and are disability awareness trained. This training is reviewed to ensure it remains up to date with all regulatory requirements. This information will be included in the annual review and a copy of the report sent to ORR.

The Railway Station Manager ensures that all new and altered works taking place on the Station, and also affecting the accessible route to the Station, are compliant with this policy.

Issues affecting the safety and operation of Prestwick International railway Station are raised and discussed at the Railway Safety and Operations Committee. This internal committee meets quarterly and is attended by the departments of GPA responsible for overseeing all rail safety and operations issues that we are accountable for. Review of the operation of facilities and arrangements for passenger assistance is included in the content of all meetings.

We hold regular liaison meetings with our industry partners Network Rail and ScotRail.

B3. Monitoring and evaluation

The monitoring of our ATP arrangements is carried out also through the Railway Safety and Operations Committee. This committee is one of GPA's committees managing various activities of the company, and all managers holding railway activity responsibility attend the committee.

Operation of the ATP is a regular agenda item of the committee. Details of any comments made by passengers and any deviation from the policy is reported upon, and action taken. Feedback can be made in person at the Information Centre or via our website.

GPA operates an internal audit system which the railway Station is included. All audit findings including compliance and actions are documented. The operation of the ATP is included in the items that attract audit examination.

An annual report will be made to the ORR on the operation of the ATP on the anniversary date of the approval of this document.

B4. Access improvements

Prestwick International railway Station is of modern construction (1994) and the Station was compliant with disability legislation applicable at that date. We will continue to make improvements to access that become necessary and will apply to Access for All Funds to help to bring projects to fruition.

Recent improvements include upgraded lighting. The provision of tactile surfaces on the Station platforms is currently planned.

B5. Working with disabled passengers, local communities and local authorities

As a major inter-modal location, GPA works with many other transport operators to ensure that all passengers and visitors have access to all services when using GPA. We liaise with our Local Authority on issues affecting the operation of the whole Airport and regularly meet with local disability groups to ensure that the service users from the groups have the knowledge and understanding as to what GPA can provide in terms of assistance and that rail/air travel is accessible to all.

B6. Staff training

All GPA's passenger assistance staff have undertaken disability awareness training and are trained in the use of equipment associated with passenger assistance. Staff who answer telephones or required to communicate directly with assistance requests are trained to communicate clearly and appropriately.