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If Things don't go as Planned

In case of rail disruptions, airport staff can assist by:

- Arranging an accessible taxi to another local station
- Coordinating with ScotRail for alternative transport arrangements

Complaints & Claims

For train-related complaints, including any compensation claims or requests for redress relating to assistance booked through the ScotRail Passenger Assist scheme, please contact ScotRail via:



contact.scotrail.co.uk/srt_cr



0344 811 0141



customer.relations@scotrail.co.uk



Scotrail Customer Relations, PO Box 27129, Glasgow, G2 9LH

More Information & Contact Details

For information on the day of travel, visit the Information Centre at the terminal or call +44 (0)1292 511000.

An access guide to the station is available online at www.accessable.co.uk/glasgow-prestwick-airport/access-guides/prestwick-international-airport-station and station information is also provided on the National Rail website.

This leaflet is available in alternative formats upon request from the Information Centre or contact us as shown below.

For our Accessible Travel Policy explaining our rail travel assistance policies in more detail, visit: www.glasgowprestwick.com/special-assistance.

Contact Details

To provide general feedback or make a complaint contact us at:



www.glasgowprestwick.com/contact



feedback@glasgowprestwick.com



@GPAPassenger



Railway Station Manager,
Glasgow Prestwick Airport,
Aviation House, Prestwick,
KA9 2PL



Guide for Disabled and Older People

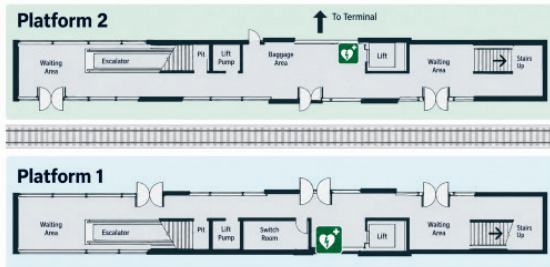
Prestwick International Airport Station



Introduction

Welcome to Prestwick International Airport station, offering seamless transfers between train and airline services for passengers requiring assistance. The station is owned and operated by Glasgow Prestwick Airport Ltd and is also accessible to non-airport passengers.

All train services are operated by ScotRail. Their onboard staff can assist passengers requiring assistance on/off the train while our trained airport staff provide assistance between the station and the airport.



Station Access & Facilities

The station is directly connected to the airport via a covered walkway and offers step-free access throughout, with lifts and escalators between the platforms and the terminal building.

The station operates 24 hours daily and offers:

- Automatic and manual doors between platforms and waiting areas
- Seating in covered waiting areas and on the platforms
- Help points on both platforms connected to the airport Information Centre
- Visual and aural service information on platforms, waiting areas, and the walkway

Accessible toilets and catering facilities are available in the airport terminal.

For non-airport users, the station can be accessed via a footpath next to the A79's northbound carriageway or through the terminal building from the southbound carriageway. Car parking is available in the airport car park with disabled bays - airport charges apply.

Assistance Available & How to Get It

Buying Tickets & Planning your Journey

Prestwick International Airport Station does not have ticketing or journey planning facilities. Please buy your tickets from ScotRail staff onboard the train. They can also be purchased at staffed ScotRail stations or, online at www.scotrail.co.uk.

For journey planning, visit www.scotrail.co.uk or www.nationalrail.co.uk.

How to Obtain Assistance

There are two options for obtaining assistance:

Option 1 - Pre-Booking Assistance

It is recommended that you use ScotRail Passenger Assist to pre-book assistance for your journey to or from Prestwick International Airport station. ScotRail will arrange all train journey assistance, including interchanges with other operators, help with boarding and alighting trains and with your luggage, and will notify airport staff of your arrival or departure time.

Please book via:

- Any staffed station
- Completing an online [Assisted Travel booking form](#) via ScotRail's website (this facility is monitored between 07.00 and 22.00 daily)
- Free Assisted Travel Helpline: 0800 046 1634
- Textphone: 18001 0800 046 1634 (for deaf/hard of hearing)

These facilities are available 24 hours per day (not Christmas Day) and may be used up to one hour before travel.

Passenger Assist

If you have not booked ScotRail's Passenger Assist but wish to pre-book assistance at Prestwick International Airport station only, please contact the Information Centre in the airport terminal building or call +44(0)1292 511000.

Option 2 - Turn up and go

If you have not pre-booked arrangements for assistance, please use the help point on the platforms or visit the Information Centre in the airport terminal to request assistance. If you arrive by air and require assistance to board a train, please advise GPA staff upon disembarkation. Assistance will be provided as soon as staff are available, although there may be delays during busy periods.

If you require assistance at your destination, airport staff will advise ScotRail.

Interchange - Train to Plane

Assistance is available between the railway station and the airport. Pre-booking assistance with your airline at least 48 hours before travel is strongly recommended to avoid delays.