



Special Assistance Guide for Passengers with Reduced Mobility

This guide has been compiled for passengers with reduced mobility flying from or to a UK airport. We have put all of the PRM airport guides together to make it easier for you to find the one you are looking for and bookmark it for future use.

In this guide you will find a dedicated page about the special needs and disabled facilities at each of the UK's major airports including who to call and how far in advance you should book special assistance before travelling, how to access the Blue Badge parking and each airport's specific facilities set up to cater for those with special needs.

Special Assistance and Disabled Facilities at UK Airports

Please choose an airport from the list below to view the special assistance and disabled facilities information.

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Aberdeen Airport Disabled Facilities Info

Travellers with disabilities or reduced mobility requiring special help and assistance should contact the airline they are flying with 48 hours before departure to arrange aid.

Disabled facilities include:

- Dedicated special assistance team
- Induction loops
- Wheelchair accessible doors
- Fully equipped disabled toilet facilities
- Free wheelchairs for use at the airport
- Disabled parking bays
- Wheelchair accessible payphones
- Help Points
- Reserved seating areas
- Low level flight information screens
- Ambu-lift
- Free wheelchairs for use within the airport

Special Assistance

Travelers with reduced mobility can request assistance from their arrival at Aberdeen Airport until you board the aircraft. Assistance is provided by G4S, you are advised to call them ahead of time on +44 (0)1224 725 767 to discuss your needs. This service is also available from the point of disembarkation until you leave the airport.

Help Points

Aberdeen Airport provides a number of designated Help Points along with a special assistance help desk, which is situated inside the main terminal building.

Car parking facilities for people with disabilities at Aberdeen Airport

Blue badge parking spaces are available within the Car Park and an assistance telephone is provided, you are advised to call the G4S team to arrange assistance. There is seating provided while you wait for a member of the assistance team. Wheelchair accessible car park buses are also provided to transport you to the terminal.

Facilities at Aberdeen Airport for blind and partially sighted travelers and for the hard of hearing:

- Directional signs at Aberdeen Airport are black on yellow, which provides optimum contrast to aid all travelers
- Induction loops can be found in a range of locations throughout Aberdeen Airport
- Text payphones are located in each terminal
- Payphones are adapted for hearing aids and are located in all parts of the airport
- Guide and hearing dogs are permitted at Aberdeen Airport within the terminal buildings.

Belfast International Airport Disabled Facilities Info

Travellers with disabilities or reduced mobility requiring special help and assistance should contact the airline they are flying with 48 hours before departure to arrange aid.

Disabled facilities include:

- Dedicated special assistance team
- Induction loop at the information desk
- Wheelchair accessible doors
- Fully equipped disabled toilet facilities
- Free wheelchairs for use at the airport
- Disabled parking bays
- Free wheelchairs for use within the airport
- Ambulift
- Helplines

Special Assistance desk - OCS

Passengers with reduced mobility who require special assistance are advised to contact OCS, the service provider at Belfast Airport, on 028 9448 4957 or by email at ocs@bfs.aero. The OCS help desk is located on the left side of the check-in hall. The OCS team will provide wheelchairs if required and will assist you through the airport and to your aircraft. They will also assist you with your luggage.

Helplines

Helplines are located throughout Belfast Airport and can be identified by yellow signage.

Car Parking for travellers with disabilities at Belfast International Airport

Designated Blue Badge bays are available within the car parks and help buttons are situated at entrances, pay stations and exits. Wheelchair accessible buses are provided from the Long Stay Car Park to the terminal building. Blue Badge holders are entitled to a discounted rate in the short stay car park.

Assistance dogs

Guide and hearing dogs are permitted at Belfast International Airport within the terminal buildings.

Birmingham Airport Disabled Facilities Info

Travellers with disabilities or reduced mobility requiring special help and assistance should contact the airline they are flying with 48 hours before departure to arrange aid.

Disabled facilities include:

- Dedicated assistance team
- Induction loops at customer service and check-in desks
- Wheelchair accessible doors
- Fully equipped disabled toilet facilities
- Wheelchair accessible phones
- Special Assistance seating areas
- Help Points

Special assistance

Passengers requiring a wheelchair or special assistance for any part of their journey from arrival at Birmingham airport through to the aircraft or on your return journey should contact the OCS team on 0121 767 7878 or via email at bhx.prm@ocs.co.uk

Help Points

Help Points are available to travellers with who require special assistance upon arrival at the airport. The OCS Helpdesk is situated in the check-in area in Terminal 1. Help Points are also available in the departure lounges.

For the Deaf

There are members of staff located at Birmingham airport who can use sign language and they can be contacted from the Special Assistance Reception Desk.

Car Parking for Disabled Passengers

Car parking spaces are provided in the Drop & Go area which is in close proximity to the terminal building. 60 minutes of free parking is provided for Blue Badge holders. If assistance is required you are advised to use the Help Points that are located close to the disabled parking areas.

Assistance Dogs

Registered assistance dogs are permitted at Birmingham International Airport. You are advised to contact the airport before travel.

Blackpool Airport Disabled Facilities Info

Blackpool Airport is committed to providing services for passengers with reduced mobility. It is advisable to inform your airline or travel agent that you will require assistance well in advance of travelling. This will reduce the amount of time you have to wait for assistance.

Disabled facilities include:

- Meet and assist to and from the aircraft
- Ambulift
- Airport wheelchairs
- Wheelchair access
- Single level building
- Fully equipped disabled toilet facilities
- Wheelchair accessible phones
- Induction loops
- Blue Badge designated car parking spaces

Special assistance

Fully trained staff are available to provide assistance for disabled or reduced mobility passengers. Passengers requiring special assistance should contact the airport's main switchboard on 01253 343434 and then ask for extension 8251 or choose option 9.

Car Parking for Disabled Passengers

Blue Badge permit holders should use the designated parking spaces in the Pay to Park car park located directly opposite the airport terminal. Should all of the Blue Badge bays be in use, Blue Badge permit holders are welcome to park anywhere they choose within the Pay to Park car park.

In either case please ensure that your Blue Badge permit (or a clear photocopy of it) is clearly displayed and that your vehicle's registration details and return date are promptly registered with the Tourist Information Centre. If you require assistance please press the call button and a staff member will help you. When you return please have your ticket validated by a staff member rather than using the ticket machine.

Bristol Airport Disabled Facilities Info

Travellers with disabilities or reduced mobility requiring special help and assistance should contact the airline they are flying with 48 hours before departure to arrange aid.

Bristol Airport is easily accessible with the Pick Up/Drop Off point located immediately adjacent to the terminal. The furthest boarding gate in the terminal is only 450 meters away from the departure lounge. Wheelchair ramps are in place throughout the building and disabled toilet facilities are also available.

You are advised to call 0871 334 4444, or 01275 473670 for Minicom users, for general enquiries regarding special assistance at Bristol Airport.

Car Parking for people with disabilities at Bristol Airport

Each car park at Bristol airport provides special assistance bays, with help buttons located at all entry barriers. Wheelchair accessible courtesy buses are also available to transport you from the car park to the terminal building.

Cardiff Airport Disabled Facilities Info

Travellers with disabilities or reduced mobility requiring special help and assistance should contact the airline they are flying with 48 hours before departure to arrange aid.

Disabled facilities include:

- Dedicated special assistance team
- Induction loop at the information desk
- Wheelchair accessible doors
- Fully equipped disabled toilet facilities
- Free wheelchairs for use at the airport
- Disabled parking bays
- Ambulift
- Reserved seating area with low level flight information screen and courtesy phone

Special Assistance

Travelers with reduced mobility who require special assistance are advised to call 01446 729329 or by e-mailing PRMDesk@cwI.aero to discuss your needs. Designated special assistance call points are situated in the car parks and a dedicated special assistance desk is situated in the check-in hall of Cardiff Airport. Staff will assist passengers from the car park through to the terminal and from check-in until you board your aircraft. This service can also be provided for passengers arriving into Cardiff Airport.

Car Parking for travellers with disabilities at Cardiff Airport

Designated Blue Badge parking bays are available within both the short and long stay car parks at Cardiff Airport. Passengers with reduced mobility are advised to use the help buttons located on each entry and exit barrier to request assistance. A dedicated wheel-chair accessible ramp is provided from the Short Stay Car Park directly to the main terminal at Cardiff Airport.

Durham Tees Valley Airport Disabled Facilities Info

Travellers with disabilities or reduced mobility requiring special help and assistance should contact the airline they are flying with 48 hours before departure to arrange aid.

Disabled facilities include:

- Special assistance
- Induction loops
- Wheelchair accessible doors
- Fully equipped disabled toilet facilities
- Wheelchair accessible phones
- Special Assistance seating area
- Help Points
- Free wheelchairs for use within the terminal
- Ambulift

Special Assistance

Passengers with reduced mobility who require special assistance are advised to contact a member of staff upon arrival at Durham Tees Valley Airport, either by calling Gate Aviation on 01325 331072 or at the designated desk. Assistance will be provided by trained staff, from the collection point to check-in, staff will assist with baggage and through security and to boarding the aircraft with lift-on if required. This service is also available to arriving passengers.

Car Parking for travelers with disabilities at Durham Tees Valley Airport.

Designated Blue Badge parking bays are available close to the airport terminal in the Park and Stay car park. Passengers are advised to contact a member of staff to request assistance from their vehicle into the terminal building by using the help point button.

East Midlands Airport Disabled Facilities Info

Travellers with disabilities or reduced mobility requiring special help and assistance should contact the airline they are flying with 48 hours before departure to arrange aid.

Disabled facilities include:

- Dedicated special assistance team
- Induction loops at
- Wheelchair accessible doors
- Fully equipped disabled toilet facilities
- Reserved special assistance seating areas
- Free wheelchairs for use at the airport

Special Assistance

Travellers requiring special assistance are advised to contact OCS, who will assist you from the car park, help you with your luggage and from the check-in desks to the aircraft. The “Reception point for assistance” is situated in the main check in hall at East Midlands Airport.

To make an enquiry you can call the OCS helpdesk on 01332 818426.

Parking

Disabled parking spaces are available in the short stay car park, located between 100-150 metres from the passenger terminal. Wheelchair accessible courtesy buses are available to transport you from the long stay car parks to the terminal building if required. Help Points are located in the car parks for you to request assistance.

Assistance Dogs

Registered assistance dogs are permitted at East Midlands Airport.

Edinburgh Airport Disabled Facilities Info

Travellers with disabilities or reduced mobility requiring special help and assistance should contact the airline they are flying with 48 hours before departure to arrange aid.

BAA Edinburgh provides special assistance to persons with reduced mobility and special needs.

Disabled facilities at Edinburgh Airport include:

- Dedicated Special Assistance team
- Induction loops at customer service and check-in desks
- Wheelchair accessible doors
- Fully equipped disabled toilet facilities
- Wheelchair accessible phones
- Special Assistance seating areas
- Accessible lift access to all levels
- Help Points

Help Points

Help points at Edinburgh Airport are marked with yellow signs and feature telephones or assistance buttons and a location map. These Help Points are located in the drop-off zones, car and coach parks and in the arrivals hall. Assistance is free to travellers with special needs and wheelchairs can be provided or pushed on request, to and from check-in and baggage claim as well as returning you to your vehicle.

To book special assistance please call +44 (0)131 344 3449 or use the minicom service on +44 (0)141 585 6161.

Car Parking for travellers with disabilities at Edinburgh Airport

Telephone help points/assistance call points are situated near allocated blue badge car parking spaces and assistance is free to those with reduced mobility and special needs.

Disabled toilet facilities

Unisex wheelchair accessible toilet facilities are provided before and after security at Edinburgh Airport.

Facilities at Edinburgh Airport for blind and partially sighted travelers and for the hard of hearing:

- Directional signs at Edinburgh Airport are black on yellow, which provides optimum contrast to aid all travelers
- Induction loops can be found in a range of locations throughout Edinburgh airport
- Text payphones are located in each terminal
- Payphones are adapted for hearing aids and are located in all parts of the airport
- Guide and hearing dogs are permitted at Edinburgh Airport within the terminal buildings.

Exeter Airport Disabled Facilities Info

Travellers with disabilities or reduced mobility requiring special help and assistance should contact the airline they are flying with 48 hours before departure to arrange aid.

Disabled facilities include:

- Special assistance staff
- Induction loop at the information desk
- Wheelchair accessible doors
- Fully equipped disabled toilet facilities
- Free wheelchairs for use at the airport
- Disabled parking bays

Special Assistance

Passengers with reduced mobility are advised to contact the Passenger Services Department at Exeter Airport to discuss their needs on 01392 367 433 (choose option 8) or via email at handling2@exeter-airport.co.uk. Trained staff will assist you from the time you arrive at the airport through to check-in and to your aircraft. This service is also available to passengers arriving at Exeter Airport. The Help Point is located in the check-in hall at the Information Desk.

Car Parking for travelers with disabilities at Exeter Airport

Designated Blue Badge bays area available within the car parks, and passengers with reduced mobility can request assistance from their vehicle to the terminal building. Travelers are advised to use the call button situated at the entry barrier to notify staff of their arrival and need for assistance.

Facilities at Exeter Airport for blind and partially sighted travelers and for the hard of hearing:

- Directional signs at Exeter Airport are black on yellow, which provides optimum contrast to aid all travelers
- Induction loops can be found in a range of locations throughout Exeter
- Text payphones are located in each terminal
- Payphones are adapted for hearing aids and are located in all parts of the airport
- Instruction cards are available in Braille at check-in and the Security Search Area

Guide and hearing dogs are permitted at Exeter Airport within the terminal buildings.

Glasgow Airport Disabled Facilities Info

Travellers with disabilities or reduced mobility requiring special help and assistance should contact the airline they are flying with 48 hours before departure to arrange aid.

Disabled facilities include:

- Dedicated assistance team
- Induction loops at customer service, check-in desks and telephones
- Wheelchair accessible doors
- Fully equipped disabled toilet facilities
- Wheelchair accessible phones
- Reserved special assistance seating areas

Special Assistance Team

Travelers who require assistance are advised to contact Glasgow Airport's special assistance provider THS on +44 (0)141 842 7700 or email info@thsscotland.co.uk. Assistance is free to disabled passengers and should be booked with your airline.

Help Points

Help Points are provided for passengers with reduced mobility in a number of areas at Glasgow Airport, including the car parks, in Bute Road for those travelling by coach, in the central reservation area, at Terminal 2 check-in and in the reserved seating areas.

Car Parking for people with disabilities at Glasgow Airport

Blue badge parking is available in both the Short and Long Stay car parks. If you require assistance from the car park to the terminal building, this should be arranged in advance by phoning THS (Scotland) on +44 (0)141 842 7700.

Reserved seating areas

There are two reserved seating areas at Glasgow Airport, featuring induction loops, space for wheelchair users, low level flight information screens and a help phone.

Facilities at Glasgow Airport for blind and partially sighted travelers and for the hard of hearing:

- Directional signs at Glasgow Airport are black on yellow, which provides optimum contrast to aid all travelers
- Induction loops can be found in a range of locations throughout Glasgow Airport
- Text payphones are located in each terminal
- Payphones are adapted for hearing aids and are located in all parts of the airport
- Guide and hearing dogs are permitted at Glasgow Airport within the terminal buildings.

Humberside Airport Disabled Facilities Info

Travellers with disabilities or reduced mobility requiring special help and assistance should contact the airline they are flying with 48 hours before departure to arrange aid.

Disabled facilities include:

- Special assistance staff
- Induction loop at the information desk
- Wheelchair accessible doors
- Fully equipped disabled toilet facilities
- Free wheelchairs for use at the airport
- Disabled parking bays

Special Assistance

Passengers with disabilities who require special assistance are advised to contact Persons with Reduced Mobility Customer Service on 01652 682080 to discuss your needs. Staff will assist you from your vehicle to the terminal building, and through to check-in and boarding your aircraft. Modern equipment is available Humberside Airport to help you with boarding your flight.

Car Parking for travellers with disabilities at Humberside Airport

Designated Blue Badge bays are available within Short Stay Car Park 1, which is easily accessible from the terminal building. You are advised to contact a member of staff using the Help Point to request assistance and wheelchair-push.

Inverness Airport Disabled Facilities Info

Travellers with disabilities or reduced mobility requiring special help and assistance should contact the airline they are flying with 48 hours before departure to arrange aid.

Disabled facilities include:

- Special assistance staff
- Induction loops
- Wheelchair accessible doors
- Ramp facilities
- Fully equipped disabled toilet facilities
- Free wheelchairs for use at the airport
- Disabled parking bays
- Ambulift

Special Assistance

Passengers with reduced mobility are advised to contact Dalcross Handling at Inverness Airport on 01667 464120 or 07985 187095 to arrange special assistance and discuss your needs.

Assistance can be arranged to transport you from the car park to the terminal and onwards from check-in to boarding your aircraft using the Ambulift.

Car parking for travellers with disabilities at Inverness Airport

Designated Blue Badge bays are available for passengers with reduced mobility within the Short Stay Car Park at Inverness Airport. Upon arrival passengers are advised to use the call button at the entrance barrier to request assistance from your vehicle and into the terminal building.

Leeds Airport Disabled Facilities Info

Travellers with disabilities or reduced mobility requiring special help and assistance should contact the airline they are flying with 48 hours before departure to arrange aid.

Disabled facilities include:

- Dedicated Special Assistance team
- Induction loop at the information desk
- Wheelchair accessible doors
- Fully equipped disabled toilet facilities
- Free wheelchairs for use at the airport
- Disabled parking bays

Special Assistance

Travellers with reduced mobility requiring special assistance are advised to contact Interserve on 0113 391 1607 or via email at leedsbradford.airport@interservefm.com to discuss your needs.

Special assistance is available from the front of the Leeds Bradford Airport terminal building to help with getting you to the check-in desks and then through to the aircraft.

Car Parking for travellers with disabilities at Leeds Bradford Airport

Accessible parking bays for Blue Badge holders are available in the Short Stay, Short Stay 2, Business, Long Stay 1 and 2 and the Pick Up and Drop Off areas. Contact Interserve on 0113 391 1607 if you require assistance from the Car Parks to the terminal building. This service is also available on your return journey and is free of charge.

Wheelchair-accessible courtesy buses are provided to transport you directly to the terminal building. This service is in operation 24 hours a day, 7 days a week.

Liverpool John Lennon Airport Disabled Facilities Info

Travellers with disabilities or reduced mobility requiring special help and assistance should contact the airline they are flying with 48 hours before departure to arrange aid.

Disabled facilities include:

- Dedicated special assistance team
- Induction loops at customer service, check-in desks and telephones
- Wheelchair accessible doors
- Fully equipped disabled toilet facilities
- Wheelchair accessible phones
- Reserved special assistance seating areas
- Ambulift

Special Assistance Services

Travellers requiring assistance at Liverpool Airport are advised to contact PRMS, who will provide special assistance services to support disabled passengers and persons with reduced mobility. Wheelchairs are available and you are advised to request this when booking your trip with the airline.

The PRMS team will assist with lifting baggage and mobility equipment, assistance from the collection point to the check-in area and then to the aircraft. Ambulift and scissor lifts are available to lift passengers to the aircraft door. These services are also available to arriving passengers if required.

For further information for disabled passenger and persons of reduced mobility call 0871 521 8484 and choose option 6.

Car Parking for people with disabilities at Liverpool John Lennon Airport

The accessible parking bays, for blue-badge holders, are located close to the terminal, in the Short Stay (Multi-Storey) Car Park, Long Stay 1 Car Park, the drop-off area adjacent to the multi-storey car park and the Premium Car Park.

London City Airport Disabled Facilities Info

Travellers with disabilities or reduced mobility requiring special help and assistance should contact the airline they are flying with 48 hours before departure to arrange aid.

Disabled facilities include:

- Dedicated Special Assistance team
- Induction loops at customer service and check-in desks
- Wheelchair accessible doors
- Fully equipped disabled toilet facilities
- Wheelchair accessible phones
- Special Assistance seating areas
- Accessible lift access to all levels
- Ambulift service for impaired travelers to board the aircraft

Disabled information resource numbers for travellers at London City Airport

Main Switchboard + 44 (0) 20 7646 0088.

The dedicated Special Assistance team at London City Airport can be contacted on 0207 646 0000/88 or via email at cscsupervisor@londoncityairport.com. The team is fully trained to assist travelers with reduced mobility or disabilities and provide the latest equipment.

Wheelchairs are available for use within the airport unless you would rather use your own.

Car Parking for travellers with disabilities at London City Airport

There are dedicated disabled car parking spaces available for badge holders close to the Terminal within the Short Stay car park. The airport Shuttle Buses are fully accessible by disabled travelers at London City Airport.

Facilities at London City Airport for blind and partially sighted travelers and for the hard of hearing:

- Directional signs at London City Airport are black on yellow, which provides optimum contrast to aid all travelers
- Induction loops can be found in a range of locations throughout London City Airport
- Text payphones are located in each terminal
- Payphones are adapted for hearing aids and are located in all parts of the airport
- Guide and hearing dogs are permitted at London City Airport within the terminal buildings.

London Gatwick Airport Disabled Facilities Info

Travellers with disabilities or reduced mobility requiring special help and assistance should contact the airline they are flying with 48 hours before departure to arrange aid.

The North Terminal and South Terminal at Gatwick Airport provide disabled access and facilities for its passengers with reduced mobility and special needs.

Disabled facilities include:

- Reserved seating areas allocated for travellers with special needs
- Wheelchair accessible telephones
- Wheelchair accessible toilet facilities
- Ramps and wider access pathways
- Help points

Disabled information resource numbers for travellers at London Gatwick Airport:

Main Switchboard +44 (0)870 000 2468

Hard of Hearing (minicom) +44 (0)1293 513 179

Travelcare offers help and assistance to all disabled travellers and is situated at Gatwick Village South Terminal. Call Travelcare on +44 (0)1293 504 283 to request assistance.

Help Points

Help Points at London Gatwick Airport feature telephones and a location map. These help point areas are located in the car parks, terminal forecourts within the terminals themselves and at baggage reclaim.

Car Parking for travellers with disabilities at London Gatwick Airport

Travellers with reduced mobility are advised to use the help phones located at the help points. Lift the green telephone and call from here and assistance will be provided free of charge to those with special needs. Assistance can be arranged for wheelchair push or help with baggage by porters.

Facilities at London Gatwick Airport for blind and partially sighted travelers and for the hard of hearing:

- Directional signs at LGW are black on yellow, which provides optimum contrast to aid all travellers
- Induction loops can be found in a range of locations throughout LGW airport
- Text payphones are located in each terminal
- Payphones are adapted for hearing aids and are located in all parts of the airport
- Guide and hearing dogs are permitted at LGW within the terminal buildings.

London Heathrow Airport Disabled Facilities Info

Travellers with disabilities or reduced mobility requiring special help and assistance should contact the airline they are flying with 48 hours before departure to arrange aid.

BAA Heathrow provides special assistance to persons with special needs and reduced mobility.

Disabled facilities at London Heathrow Airport include:

- Free porter service and special assistance
- Wheelchair accessible telephones
- A reserved seating area at check-in
- Seating areas throughout the airport allocated for travelers with special needs
- Disabled toilet facilities
- Help Points

Help Points

Help points at Heathrow Airport are colour coded green and feature two telephones and a location map, one for calling a Skycap porter and the other for travelers requiring special assistance. These help point's area located in the car parks, terminal forecourts within the terminals themselves at baggage reclaim.

You can Pre-book special assistance with Skycaps at Heathrow Airport by calling +44 (0) 202 8745 6011 or +44 (0) 202 8745 5727.

Car Parking for people with disabilities at London Heathrow Airport

On arrival at the car park, customers are advised to use the help phones located at the help points. Lift the green telephone and call from here and assistance will be provided free of charge to those with special needs. Assistance can be arranged for wheelchair push or help with baggage by porters.

Blue/orange badge parking is available in all short-stay car parks situated close to airport terminal access routes.

Reserved seating for passengers with disabilities

Special needs symbols identify the reserved seating areas designated for travelers with disabilities. These areas feature space for wheelchair users, arms on each side of seats, an induction loop and low level flight information screens.

Special Assistance Areas

Each terminal at London Heathrow Airport has allocated special assistance areas located before and after security.

Before security:

- **Terminal 1:** At Check-in Zones D and K in the departures area.
- **Terminal 3:** On the first floor, above Zones A and B, opposite Internet Café.
- **Terminal 4:** At Check-in Zone B next to the Excess Baggage area in departures.
- **Terminal 5:** At Check-in Zone G in departures.

After security:

- **Terminal 1:** Located behind WHSmith – near Flight Connections Centre.
- **Terminal 3:** Additional seating area, situated at the rear of World Duty Free.
- **Terminal 4:** Serenity Lounge, situated next to Costa Coffee.
- **Terminal 5:** At the British Airways Dover Room.

Facilities at London Heathrow Airport for blind and partially sighted travelers and for the hard of hearing:

- Directional signs at LHR are black on yellow, which provides optimum contrast to aid all travellers
- Induction loops can be found in a range of locations throughout LHR airport
- Text payphones are located in each terminal
- Payphones are adapted for hearing aids and are located in all parts of the airport
- Guide and hearing dogs are permitted at London Heathrow Airport within the terminal buildings.

Disabled toilet facilities at London Heathrow Airport

A number of toilet blocks include facilities suitable for disabled users within the male and female toilets. There are also unisex wheelchair accessible toilet facilities located throughout the airport.

Disabled information resource numbers for travellers at London Heathrow Airport:

Main Switchboard	0870 000 0123
From outside the UK	+44 (0) 870 000 0123
Minicom	+44 (0) 20 8745 7950

London Luton Airport Disabled Facilities Info

Travellers with disabilities or reduced mobility requiring special help and assistance should contact the airline they are flying with 48 hours before departure to arrange aid.

Disabled facilities include:

- Special Assistance Help Points
- Induction loops at customer service and check-in desks
- Wheelchair accessible doors
- Disabled toilet facilities
- Wheelchair accessible phones
- Special Assistance seating areas

Special Assistance Help Points

Disabled or reduced mobility travellers who require assistance into the terminal building are advised to use one of the Special Assistance Help Points. These are located in all the car parks, outside the terminal building and within the terminal building. There is also a designated Special Assistance Desk within the terminal itself.

Special assistance is available to disabled patrons flying into London Luton Airport and travellers can be assisted from the aircraft, if necessary. Baggage collection is also available along with exit through the UK Border Agency Channels. Help is also available on to the car park or public transport. This assistance must be booked with the airline in advance.

Car Parking for travellers with disabilities at London Luton Airport

Travellers with reduced mobility are advised to use the Special Assistance Help Points. Lift the green telephone and call from here and assistance will be provided free of charge to those with special needs. Assistance can be arranged for wheelchair push or help with baggage.

Facilities at London Luton Airport for blind and partially sighted travellers and for the hard of hearing:

- Induction loops can be found in a range of locations throughout the airport
- Text payphones are available
- Payphones are adapted for hearing aids and are located in all parts of the airport
- Guide and hearing dogs are permitted within the terminal buildings.

For information about Passengers of Reduced Mobility assistance at London Luton Airport please contact MITIE either by calling 07827 882837 or via email: ltn.prm@mitie.com.

London Stansted Airport Disabled Facilities Info

Travellers with disabilities or reduced mobility requiring special help and assistance should contact the airline they are flying with 48 hours before departure to arrange aid.

Disabled facilities include:

- Special Assistance Help Points
- Induction loops at customer service and check-in desks
- Wheelchair accessible doors
- Disabled toilet facilities
- Wheelchair accessible phones
- Special Assistance seating areas

The Special Assistance Help Desk is staffed 24 hours a day and is situated at the front of the building, between Check-in Zones D and E.

Reserved seating for passengers with disabilities

Special needs symbols identify the reserved seating areas designated for travelers with disabilities. These areas feature space for wheelchair users, arms on each side of seats, an induction loop and low level flight information screens.

Car Parking for travellers with disabilities at London Stansted Airport

Travellers with reduced mobility are advised to use the Special Assistance Help Points. Lift the green telephone and call from here and assistance will be provided free of charge to those with special needs. Assistance can be arranged for wheelchairs or help with baggage. Transfer coaches from the car park to the airport terminal are free of charge and wheelchair-accessible.

Facilities at London Stansted Airport for blind and partially sighted travelers and for the hard of hearing:

- Directional signs at London Stansted Airport are black on yellow, which provides optimum contrast to aid all travelers
- Induction loops can be found in a range of locations throughout London Stansted Airport
- Text payphones are located in each terminal
- Payphones are adapted for hearing aids and are located in all parts of the airport
- Guide and hearing dogs are permitted at London Heathrow Airport within the terminal buildings.

Disabled toilet facilities at London Stansted Airport

Unisex wheelchair accessible toilets are located on the main concourse and inside the departures lounge.

Manchester Airport Disabled Facilities Info

Travellers with disabilities or reduced mobility requiring special help and assistance should contact the airline they are flying with 48 hours before departure to arrange aid.

Disabled facilities include:

- Dedicated assistance team
- Induction loops at customer service and check-in desks
- Wheelchair accessible doors
- Fully equipped disabled toilet facilities
- Wheelchair accessible phones
- Special Assistance seating areas
- Accessible lift access to all levels

Disabled travellers who require assistance into the Terminal at Manchester Airport are advised to contact the special assistance team OCS via the blue courtesy phones provided. These are located in a number of areas including at the entrance doors to the Terminal Building, Car Park and the Bus and Rail Station.

A member of the special assistance team will collect you and will assist you to the check-in desk. Passengers can either remain in their own wheelchair or may choose to use one provided by Manchester Airport.

Manchester Airport has reserved special assistance seating areas with lower level flight information monitors.

A range of specialist equipment is available at Manchester Airport to help you board your flight and a team member will discuss your individual requirements and arrange the most suitable kind of help.

OCS staff will aid travellers with special assistance needs from the aircraft to the Baggage Hall. Once your baggage has been collected staff will then aid you to your final point of onward travel such as the Car park or Bus and Rail Station.

Useful contacts

Call Manchester Airport Customer Service on 0871 271 0711.

Newcastle Airport Disabled Facilities Info

Travellers with disabilities or reduced mobility requiring special help and assistance should contact the airline they are flying with 48 hours before departure to arrange aid.

Disabled facilities include:

- Dedicated special assistance team
- Induction loops
- Wheelchair accessible doors
- Fully equipped disabled toilet facilities
- Reserved special assistance seating areas
- Free wheelchairs for use at the airport
- Disabled parking bays
- Wheelchair accessible payphones

Special Assistance

Travellers can request wheelchair assistance in advance, for help with checking-in and through the terminal to the aircraft. The airside operations team will assist disabled passengers through security and help with baggage. These services are also available for passengers arriving into Newcastle Airport.

Car Parking for people with disabilities at Newcastle Airport

Assistance points are available in the disabled parking bays in both the Express Car Park and the Short Stay Car Park. Wheelchair accessible courtesy buses are provided to transport passengers immediately outside the terminal building.

Assistance Dogs

Registered assistance dogs are permitted at Newcastle Airport.

Norwich Airport Disabled Facilities Info

Travellers with disabilities or reduced mobility requiring special help and assistance should contact the airline they are flying with 48 hours before departure to arrange aid.

Disabled facilities include:

- Special assistance staff
- Induction loop at the information desk
- Wheelchair accessible doors
- Fully equipped disabled toilet facilities
- Free wheelchairs for use at the airport
- Disabled parking bays
- Reserved waiting areas

Special Assistance

Travelers with disabilities are advised to contact the PRM (Passengers with Reduced Mobility) Desk on 01603 420672 to discuss your needs and to arrange special assistance, or email prmservices@norwichinternational.com. Staff will assist you from the car park and into the terminal building at Norwich Airport, and through to check out and boarding the aircraft using specialised equipment.

Car Parking for travelers with disabilities at Norwich Airport

Designated Blue Badge bays are available within the Short Stay Car Park, within close proximity to the terminal building. Passengers are advised contact a member of PRM staff to request assistance with wheelchairs or luggage.

Assistance dogs

Guide and hearing dogs are permitted at Norwich Airport within the terminal buildings and outward flights. Passengers are advised that assistance dogs are not permitted for inbound flights.

Glasgow Prestwick Airport Disabled Facilities Info

Travellers with disabilities or reduced mobility requiring special help and assistance should contact the airline they are flying with 48 hours before departure to arrange aid.

Disabled facilities include:

- Special assistance
- Induction loops at customer service and check-in desks
- Wheelchair accessible doors
- Fully equipped disabled toilet facilities
- Wheelchair accessible phones
- Special Assistance seating areas
- Help Points
- Free wheelchairs for use within the terminal

Special Assistance

Passengers with reduced mobility who require special assistance are advised to inform airport staff upon arrival at Glasgow Prestwick Airport. Staff will fast-track disabled travelers through check-in, security and will assist with boarding the aircraft. This service is also available for arriving passengers.

Car Parking for travelers with disabilities at Glasgow Prestwick Airport

Designated Blue Badge parking bays are provided immediately outside the Prestwick Airport terminal building in the Pick Up and Drop Off Zone. In Car Park 1 and 2 of the Short Stay terminal car park Blue Badge parking is available for high top vehicles and in Watson's Ayre Car Park 7 allocated bays are provided close to the entrance. Wheelchair accessible courtesy buses are available to transport passengers to the airport terminal. Passengers are advised to use the Help Points provided to request assistance.

Assistance Dogs

Registered assistance dogs are permitted at Glasgow Prestwick Airport. You are advised to contact the airport before travel.

Robin Hood Airport Disabled Facilities Info

Travellers with disabilities or reduced mobility requiring special help and assistance should contact the airline they are flying with 48 hours before departure to arrange aid.

Disabled facilities include:

- Special assistance
- Induction loops
- Wheelchair accessible doors
- Fully equipped disabled toilet facilities
- Wheelchair accessible phones
- Special Assistance seating area
- Help Points
- Free wheelchairs for use within the terminal
- Ambulift

Special Assistance

Passengers with reduced mobility who require special assistance are advised to contact a member of staff upon arrival at Robin Hood Airport. A phone is situated on Desk 24 and assistance will be provided by trained staff, from the collection point to check-in, staff will assist with baggage and through security and to boarding the aircraft with lift-on if required. This service is also available to arriving passengers.

Car Parking for travelers with disabilities at Robin Hood Airport

Designated Blue Badge car parking spaces are available outside the terminal entrance in the pick-up and set-down area. Passengers who require assistance from the Car Park are advised to call 01302 625099 or use the help button provided on the car park barrier to contact a member of staff. Assistance will be provided to the airport terminal building.

Southampton Airport Disabled Facilities Info

Travellers with disabilities or reduced mobility requiring special help and assistance should contact the airline they are flying with 48 hours before departure to arrange aid.

Disabled facilities include:

- Dedicated special assistance team
- Induction loop at the information desk
- Wheelchair accessible doors
- Fully equipped disabled toilet facilities
- Free wheelchairs for use at the airport
- Disabled parking bays

Special Assistance

Passengers with reduced mobility should contact Servisair on +44 (0)2380 627 391 to arrange special assistance at Southampton Airport. You are advised to go to the PRM desk (Passengers of Reduced Mobility) upon arrival at the airport.

Car Parking for travellers with disabilities at Southampton Airport

Blue badge parking is available in both the short stay car park and the long term car park. The designated bays are situated near the access route to the terminal in the short term car park, and in the long-term car park within easy reach of the shuttle bus stops. If you require assistance from the car park to the terminal building you are advised to contact the car park operator by using the help button on the car park entry machine.

Facilities at Southampton Airport for blind and partially sighted travelers and for the hard of hearing:

- Directional signs at London City Airport are black on yellow, which provides optimum contrast to aid all travelers
- Induction loops can be found in a range of locations throughout Southampton Airport
- Text payphones are located in each terminal
- Payphones are adapted for hearing aids and are located in all parts of the airport

Guide and hearing dogs are permitted at Southampton Airport within the terminal buildings.

Special Assistance and Disabled Facilities at UK Airports

Please choose an airport from the list below to view the special assistance and disabled facilities information.

[Aberdeen Airport](#)

[Belfast International Airport](#)

[Birmingham Airport](#)

[Blackpool Airport](#)

[Bristol Airport](#)

[Cardiff Airport](#)

[Durham Tees Valley Airport](#)

[East Midlands Airport](#)

[Edinburgh Airport](#)

[Exeter Airport](#)

[Glasgow Airport](#)

[Humberside Airport](#)

[Inverness Airport](#)

[Leeds Airport](#)

[Liverpool Airport](#)

[London City Airport](#)

[London Gatwick Airport](#)

[London Heathrow Airport](#)

[London Luton Airport](#)

[London Stansted Airport](#)

[Manchester Airport](#)

[Newcastle Airport](#)

[Norwich Airport](#)

[Glasgow Prestwick Airport](#)

[Robin Hood Airport](#)

[Southampton Airport](#)