

# OUR ASSISTANCE FOR PASSENGERS WITH REDUCED MOBILITY



GLASGOW  
AIRPORT

PROUD TO SERVE SCOTLAND

## HOW TO MAKE YOUR JOURNEY EASY

Glasgow Airport Limited is dedicated to providing accessibility for people with reduced mobility (PRMs) throughout its facilities at Glasgow Airport. Assistance for passengers with reduced mobility is available at both the Main Terminal building and T2. Our Terminal building is fully accessible including toilets and lifts, inductions loops are fitted to facilitate amplification of announcements for passengers with hearing difficulties and all are clearly signposted. Portable induction loops are available if needed elsewhere. Please contact our Assistance provider should this be required. We also have some useful guides on our special assistance section of our website [www.GlasgowAirport.com](http://www.GlasgowAirport.com) to help you plan your journey.



## REGULATION EC1107/2006

Since 26 July 2008, under Regulation EC 1107/2006, managing bodies of airports, such as Glasgow Airport, have a legal responsibility for the provision of assistance services to persons with reduced mobility when travelling by air. The aim of this legislation is to ensure that consistent high quality assistance is provided at airports throughout the European community.

When booking your assistance, please ensure you select the correct category from the codes below.

## PASSENGERS WITH REDUCED MOBILITY (PRM) CODES

The IATA agreed categories (amended from time to time) are as follows:

- i) WCHR:** Passenger who can walk up and down stairs and move about in an aircraft cabin, but requires a wheelchair or other means for movements between the aircraft and the terminal, in the terminal and between arrival and departure points on the city side of the terminal.
- ii) WCHS:** Passenger who cannot walk up or down stairs, but who can move about in an aircraft cabin and requires a wheelchair to move between the aircraft, in the terminal and between arrival and departure points on the city side of the terminal.
- iii) WCHP:** Passenger with a disability of the lower limbs who has sufficient personal autonomy to take care of him/herself but who requires assistance to embark or disembark and who can move about in an aircraft cabin only with the help of an onboard wheelchair.
- iv) WCHC:** Passenger who is completely immobile who can move about only with the help of a wheelchair or any other means and who requires assistance at all times from arrival at the airport to seating in the aircraft, or if necessary, in a special seat fitted to his/her specific needs the process being inverted at arrival.

- v) **BLIND:** Blind.
- vi) **DEAF:** Passenger who is deaf or a passenger who is deaf without speech.
- vii) **DEAF/BLIND:** Blind and deaf passenger who can only move about with the help of an accompanying person.
- viii) **DPNA:** Disabled person needing assistance. A code has yet to be agreed for PRMs using assistance dogs.

## ADDITIONAL CODES

- WCMP:** Wheelchair (Manual Power) to be transported by a passenger.
- WCBD:** Wheelchair (dry Cell Battery) to be transported by a passenger which may require advance notification, preparation or (dis) assembly.
- WCBW:** Wheelchair (Wet Cell Battery) to be transported by a passenger which may require advance notification, preparation or (dis) assembly.



## TRAVELLING WITH A HIDDEN DISABILITY

We have been working with a number of different charities to improve our staff training and awareness of hidden disabilities and to improve the assistance we provide. If you or someone you are travelling with have a hidden disability we will be happy to provide you with a lanyard which will discreetly identify you to Airport staff as requiring additional support.

Our front line Security staff have been trained to recognise these lanyards and offer special assistance to passengers passing through the Security Search process. To obtain one, kindly check in with the special assistance desk on the ground floor in our main check in area and they will also explain what we can do to help you on your journey.

## TRAVELLING WITH AUTISM

If you are travelling with Autism we realise that this can be particularly difficult in a busy airport and we have been working hard to make this as easy as possible.

You should always request assistance first with your airline or travel agent and ensure that you book as "DPNA assistance" when asked what help you need. You should also ask the Airline or Travel Agent to add a comment including the word Autism. This will enable us to better understand your requirements once you have arrived at the airport and check in at the assistance desk.

We recommend that you contact us, even prior to your journey if we can help with picking quieter times if possible for your flight, and we can explain the options that are available when you travel through our airport and explain the help we can provide

For those that that have not travelled before and are particularly concerned, we can also offer pre-visits when the airport is a little quieter and you can experience the journey and perhaps better prepare for your booked journey. To arrange this please contact our service provider on the contact details below.



## REQUESTING ASSISTANCE

If you require assistance you should inform your airline at least 48 hours before you travel, however our advice would be to give your airline as much notice as possible for both your departure and your arrival. This is best done at the time of booking your travel arrangements and will ensure that you receive the most appropriate assistance in a timely manner.

Assistance will be provided free of charge to and from all of the on airport arrival points up to the departure point at the gate and likewise for the return journey. This includes from Car Park 1 & 2 as well as car and taxi drop off/pick up points and bus stands.



## ON ARRIVAL

On arrival at Glasgow Airport, passengers can use the Help Points detailed below to gain assistance or can go to the Special Assistance Host Desk in Main Terminal check-in area (see map for details) or in the check-in area in T2 where there is another Help Point.

If a passenger wishes they can go directly to their Check-in desk and inform airline staff during their check-in that they have requested assistance. A representative will arrive to provide assistance or you may be directed to the host desk after checking in if you are able to walk this short distance.

If we do not receive advance notice of your requirements we promise to make all reasonable efforts to accommodate you but you may have to wait a little longer for assistance.

Please remember that even if you are fairly mobile, there can be long distances within airports and therefore assistance might still be required. So make your plans well in advance. You should arrive at the airport car parks at least 2 hours prior to departure if you require assistance from here. Should you require assistance from check-in then please arrive at least one hour prior to departure.

The following map shows approximate walking distances within Glasgow Airport.

## KEY:

**HP** Help Point

**SAHA** Special Assistance Host Area

## WALKING DISTANCES FROM SAHA TO GATES:

## East Pier:

Gates 1,2,3 400m

Gates 6-12 700m

## Central Pier:

Gates 14,15 370m

Gates 19,21 550m

## West Pier:

Gates 27, 36 575m

Gates 30,32 750m

## WALKING DISTANCES TO TERMINALS T1 &amp; T2:

Drop off: T1 300m

T2 400m

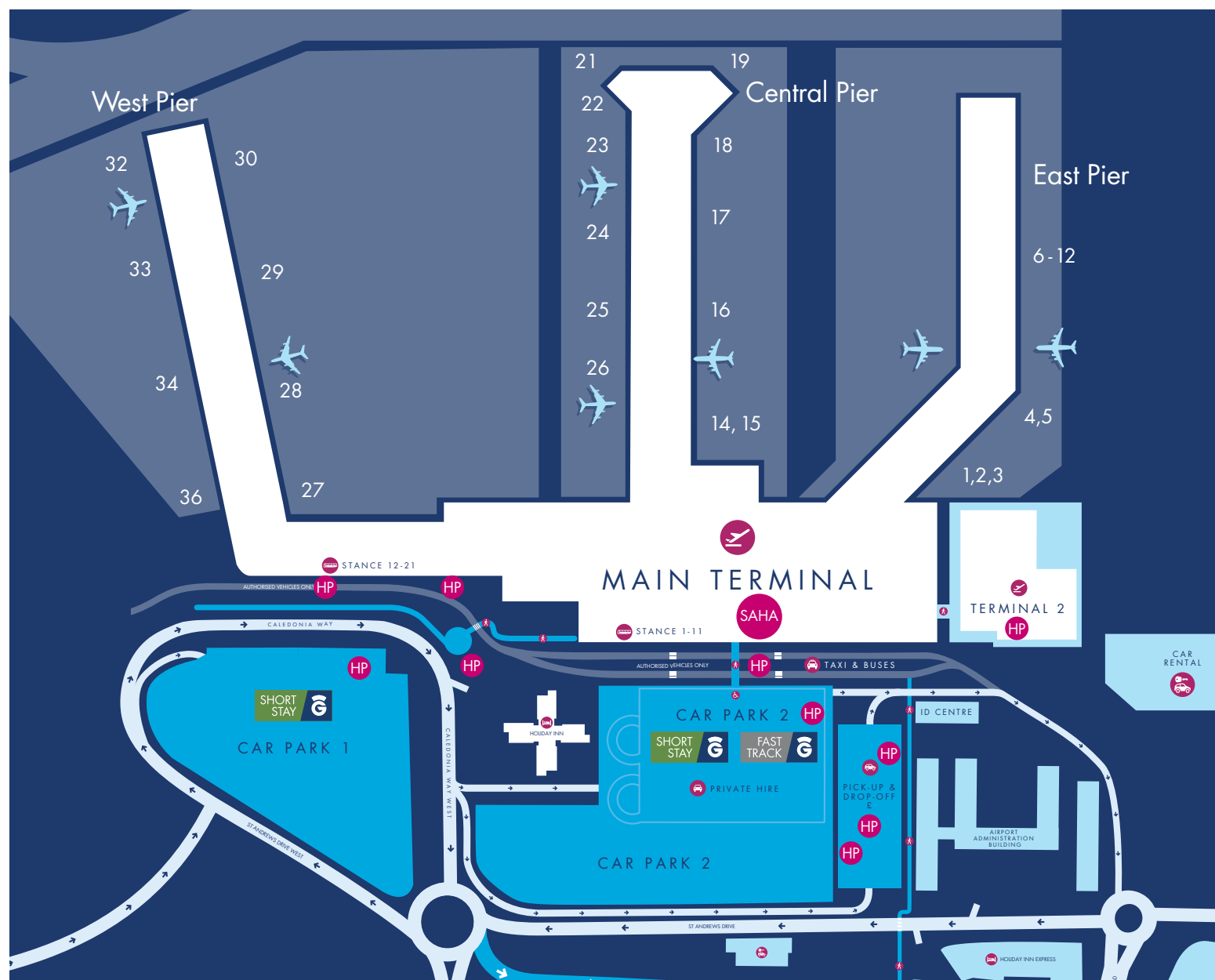
Car Park 1: T1 300m

T2 400m

Car Park 2: T1 100m

T2 200m

Terminal T1 to T2: 150m



## CONTACT OUR SERVICE PROVIDER

For Reduced Mobility Assistance queries please contact:  
us on 0141 842 7700 (24 Hr)  
or send an email to [GLA.PRM@ocs.co.uk](mailto:GLA.PRM@ocs.co.uk)

If you wish to provide us feedback on this service,  
please go to [glasgowairport.com/contactus](http://glasgowairport.com/contactus)

