

Accessibility at Tiree Airport

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Travelling with Hebridean Air Services

Hebridean Air Services are unable to offer assistance - please see their accessibility information at <u>Our Aircraft | Hebridean Air Services Limited |</u>
North Connel.

Booking assistance with Loganair

Please book assistance with Loganair before travelling to the airport, including for travel with mobility equipment or with an assistance dog.

For information on services provided by Loganair, and to book, see Accessibility & Assistance Hub (loganair.co.uk), or contact Loganair on 0344 800 2855.

Assistance provided at the airport and during your flight

If you require assistance at the airport or during your flight, please book with your airline before travelling to the airport (details above).

Mobility equipment

If you are travelling with mobility equipment, such as a wheelchair or mobility scooter, please book through your airline before travelling to the airport (details above).

Heavy equipment (over 23 kilograms) may need special approval.

The airline will contact you once your mobility equipment has been accepted.

Airline staff will guide you through the procedures for mobility / motorised equipment.

Assistance dogs

Assistance dogs are welcome in the terminal.

If you are travelling with an assistance dog, please book through your airline before travelling to the airport (details above).

Travelling to and from the airport

The airport can be accessed by private car, taxi or pre-booked bus.

There is a designated drop off and pick up point for passengers with reduced mobility, which is 15 meters from the terminal front door.

Please note, there is no taxi rank. Local taxis can be booked in advance of arrival or may be contacted on arrival at the airport. Taxi numbers are provided on our website and on notice boards within the terminal. Taxi drop off and pick up will be from the front of the terminal, about 15 meters from the terminal entrance.

The 'Ring a Ride' bus stop is about 20 metres from the entrance to the terminal building.

Airport car park

Car parking is free of charge.

There are 2 accessible parking bays, which are about 15 to 30 metres from the entrance to the terminal building. Assistance can be arranged from the car park to the terminal - please pre-book with Loganair by contacting 01879 220309.

Facilities at the airport

Accessible toilets

There is one accessible toilet in the terminal building, with an emergency cord and external alarms.

Boarding your flight

There is an Aviramp and two Stair Climbers to assist passengers on and off the aircraft.

Wheelchairs

There are two wheelchairs available to the public. These are located in the departures lounge and can be requested through Loganair.

Within the terminal building

There are no steps anywhere in terminal.

All flights are announced by the Loganair team.

Links to further information

<u>AccessAble</u> has produced guides for our airport, including photographs, with information on car parking, passenger assistance and facilities.

<u>Tiree Airport - Arrivals | AccessAble</u>

<u>Tiree Airport - Departures | AccessAble</u>

Passengers with disabilities and reduced mobility | Civil Aviation Authority (caa.co.uk)

For Publication

How to give us feedback

If you have a complaint about your visit to Tiree Airport, please use our online feedback form.

We always welcome suggestions for how we can better support our passengers who require assistance at the airport – please <u>send us your suggestions here</u>. We will consider every suggestion, and if you provide your contact details, we will let you know our decision.

And if you would like to let us know when we've done something well, so that we can tell our team and share best practice with our other airports, please <u>send us your compliment here</u>.

You can also contact us at the airport to give us your feedback:

Airport Manager Tiree Airport Isle of Tiree PA77 6UW

Telephone: 01879 220456

Email: info@hial.co.uk