

1. Information on the assistance provided at the airport

If you require assistance, please make arrangements prior to arrival through your airline. Loganair can be contacted on **0344 8002855** or at bookings@loganair.co.uk

You can also contact airport administration staff by telephoning the information desk on 01382 662200.

Disabled Toilets

- There is one disabled toilet in the concourse and two in departures.
- Each disabled toilet has an emergency cord and external alarms.

Wheelchairs

- There are 2 wheelchairs available to the public at any time.
- There is a Stair Climber to assist passengers on/off the aircraft.

Disabled Parking Bays and Drop Off and Pick Up Zones

- There is space available within the drop off/pick up zone outside the terminal.
- There are 4 disabled parking spaces within the carpark at the front of the terminal building within the Pay & Display Car Park.

Within Terminal Building

- All flights are announced by tannoy by airline.
- There are no steps anywhere in terminal and all areas are reachable by self-powered wheelchair.
- All emergency opening door handles in case of emergency are reachable by wheelchair.

2. Information on how to obtain this assistance

- Loganair, and the airports it serves, would like to make your journey as smooth and comfortable as possible.
- A member of the team will contact you once your mobility equipment has been confirmed and accepted.
- The carriage of mobility equipment over 23 kilograms may be subject to the approval of the airports concerned.
- [Loganair Extra Assistance Request Form and further information](#)
- **Telephone:** 0344 800 2855 / **Email:** Specialassistance@loganair.co.uk

3. Transport

- The airport can be accessed by private car or taxi (please note there is no public transport to the airport).
- 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 are also available from the Information Desk.
- Car parking is free of charge, within the 4 disabled parking bays which are situated within the Pay & Display Car Park. Please display your disabled badge.
- Drivers are advised that vehicles and their contents are left at their own risk.

4. Information on mobility equipment.

- If you require assistance, please make arrangements prior to arrival through your airline.
- Loganair can be contacted on 0344 8002855 or at bookings@loganair.co.uk
- Airline staff will guide you through the procedures required as regards mobility equipment and requirements as per motorised equipment.

5. Information on assistance dogs.

- Assistance dogs are accepted through the terminal.
- Contact your airline prior to arrival/departure: www.loganair.co.uk

6. Complaints contact details

Information on how to complain as regards Dundee Airport service. In the event of a complaint please use our online feedback form or contact:

Dundee Airport
Riverside Drive
Dundee
DD2 1UH

Tel: 01382 662200

Email: infodundee@hial.co.uk