

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 the airport information desk by telephoning 01851 702256.

Disabled Toilets

- A disabled toilet is located in the main concourse and in the departure lounge.
- Each disabled toilet has an emergency cord and external alarms.

Wheelchairs

- Stornoway Airport has a number of wheelchairs for use whilst on airport property and these are available on request.
- An Aviramp, Ambulift and stair climber are available to assist passengers with access and egress to aircraft dependant on passenger needs and local conditions.

Disabled Parking Bays and Drop Off and Pick Up Zones

- There are 12 disabled parking bays in our main car park.
- There are 2 disabled parking bays in our lower car park.
- Passengers requiring assistance from their vehicles should contact the information desk via the intercom on the entrance barrier or on 01851 702256.
- There is a disabled passenger drop off area at the front of the terminal building; drivers should use the intercom at the entrance barrier.

Within Terminal Building

- We have a lowered desk at information desk for wheelchair access.
- All flights are displayed on information screens around the airport, if you require notification of when a flight is called, please check with either the check-in or information desk staff.
- 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 is located approximately four miles from the town centre.
- A car park is located approximately 24 metres from the front door of the terminal building.
- Passengers with Blue badges or NHS travel warrants are eligible for free parking (please contact the Information desk on your return).
- There is a limited bus service operated by CNES to Stornoway Town centre and Point, and the bus stop is located approximately 52 metres from the front door of the terminal building.
- A taxi rank is located at the front of the terminal building, booking is not essential but recommended. Taxi numbers are provided on our website and are also available from the Information Desk.
- Drivers are advised that vehicles and their contents are left at their own risk.
- There are facilities for cycles to be left at the Airport (located in the main car park area).

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. Feedback contact details

In the event of a complaint regarding the service you receive at Stornoway Airport, please use our [online feedback form](#) or contact us at the airport:

Stornoway Airport
Stornoway
Isle of Lewis
HS2 0BN

Telephone: 01851 702256

Email: info@hial.co.uk

We also always welcome suggestions for how we can better support our passengers who require assistance at the airport – please [submit your suggestions here](#) or via the airport contact details above. 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 teams and share best practice with our other airports, please [send us your compliment here](#) or via the contact details above.