



Accessibility at Sumburgh Airport

Contents

Booking assistance	2
Assistance provided at the airport and during your flight	2
Mobility equipment	2
Assistance dogs	2
Travelling to and from the airport	3
Airport car park.....	3
Facilities at the airport.....	3
Accessible toilets.....	3
Hidden Disabilities Sunflower Lanyard.....	4
Ramble Tags.....	4
Quiet room	4
Wheelchairs	4
Within the terminal building.....	4
Links to further information	5
How to give us feedback.....	5

Booking assistance

Please book assistance with your airline 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 \(loganair.co.uk\)](https://www.loganair.co.uk). You can also 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

You can get to the airport by car, bus or taxi.

There is a designated pick-up/drop off space for accessibility use only, about 20 metres from the entrance to the terminal building. Cars must not be parked in this space.

The bus stop is across the road from the terminal entrance.

The taxi rank is directly outside the terminal entrance. Taxis can also be booked in advance or contacted from the airport.

Airport car park

There are six accessible parking bays in the small car park to the left of the terminal building. These are about 30 metres from the terminal entrance. A member of staff can assist you from the parking bay to the terminal. If this assistance is required, please contact us on 01950 460595 before you arrive if at all possible.

Facilities at the airport

Accessible toilets

There are two accessible toilets - one in the main concourse and one in departures – and both have emergency alarms.

Our Changing Places facility is in the main concourse, next to the accessible toilet.

Boarding your flight

There is a Stair Climber to assist passengers on and off the aircraft and an ambulift for those requiring more assistance.

Hidden Disabilities Sunflower Lanyard

We are proud to participate in the Sunflower Lanyard scheme for people with hidden disabilities. Lanyards and further help are available from our staff at Security.

Ramble Tags

Ramble Tags are available from the Desk 8 in the main concourse.

The Ramble Tag is a lightweight arm harness worn by a guide on their upper arm, offering a comfortable handle as an alternative to linking arms - reducing any need for physical contact.

Quiet room

The West Voe Quiet Room is located in the departure lounge, and provides sensory toy bags, adaptable lighting, comfortable seating, drinking water, a flight information screen and a TV. It is your responsibility to monitor the flight information and listen out for the tannoy for boarding your flight on time.

Wheelchairs

There are five wheelchairs available to the public for use within the terminal, available at Desk 8.

Within the terminal building

The Special Assistance lane is at check-in Desk 8, which also has a lowered desk for access.

All flights are announced by tannoy, and information is displayed on screens around the airport.

There are no steps anywhere in the terminal.

Links to further information

[AccessAble](#) has produced guides for our airport, including photographs, with information on car parking, passenger assistance and facilities.

[Sumburgh Airport - Arrivals | AccessAble](#)

[Sumburgh Airport - Departures | AccessAble](#)

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

[Changing Places Toilets \(changing-places.org\)](#)

[Hidden Disabilities Sunflower Lanyard](#)

How to give us feedback

Passengers with Reduced Mobility (PRM) are invited to give us feedback using our [PRM survey](#).

If you have a complaint about your visit to Sumburgh 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 [send us your suggestions here](#). 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 [send us your compliment here](#).

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

Airport Services Manager
Sumburgh Airport
Virkie
Shetland
ZE3 9JP

Tel: 01950 461002

Email: info@hial.co.uk