



## Accessibility at Kirkwall 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.....	2
Airport car park.....	3
Facilities at the airport .....	3
Accessible toilets .....	3
Wheelchairs.....	4
Within the terminal building .....	4
Links to further information.....	4
How to give us feedback .....	4

## 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/accessibility). 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 are designated pick-up/drop off spaces about 30 metres from the terminal entrance.

The bus stop is about 25 metres from the terminal entrance.

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 or available from the Information Desk. Taxi drop off and pick up is about 25 metres from the terminal entrance.

### Airport car park

Car parking is free of charge for Blue Badge holders, as well as NHS patients (letter of appointment must be provided as proof).

There are six accessible parking bays in the car park, about 30 metres from the terminal entrance. A member of staff can assist you from the designated point in the car park to the terminal, which can be requested by 01856 886210.

### Facilities at the airport

#### Accessible toilets

There are two accessible toilets - one in the main concourse and one in departures. Both have emergency codes and external alarms.

#### Boarding your flight

There is an Aviramp and an aisle chair to assist passengers on and off the aircraft.

## Wheelchairs

Wheelchairs are available to the public for use within the terminal, on request from the Information Desk.

### Within the terminal building

All flights are announced by tannoy, and information is displayed on screens around the airport. If you require notification of when a flight is called, please ask at check-in or at the Information Desk.

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.

[Kirkwall Airport - Arrivals | AccessAble](#)

[Kirkwall Airport - Departures | AccessAble](#)

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

### How to give us feedback

If you have a complaint about your visit to Kirkwall 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 Manager

Kirkwall Airport

Kirkwall

Orkney

KW15 1TH

Tel: 01856 886210

Email: [info@hial.co.uk](mailto:info@hial.co.uk)