

Wick John O’Groats Airport

Port-adhair Inbhir Ùige Taigh Iain Ghròt

Accessibility at Wick John O’Groats 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
Boarding your flight.....	4
Wheelchairs.....	4
Within the terminal building.....	4
Links to further information.....	4
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 Eastern Airways, and to book, see [Eastern Airways](#), or contact them on 01652 680600.

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 or taxi.

There are two designated pick-up/drop off spaces for accessibility use only, about 13 metres from the entrance to the terminal building.

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 are also available from the Information Desk. Taxi drop off and pick up will be from in front of the terminal, about 10 meters from the terminal entrance.

Wick Railway Station is just over a mile from the airport, approximately 25 minutes' walk.

Airport car park

Car parking is free of charge.

There are three accessible parking bays, which are about 40 metres from the entrance to the terminal building. Assistance can be arranged from the car park to the terminal by either going to the Information Desk in the terminal or contacting the airport on 01955 602215

Facilities at the airport

Accessible toilets

There are three accessible toilets – one in the concourse and two in departures - with emergency cords and external alarms.

Boarding your flight

There is an Aviramp, and Aisle Chair and a Stair Climber to assist passengers on and off the aircraft.

Wheelchairs

There are two wheelchairs available to the public located in the terminal building. These can be requested at the Information Desk or contacting the airport on 01955 602215.

The Information Desk has a lowered desk for wheelchair access.

Within the terminal building

There are no steps anywhere in terminal.

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

Links to further information

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

[Wick John O'Groats Airport - Arrivals | AccessAble](#)

[Wick John O'Groats 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 Wick John O'Groats 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
Wick John O' Groats Airport
Wick
Caithness
KW1 4QP

Telephone: 01955 602215

Email: wickinfo@hial.co.uk