



# Inverness Airport

## Port-adhair Inbhir Nis

### Accessibility at Inverness Airport

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## Booking assistance

Please book assistance before travelling to the airport, including for travel with mobility equipment or with an assistance dog.

Our service is operated by OCS, and is available between the hours of 05:00 and 22:30.

You can contact OCS via 01667 464117 or [Inverness.PRM@ocs.com](mailto:Inverness.PRM@ocs.com)

Assistance can also be booked via airlines directly.

Please pre-book all assistance at least 48 hours before the scheduled time of departure of their flight, otherwise assistance may be limited or delayed. Carriage by the airline may also be denied. Best efforts will be made at all times to accommodate late bookings for assistance.

## Assistance provided at the airport and during your flight

If you require assistance at the airport or during your flight, please book 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 with your airline before travelling to the airport.

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.

## Travelling to and from the airport

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

There are designated pick-up/drop off spaces for accessibility use only, and cars must not be parked in this space.

There is a taxi rank, and taxis can also be booked in advance or contacted from the airport; taxi numbers are provided on our website and are also available from the Information Desk.

The bus stop is at the airport.

The airport train station is approximately 1 mile from the terminal entrance and is connected by a well-lit path. There is also a bus connection between the airport train station and the terminal.

There are also a number of car hire companies that operate from the airport.

For all distances to the terminal entrance, please see the [AccessAble guides](#).

## Airport car park

There are 16 accessible parking bays in short stay car park 1.

There are 3 accessible parking bays in short stay car park 3.

There are accessible parking bays in the long stay car park; however, we honour long stay rates for blue badge holders in the premium and drop off car park closest to the terminal building.

A member of staff can assist you from the car park to the terminal. Waiting shelters are available within the car park area with a communication button that connects directly with the terminal building for assistance. These are located in the premium and drop off car park, bus stop and taxi rank.

For all distances to the terminal entrance, please see the [AccessAble guides](#).

## Facilities at the airport

### Accessible toilets

There are 4 accessible toilets - 1 in the main concourse, 1 in departures and 2 in international arrivals. All have emergency alarms.

Our Changing Places facility is in the main concourse.

### Boarding your flight

There is an aviramp and an ambulift to assist passengers on and off the aircraft.

### 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 Information Desk.

### Wheelchairs

There are 14 wheelchairs available to the public for use within the terminal.

Passengers are able to remain in their own wheelchair from arrival to departure. It may be necessary to use one of our own aisle chairs to board the aircraft from the ambulift and get to the seat as wheelchairs generally do not fit inside the main section of the aircraft. At this point, the wheelchair will be loaded into the cargo bay.

There is a lowered desk at the Information Desk for wheelchair access.

### 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.

There are yellow reserved seating areas with arm rests and additional support available within the main concourse and in departures.

## Links to further information

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

[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 Inverness 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

Inverness Airport

Dalcross

Inverness

IV2 7JB

Tel: 01667 464000

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