



Stornoway Airport

Port-adhair Steòrnabhaigh

Accessibility at Stornoway 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	4
Accessible toilets	4
Boarding your flight	4
Hidden Disabilities Sunflower Lanyard	4
Quiet space	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, taxi or bike.

There is a designated pick-up/drop off space for accessibility use only, about 12 metres from the entrance to the terminal building. Drivers should use the intercom at the entrance barrier to obtain access.

The bus stop is about 52 metres from the terminal entrance.

The taxi rank is located directly outside the terminal entrance. Booking is recommended and taxis can also be contacted from the airport. Taxi numbers are available on our website or from the Information Desk.

There are facilities for bikes to be left in the main car park area.

Airport car park

Car parking is free of charge for Blue Badge holders, as well for those with NHS travel warrants. Please contact the Information Desk on your return to validate your parking ticket.

There are 12 accessible parking bays in the main car park, about 31 metres from the terminal entrance. A further two accessible parking bays are located in the lower car park, about 150 metres from the terminal entrance.

A member of staff can assist you from the parking bay to the terminal – please book in advance on 01851 702256. On arrival, please contact the Information Desk via the intercom on the entrance barrier or on 01851 702256. If we have staff available, we will also provide this service where it has not been possible to pre-book.

Facilities at the airport

Accessible toilets

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

Boarding your flight

An Aviramp, Ambulift and Stair Climber are available 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 assistance are available from the Information Desk.

Quiet space

Although we do not have a dedicated quiet room, passengers are able to use the business room or the first-aid/baby room if available. Please ask at the Information Desk on arrival, or you can request this in advance by contacting 01851 702256.

Wheelchairs

Wheelchairs are available to the public for use within the terminal – located in the main entrance foyer.

The Information Desk has a lowered desk for access.

Within the terminal building

All flight information is displayed on screens around the airport. If you

require notification of when a flight is called, please speak to the check-in or Information Desk staff.

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.

[Stornoway Airport - Arrivals | AccessAble](#)

[Stornoway 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 Stornoway 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
Stornoway Airport
Stornoway

Isle of Lewis

HS2 0BN

Tel: 01851 702256

Email: info@hial.co.uk