1. Information on the assistance provided at the airport

If you require assistance, please make arrangements prior to arrival through your airline. Loganair can be contacted on 0344 800 2855 or at specialassistance@loganair.co.uk and Flybe can be contacted on 0871 700 0535 or at www.flybe.com. You can also contact airport administration staff by telephoning the information desk on 01856 886 210.

Disabled Toilets
- There is one disabled toilet in concourse and one in departures.
- Each disabled toilet has emergency cord and external alarms.
- The concourse disabled toilet is adapted to assist those with colostomy bags.

Wheelchairs
- There are 10 wheelchairs available to the public at any time.
- An Ambulift is available from the terminal to the plane and vice versa with the addition of a Stair Climber to assist passengers.

Disabled Parking Bays and Drop Off and Pick Up Zones
- All kerbs are lowered from disabled parking to terminal.
- We have tactile paving at each crossing for those with limited vision.

Within Terminal Building
- We have lowered desk at information desk for wheelchair access.
- Desk 1 at Flybe has wheelchair access.
- All screens are high resolution and fonts set to larger size to assist limited vision.
- All flights are announced by tannoy by airline.
- There are no steps anywhere in terminal and all areas are reachable by self-powered wheelchair.
- All emergency opening door handles in case of emergency are reachable by wheelchair.
- There are no obstacles in the search comb to obstruct wheelchairs.
- We have dedicated quiet room with seats and bed with a box for sharps disposal.
2. Information on how to obtain this assistance

- **Loganair**, and the airports it serves, would like to make your journey as smooth and comfortable as possible.
- In order to ensure that you are provided with the levels of assistance required, please complete this form and return to Specialassistance@loganair.co.uk within 48 hours of receipt.
- A member of the team will contact you once your mobility equipment has been confirmed and accepted.
- The carriage of mobility equipment over 23 kilograms may be subject to the approval of the airports concerned.
- For further information click here to visit our website or contact us on 0344 800 2855 e-mail specialassistance@loganair.co.uk

- **Opening Hours:**
  - Mon-Fri 0700-1900
  - Sat 0800-1600
  - Sun 1000-1800

- **FlyBe** offer a call back service if you are unable to contact them by email, please provide your telephone number including the area code to the staff member who takes your call.
- **Contact FlyBe** at least 48hrs before you travel to register your requirements or to make an enquiry.
- Flybe Mobility Aid Request Form [Download Flybe Mobility Aid Request Form here](#)

  **Telephone:** +44 (0) 1392 683152

- **Opening hours:**
  - 08:00 to 18:30 Monday to Friday
  - 08:00 to 16:00 Saturday
  - 10:00 to 18:00 Sunday and Bank Holidays

- Email: specialassistance@flybe.com
Other sources of information:-

Please visit the links below for further information on air travel for passengers with reduced mobility.


Kirkwall Airport Terminal Opening Hours

Monday to Friday 06:15 - 19.45

Saturday 07:30 - 17:30

Sunday 09.00 - 19.45

The Information Desk is available during opening hours and can be contacted on either telephone number 01856 886 210 or by fax on 01856 886 211.
3. Transport

*Orkney Taxis* - contact 01856 880147

*Nod’s Taxis* - contact 07926 629524

*Harbour Taxis* - contact 01856 490185

*Craige’s Taxis* - contact 01856 878787

*Island Travel* – contact 01856 494737

*Scenic Orkney* – contact 07510 179026

**Car Hire:**
Car and van hire is available from the airport and you are advised to book your vehicle in advance of arrival. The car hire provider offers a free meeting and greeting service and is some cases you can organise your hire on arrival at the airport.

**W R Tullock**
Contact telephone - 01856 875 500
Email: info@wr-tullock.co.uk or airportcarrental@btconnect.com
www.orkneycarrental.com Car and Van hire available
4. Information on the layout of the airport

The following two diagrams provide a visual presentation of the airport layout.

**Walking distances** are provided below to assist those using the facilities:

- Furthest disabled parking bay to Terminal Building entrance: 59m
- Furthest parking bay to Terminal Building entrance: 146m
- Furthest bus stop to Terminal Building entrance: 26m
- Furthest taxi drop off point to Terminal Building entrance: 26m
- Furthest check in desk to departures gate: 52m

**Disabled Toilets**
- There is one disabled toilet in concourse and one in departures.
- Each disabled toilet has emergency cord and external alarms.
- The concourse disabled toilet is adapted to assist those with colostomy bags.

**Wheelchairs**
- There are 10 wheelchairs available to the public at any time.

**Ambulift**
- An ambulift is available from the terminal to the aircraft and vice versa. In addition a Stair Climber is also available to assist passengers.

**Disabled Parking Bays and Drop Off and Pick Up Zones**
- All kerbs are lowered from disabled parking to terminal.
- We have tactile paving at each crossing for those with limited vision.
- Disabled car spaces are designated in these areas.
- There are 6 disabled spaces in the car park with 3 assistance signs with the number of the information desk; Tel 01856886210, for those that require assistance.
- Drivers are advised that vehicles and their contents are left at their own risk.
- Disabled, coach and ambulance pick up/drop off areas are marked next to the airport terminal entrance.
- Ambulances and disabled vehicles are allowed to come through the security barrier to collect/disembark passenger who have limited mobility.

- Security barrier has a 2 way intercom system.
- If there is a communication problem with Ambulances/Red Cross attendances for passengers requiring assistance, Kirkwall Information Desk staff will phone, as required.

**Within Terminal Building**
- We have a lowered desk at the information desk for wheelchair access.
- Desk 1 at Flybe has wheelchair access.
- All screens are high resolution and fonts set to larger size to assist limited vision.
- All flights are announced via tannoy by the airline.
- There are no steps anywhere in terminal and all areas are reachable by self-powered wheelchair.
- All emergency opening door handles in case of emergency are reachable by wheelchair.
- There are no obstacles in the search comb to obstruct wheelchairs.
- We have dedicated quiet room with seats and bed with a box for sharps disposal.
5. Information on performance standards.

Service Level Agreement

<table>
<thead>
<tr>
<th>Departing Passengers</th>
<th>Arriving Passengers</th>
</tr>
</thead>
<tbody>
<tr>
<td>For pre-booked departing customers</td>
<td>For pre-booked arriving customers</td>
</tr>
<tr>
<td>Upon arrival at the airport, once they have made themselves known:</td>
<td>Assistance should be available at the gate/aircraft side for:</td>
</tr>
<tr>
<td>• 80% of passengers wait no longer than 10 minutes for assistance</td>
<td>• 80% of customers within 5 minutes of “on chocks”</td>
</tr>
<tr>
<td>• 90% of passengers wait no longer than 20 minutes for assistance</td>
<td>• 90% within 10 minutes</td>
</tr>
<tr>
<td>• 100% of passengers wait no longer than 30 minutes for assistance</td>
<td>• 100% within 20 minutes</td>
</tr>
</tbody>
</table>

Subject to pre-notification 100% of departing Customers/Passengers who are at the designated point within the stipulated time should reach their aircraft in time to allow timely pre-boarding and departure.

<table>
<thead>
<tr>
<th>For non-pre-booked departing customers</th>
<th>For non-pre-booked arriving customers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Upon arrival at the airport, once they have made themselves known:</td>
<td>Assistance should be available at the gate/aircraft side for:</td>
</tr>
<tr>
<td>• 80% of passengers wait no longer than 25 minutes for assistance</td>
<td>• 80% of customers within 25 minutes of “on chocks”</td>
</tr>
<tr>
<td>• 90% of passengers wait no longer than 35 minutes for assistance</td>
<td>• 90% within 35 minutes</td>
</tr>
<tr>
<td>• 100% of passengers wait no longer than 45 minutes for assistance</td>
<td>• 100% within 45 minutes</td>
</tr>
</tbody>
</table>

For those that have not pre-notified the airport will ‘make all reasonable efforts’ to ensure that passengers reach the gate on time.
6. Information on airport security

It is important to advise your travel agent or airline, when booking your flight, that you require assistance. This will ensure minimum waiting time on arrival at the airport

Contact Airline – www.flybe.com  
www.loganair.co.uk

Additional Information can be obtained from:
Contact Kirkwall Airport Info Desk – Telephone: 01856 886 210, Fax: 01856 886 216  
Contact Security – www.direct.gov.uk

All passengers must pass through a security check before reaching the departure lounge. Such a search may be carried out by hand or by using hand-held detectors. If required, a private search area away from the main area can be provided.

- Essential medical equipment - You are allowed to bring medical equipment if it is essential for your journey. The equipment will be screened separately and must be accompanied by supporting documentation from a qualified medical professional, such as a letter from your doctor.
- Walking aids will be x-ray screened.
- Wheelchairs are permitted but will be thoroughly searched.

7. Information on mobility equipment.

If you require assistance, please make arrangements prior to arrival through your airline. Loganair can be contacted on 0344 8002855 or at specialassistance@loganair.co.uk and Flybe can be contacted on 0871 700 0535 or at www.flybe.com.

Airline staff will guide you through the procedures required as regards mobility equipment and requirements as per motorised equipment.
You can also contact airport administration staff by telephoning the information desk on 01856 886 210.
Temporary replacement of damaged or lost mobility equipment. In the unlikely event that on arrival of your flight you find that your mobility equipment is damaged or lost, we will arrange and pay for local providers to supply temporary replacement equipment (albeit not necessarily on a like for like basis) or if possible by temporarily lending you our equipment. However, liability for the damage (repairing or replacing the equipment) lies with the airline

8. Information on assistance dogs.

Assistance dogs are accepted through the terminal.
Contact Airline www.flybe.com  
www.loganair.co.uk
9. Information on PRM helpline.

**Loganair**
Telephone 0344 800 2855

**Opening Hours:**
Mon-Fri 0700-1900
Sat 0800-1600
Sun 1000-1800

E-mail specialassistance@loganair.co.uk

**Flybe**
Telephone: +44 (0) 1392 683152

**Opening hours:**
08:00 to 18:30 Monday to Friday
08:00 to 16:00 Saturday
10:00 to 18:00 Sunday and Bank Holidays

Email: specialassistance@flybe.com

**Kirkwall Airport Details**
The Information Desk is available during opening hours and can be contacted on either telephone number 01856 886 210 or by fax on 01856 886 211. **Terminal Opening Hours**
- Monday to Friday 06:15 - 20.00
- Saturday 07:30 - 17:45
- Sunday 09.00 - 20.00

10. Complaints contact details

**Information on how to complain as regards Kirkwall Airport service**

In the event of a complaint please contact:

David Berston
Airport Manager
Kirkwall Airport
Kirkwall,
Orkney Islands.
KW151TH

Tel: 01856 886202
Email: dberston@hial.co.uk