

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 8002855** or at bookings@loganair.co.uk

You can also contact airport Loganair staff by telephoning the information desk on **01871890283**

Disabled Toilets

- There is one disabled toilet in the terminal.
- Our disabled toilet has emergency cord and external alarms.

Wheelchairs

- There is one wheelchair available to the public at any time.
- There is 2 Stair Climbers to assist passengers on/off the aircraft.

Disabled Parking Bays and Drop Off and Pick Up Zones

- There is 1 disabled parking space outside the terminal. There is no drop off zone.

Within Terminal Building

- We have a fold out desk for passengers at the Loganair desk for wheelchair access.
- 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.

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.
- 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.
- [Loganair Extra Assistance Request Form and further information](#)
- **Telephone:** 0344 800 2855 / **Email:** Specialassistance@loganair.co.uk

3. Transport

- The airport can be accessed by private car or taxi (please note there is public transport, but customers are advised to contact transport company regarding access. There is no taxi rank).
- Local taxis can be booked in advance of arrival or may be contacted on arrival at the airport.
- Car parking is free of charge, which also includes 1 disabled parking bay.
- Drivers are advised that vehicles and their contents are left at their own risk.

4. 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 bookings@loganair.co.uk
- Airline staff will guide you through the procedures required as regards mobility equipment and requirements as per motorised equipment.

5. Information on assistance dogs.

- Assistance dogs are accepted through the terminal.
- Contact your airline prior to arrival/departure: www.loganair.co.uk

6. Complaints contact details

Information on how to complain as regards Barra Airport service. In the event of a complaint please use our online feedback form or contact:

Michael Galbraith
Airport Manager
Barra Airport
Eoligarry
Isle of Barra
HS9 5YD

Tel: 01871890212

Email: mgalbraith@hial.co.uk