

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 01870602310 or at bookings@loganair.co.uk

Disabled Toilets

- There are two disabled toilets in the concourse and two in departures.
- Each disabled toilet has emergency cord and external alarms.

Wheelchairs

- There are 4 wheelchairs available to the public at any time.
- There is a Stair Climber to assist passengers on/off the aircraft.
- There is an Aviramp to enable wheelchairs on and off the aircraft.

Disabled Parking Bays and Drop Off and Pick Up Zones

- Drop off/pick up zone outside the terminal building at the main entrance.
- There are 2 disabled parking spaces within the carpark.

Within Terminal Building

- We have a lowered desk at information desk for wheelchair access.
- All flights are announced on tanyoy 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.

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, public transport or taxi (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 board.
- Car parking is free of charge, which also includes 3 disabled parking bays, there are 2 designated disabled pick-up/drop off bays, which are situated in front of the terminal building.
- 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 01870602310 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 Benbecula Airport service. In the event of a complaint please use our online feedback form or contact:

Roddy MacKay
Station Manager
Benbecula Airport
Balivanich
Benbecula
HS7 5LW

Email: rmackay@hial.co.uk