

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 **01496 302022** or at bookings@loganair.co.uk

Disabled Toilets

- There is one disabled toilet in concourse and two in departures.
- Each disabled toilet has emergency cord and external alarms.

Wheelchairs

- There are 2 wheelchairs available to the public at any time.
- There is an Aviramp and a Stairclimber to assist passengers on/off the aircraft.

Disabled Parking Bays and Drop Off and Pick Up Zones

- There are 2 disabled parking spaces within the carpark.

Within Terminal Building

- 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.

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:** 01496 302022 / **Email:** Specialassistance@loganair.co.uk

3. Transport

- The airport can be accessed by private car or taxi (please note there is limited public transport to the airport and 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.
- Car parking is free of charge, which also includes 2 disabled parking bays.
- 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 01496 302022 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 Islay Airport service. In the event of a complaint please use our online feedback form or contact:

Niall Colthart
Airport Manager,
Islay Airport,
Isle of Islay,
PA42 7AS

Tel: 01496 302361

Email: NColthart@hial.co.uk