

1. Information on the assistance provided at Kirkwall 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 our airport administration staff at Kirkwall Airport by telephoning the Information Desk on 01856 886210.

Disabled Toilets

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

Wheelchairs

- There are wheelchairs available to the public on request.
- There is an Aviramp and Aisle chair available to assist passengers on/off the aircraft.

Disabled Parking Bays

- There is a contact phone number at the Disabled carpark where assistance can be provided from the designated point.
- There are 6 disabled parking spaces within the carpark.

Within Terminal Building

- All flights are announced by tannoy by airline and displayed on the Flight Information Display Screens.
- 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 bus or taxi.
- Stagecoach operate local busses every 20 minutes from the airport to Kirkwall town centre.
- 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 Desk.
- Car parking is free of charge for blue badge holders, inter-island residents and NHS patients.
- 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 Kirkwall Airport service. In the event of a complaint please use our online feedback form or contact:

Kimberley Fisher
Airport Manager
Kirkwall Airport
Kirkwall
Orkney
KW15 1TH

Tel: 01856 886210

Email: kfisher@hial.co.uk