

## **1. Information on the assistance provided at the airport**

Our special assistance service is operated by Aviation Ground Support (AGS) Assist.

The AGS Assist contact number is 01667 464117 or you can contact them by email [invagxh@agsinv.avinetmail.net](mailto:invagxh@agsinv.avinetmail.net)

The station supervisor is Robert Kennedy. To contact Robert directly please email [r.kennedy@agshandling.co.uk](mailto:r.kennedy@agshandling.co.uk) or call 01667 464143.

AGS Assist are available between the hours of 05:00 and 22:30.

Support can also be requested via airlines directly.

### **Disabled Toilets**

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

### **Wheelchairs**

- Our special assistance team have 14 wheelchairs for passenger use.
- There is an aviramp and ambulift to assist passengers on/off the aircraft.

Passengers are able to remain in their own wheelchair from arrival to departure. It may be necessary to use one of our own aisle chairs to board the aircraft from the ambulift and get to the seat as wheelchairs generally do not fit inside the main section of the aircraft. At this point, the wheelchair will be loaded into the cargo bay.

Any electric mobility aids should be prepared for carriage in accordance with the manufacturers and airline guidelines. Generally this entails switching the ignition off with the key. Some electric mobility aids have a circuit breaker which can be switched off while a few require the battery to be disconnected from the wiring harness.

There are two types of batteries:

- wet-cell batteries (these are generally not allowed on board flights)
- dry-cell batteries (including lithium batteries)

For chairs with dry-cell or lithium batteries, the battery can remain attached to the wheelchair provided that it is secure. The terminals do not need to be disconnected if they are already inside a cell case or isolated (to avoid any short circuits). Finally, the motor must be disengaged.

Upon arrival at your destination, it is the responsibility of the airline to return your mobility aid to you in the same condition as you left it. Your mobility aid will be returned to you at the earliest possible point, generally as soon as you have disembarked the aircraft. Assistance for boarding and disembarking will be similar.

In the unlikely event that on arrival of your flight at Inverness Airport, you find that your mobility equipment is damaged or lost, we will arrange to 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) rests with the airline.

**Disabled Parking Bays and Drop Off and Pick Up Zones**

- There are disabled spaces within the drop off/pick up zone outside the terminal.
- There are disabled parking spaces within the short and long stay carparks.
- Waiting shelters are available within the car park area with a communication button that connects directly with the terminal building for assistance.

**Within Terminal Building**

- We have a lowered desk at the information desk for wheelchair access.
- All flights are announced by tannoy by airline.
- There are yellow reserved seating areas with arm rests and additional support available within the terminal building pre and post security.
- There are no steps anywhere in terminal.

**2. Information on how to obtain this assistance**

- A member of the team will contact you once your mobility equipment has been confirmed and accepted.

### **3. Transport**

- The airport can be accessed by bus, car or taxi.
- 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 (disabled bays, short stay car park and long stay car park) is available and prices are available on our website.
- A number of car hire companies operate from Inverness Airport.
- 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.
- AGS can be contacted on 01667 464117 or you can contact them by email [invagxh@agsinv.avinetmail.net](mailto:invagxh@agsinv.avinetmail.net)
- Airline staff will guide you through the procedures required as regards mobility equipment and requirements as per motorised 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.

### **5. Information on assistance dogs.**

Assistance dogs are welcome by all airlines operating from Inverness.

Guide or assistance dogs will only be permitted to travel if you are in possession of an official document provided by a recognised assistance dog training organisation. This must confirm that the dog is a fully-trained assistance dog or is under the control of a trainer. The dog must also be wearing a standard identifying jacket or harness. Please note that on international flights between the EU (plus Croatia, Norway and Switzerland) and the UK, guide or assistance dogs are subject to the UK Pet Passport Scheme. It is your responsibility to ensure that your guide or assistance dog fully meets the requirements of the Pet Passport Scheme.

We cannot accept liability for any animals which are not correctly documented and we recommend that you contact the airport authority of the UK airport in advance of travel in order to confirm Pet Passport details. Contact details are available via the airport websites or you can get advice from the UK Guide Dogs for the Blind Association or from the Defra Pet Travel Scheme helpline.

## **6. Complaints contact details**

It is our aim to ensure that every passenger receives the best level of service and is satisfied with the service provided.

If for any reason you are unhappy with the service or treatment you have received and wish to complain you can submit your complaint to us in writing either by post to PRM Satisfaction, Inverness Airport, Inverness IV2 7JB or by email to [infoinv@hial.co.uk](mailto:infoinv@hial.co.uk)

We will acknowledge complaints within 3 working days of receipt and your complaint will be investigated. We aim to fully respond to all complaints within 10 working days. If your complaint is upheld you will receive an apology and where appropriate, be given details of any action that has been taken to put things right and / or make improvements to the service.

If for any reason you are unhappy with the outcome of your complaint, you can request a further review which will be carried out under the direction of Head Office, Highlands & Islands Airports Ltd.

If you are still dissatisfied you can ask for your complaint to be looked at by an independent adjudicator.