

## **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](mailto:bookings@loganair.co.uk)

You can also contact airport administration staff by telephoning 01950 461000

### **Disabled Toilets**

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

### **Wheelchairs**

- There are 5 wheelchairs available to the public at any time.
- There is a Stair Climber to assist passengers on/off the aircraft and an ambulift for those requiring more assistance

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

- There is a Drop off and Pick Up zone outside the terminal building
- There are 6 disabled spaces within the carpark.

### **Within Terminal Building**

- We have a Special Assistance dedicated lane at Check in desk 8 with a lowered desk for wheelchair access.
- 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:** 0344 800 2855 / **Email:** [Specialassistance@loganair.co.uk](mailto:Specialassistance@loganair.co.uk)

### **3. Transport**

- The airport can be accessed by private car, public transport or taxi. The taxi rank is directly outside the main terminal front door and the bus stop directly opposite.
- Local taxis can be booked in advance of arrival or may be contacted on arrival at the airport.
- Car parking is free of charge for the first two hours or your stay. After that car parking is charged at £3 per day. Car park pay points are located just inside the terminal front door or outside in the main car park. ,
- There is a designated pick-up/drop off area, which is situated outside 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 0344 8002855 or at [bookings@loganair.co.uk](mailto: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](http://www.loganair.co.uk)

### **6. Complaints contact details**

In the event of a complaint please use our online feedback form or contact:

Susan Mail  
Airport Services Manager  
Sumburgh Airport  
Virkie  
Shetland  
ZE3 9JP

Tel: 01950 461002  
Email: [smail@hial.co.uk](mailto:smail@hial.co.uk)