

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

You can also contact airport information desk by telephoning the information desk on 01851 702256.

Disabled Toilets

- A disabled toilet is located both in the main concourse and in the departure lounge.
- Each disabled toilet has emergency cord and external alarms.

Wheelchairs

- Stornoway Airport has a number of wheelchairs for use whilst on the airport property these are available on a first come first serve basis.
- The airport has a small number of bariatric wheel chairs available on request
- An Aviramp, Ambulift and stair climber are available to assist passengers with access and egress to aircraft dependant on passenger needs and local conditions.

Disabled Parking Bays and Drop Off and Pick Up Zones

- There are 12 disabled parking bays in our main car park.
- There are 2 disabled parking bays in our lower car park (for charter flights)
- Passengers requiring assistance from their vehicles should contact the information desk via the intercom on the entrance barrier or on 01851 702256
- There is a disabled passenger drop off area at the front of the terminal building, drivers should use the intercom at the entrance barrier.

Within Terminal Building

- We have a lowered desk at information desk for wheelchair access.
- All flights are displayed on information screens around the airport, if you required notification of when a flight is called, please advise either the check-in or information desk staff.
- 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 is located 2.5 miles from the town centre.
- A car park located within 10 metres of the front door of the terminal building.
- Passengers with Blue badges or NHS travel warrants are eligible for free parking (please contact the Information desk on your return).
- There is a limited bus service operated by CNES to Stornoway Town centre and Point, the bus stop is located 20 metres from the front door of the terminal building.
- A taxi rank is located at the front of the terminal building, booking is not essential but recommended. Taxi numbers are provided on our website and are also available from the Information Desk.
- Drivers are advised that vehicles and their contents are left at their own risk.
- There are no facilities for Cycles to be left at the Airport.

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 Stornoway Airport service. In the event of a complaint please use our online feedback form or contact:

James Mockeridge
Security and Airport Services Manager
Stornoway Airport
Stornoway
Isle of Lewis
HS20BN

Tel: 01851 702256

Email: JMockeridge@hial.co.uk