

1. Information on the assistance provided at the airport

If you require assistance, please make arrangements prior to arrival through your airline.

You can also contact airport administration staff by telephoning the information desk on 01955 602215.

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 a Stair Climber to assist passengers on/off the aircraft.

Disabled Parking Bays and Drop Off and Pick Up Zones

- There are 2 disabled spaces within the drop off/pick up zone outside the terminal.
- There are 2 disabled parking spaces within the carpark.

Within Terminal Building

- We have a lowered desk at information 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

- Please contact airport administration staff on 01955 602215

3. Transport

- The airport can be accessed by private car or taxi (please note there is no 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 and are also available from the Information Desk.
- Car parking is free of charge, which also includes 2 disabled parking bays, there are 2 designated disabled pick-up/drop off bays, which are situated in front of the terminal building.
- Drivers are advised that vehicles and their contents are left at their own risk.

4. Information on mobility equipment.

- This will be updated once scheduled operator in place.

5. Information on assistance dogs.

- Assistance dogs are accepted through the terminal.

6. Complaints contact details

Information on how to complain as regards Wick John O' Groats Airport service. In the event of a complaint please use our online feedback form or contact:

Douglas Cook
Station Manager
Wick John O' Groats Airport
Wick
Caithness
KW1 4QP

Tel: 01955 607582

Email: dcook@hial.co.uk