

Information for Passengers with Reduced Mobility

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 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

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.

There are Accessibility bays in the small car park to the left of the Terminal Building. Should you require assistance from there to the Terminal please call **01950 460595** and a member of staff will come to assist you. If you could give prior notice to the assistance required and approximate time that would help us ensure there was assistance readily available.

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

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