



Dundee Airport

Port-adhair Dhùn Dè

Accessibility at Dundee Airport

Contents

Booking assistance.....	2
Assistance provided at the airport and during your flight	2
Mobility equipment	2
Assistance dogs.....	2
Travelling to and from the airport.....	3
Airport car park.....	3
Facilities at the airport	3
Accessible toilets	3
Boarding your flight	4
Wheelchairs.....	4
Within the terminal building.....	4
Links to further information.....	4
How to give us feedback	5

Booking assistance

For travel with Loganair, please book assistance with them before travelling to the airport, including for travel with mobility equipment or with an assistance dog.

For information on services provided by Loganair, and to book, see [Accessibility & Assistance Hub \(loganair.co.uk\)](https://www.loganair.co.uk/accessibility). You can also contact Loganair on 0344 800 2855.

Assistance provided at the airport and during your flight

If you require assistance at the airport or during your flight, please book with your airline before travelling to the airport (details above).

Mobility equipment

If you are travelling with mobility equipment, such as a wheelchair or mobility scooter, please book through Loganair before travelling to the airport (details above).

Heavy equipment (over 23 kilograms) may need special approval.

Loganair will contact you once your mobility equipment has been accepted.

Airline staff will guide you through the procedures for mobility / motorised equipment.

Assistance dogs

Assistance dogs are welcome in the terminal.

If you are travelling with an assistance dog, please book through your airline before travelling to the airport (details above).

Travelling to and from the airport

The airport can be accessed by private car or taxi (please note there is no public transport).

There is a pick up / drop off zone, about 10 metres from the entrance to the terminal building.

The taxi rank is located outside the terminal building, about 10 metres from the entrance. Customer service staff at the check-in facility can assist with taxi bookings on request.

Airport car park

Car parking is free of charge for Blue Badge holders. Please advise check in staff that your car is parked in this area and that your blue badge is being displayed in the front window.

There are four accessible parking bays, which are located approximately 30 metres from the entrance to the terminal building.

Assistance can be provided from the accessible car park, and this should be requested when pre-booking assistance with Loganair before travel. On arrival contact should be made by phoning 01382 662201

Facilities at the airport

Accessible toilets

There is one accessible toilet in the concourse, and two in departures. Toilets are fitted with an emergency cord and external alarm.

Boarding your flight

An Aviramp is available to assist passengers using wheelchairs on and off the aircraft.

There is also Stair Climber available to assist passengers on/off the aircraft.

Wheelchairs

There are two wheelchairs available to the public for use whilst travelling through the airport.

Within the terminal building

There are no steps anywhere in terminal.

All flights are announced by tannoy and displayed on information screens around the airport. If you require direct notification of when a flight is called, please ask at check-in or at the information desk at the time of checking in or arriving in the terminal building.

Links to further information

[AccessAble](#) has produced guides for our airport, including photographs, with information on car parking, passenger assistance and facilities.

[Dundee Airport - Arrival Gates and Baggage Claim | AccessAble](#)

[Dundee Airport - Main Terminal - Arrivals | AccessAble](#)

[Dundee Airport - Main Terminal - Check-In | AccessAble](#)

[Dundee Airport - Security and Departures | AccessAble](#)

[Passengers with disabilities and reduced mobility | Civil Aviation Authority \(caa.co.uk\)](#)

How to give us feedback

If you have a complaint about your visit to Dundee Airport, please use our [online feedback form](#).

We always welcome suggestions for how we can better support our passengers who require assistance at the airport – please [send us your suggestions here](#). We will consider every suggestion, and if you provide your contact details, we will let you know our decision.

And if you would like to let us know when we've done something well, so that we can tell our team and share best practice with our other airports, please [send us your compliment here](#).

You can also contact us at the airport to give us your feedback:

Airport Manager
Dundee Airport
Riverside
Dundee
DD2 1UH

Telephone: 01382 662200

Email: info@hial.co.uk