1. **Information on the assistance provided at the airport**

If you require assistance, please make arrangements prior to arrival through your airline. Flybe can be contacted on 0871 700 0535 or at [www.flybe.com](http://www.flybe.com), and Loganair can be contacted on 01856 872 494 or at [www.loganair.co.uk](http://www.loganair.co.uk). You can also contact airport administration staff by telephoning the information desk on 01856 886 210.

**Disabled Toilets**
- There is one disabled toilet in concourse and one in departures.
- Each disabled toilet has emergency cord and external alarms.
- The concourse disabled toilet is adapted to assist those with colostomy bags.

**Wheelchairs**
- There are 10 wheelchairs available to the public at any time.
- An Ambulift is available from the terminal to the plane and vice versa with the addition of a Stair Climber to assist passengers.

**Disabled Parking Bays and Drop Off and Pick Up Zones**
- All kerbs are lowered from disabled parking to terminal.
- We have tactile paving at each crossing for those with limited vision.

**Within Terminal Building**
- We have lowered desk at information desk for wheelchair access.
- Desk 1 at Flybe has wheelchair access.
- All screens are high resolution and fonts set to larger size to assist limited vision.
- 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.
- There are no obstacles in the search comb to obstruct wheelchairs.
- We have dedicated quiet room with seats and bed with a box for sharps disposal.

2. **Information on how to obtain this assistance**

- **FlyBe** offer a call back service if you are unable to contact them by email, please provide your telephone number including the area code to the staff member who takes your call.

- **Contact FlyBe** at least 48hrs before you travel to register your requirements or to make an enquiry.

- **Flybe Mobility Aid Request Form** [Download Flybe Mobility Aid Request Form here](http://example.com)

- **Telephone**: +44 (0) 1392 683152

- **Opening hours**:
  - 08:00 to 18:30 Monday to Friday
  - 08:00 to 16:00 Saturday
  - 10:00 to 18:00 Sunday and Bank Holidays
• Email: specialassistance@flybe.com

• Other sources of information:-

• Please visit the links below for further information on air travel for passengers with reduced mobility.


• Europe Disability Forum: http://www.edf-feph.org/

Kirkwall Airport Terminal Opening Hours

Monday to Friday  06:15 - 19.45
Saturday  07:30 - 17:30
Sunday  09.00 - 19.45

The Information Desk is available during opening hours and can be contacted on either telephone number 01856 886 210 or by fax on 01856 886 211.

3. Information on getting to the airport

Short and long term car parking is provided adjacent to the airport terminal building. Disabled car spaces are designated in these areas.

• There are 6 disabled spaces in the car park with 3 assistance signs with the number of the information desk; Tel 01856886210, for those that require assistance.

• Drivers are advised that vehicles and their contents are left at their own risk.

• Disabled, coach and ambulance pick up/drop off areas are marked next to the airport terminal entrance.

• Ambulances and disabled vehicles are allowed to come through the security barrier to collect/dismount passenger who have limited mobility.

• Security barrier has a 2 way intercom system.

• If there is a communication problem with Ambulances/Red Cross attendances for passengers requiring assistance, Kirkwall Information Desk staff will phone, as required.

Bus Service:
A bus service operated by Orkney Coaches meets the early morning and late evening flights, with a shuttle service throughout the rest of the day. Service times are available from Orkney Coaches on 01856 870 555 or from the airport Information Desk by calling 01856 886 210.

Taxi Providers:
Local taxis can be booked in advance of arrival at the airport or may be contacted on arrival at the airport terminal (subject to availability)

Craigie’s Taxis - contact 01856 878787

Contact email: craigiestaxis@hotmail.com
Pre booking is advisable
2 x 8-seater mini bus available
Orkney Taxis - contact 01856 880147

George's Taxis - contact 07541 034 830

Finstown Taxis - contact 07934 839058

Car Hire:
Car and van hire is available from the airport and you are advised to book your vehicle in advance of arrival. The car hire provider offers a free meeting and greeting service and in some cases you can organise your hire on arrival at the airport.

W R Tullock
Contact telephone - 01856 875 500
Email: info@wr-tullock.co.uk or airportcarrental@btconnect.com
www.orkneycarrental.com

Car and Van hire available

4. Information on the layout of the airport

The following two diagrams provide a visual presentation of the airport layout.

Walking distances are provided below to assist those using the facilities:

- Furthest disabled parking bay to Terminal Building entrance: 59m
- Furthest parking bay to Terminal Building entrance: 146m
- Furthest bus stop to Terminal Building entrance: 26m
- Furthest taxi drop off point to Terminal Building entrance: 26m
- Furthest check in desk to departures gate: 52m

Disabled Toilets
- There is one disabled toilet in concourse and one in departures.
- Each disabled toilet has emergency cord and external alarms.
- The concourse disabled toilet is adapted to assist those with colostomy bags.

Wheelchairs
- There are 10 wheelchairs available to the public at any time.

Ambulift
- An ambulift is available from the terminal to the aircraft and vice versa. In addition a Stair Climber is also available to assist passengers.

Disabled Parking Bays and Drop Off and Pick Up Zones
- All kerbs are lowered from disabled parking to terminal.
- We have tactile paving at each crossing for those with limited vision.
- Disabled car spaces are designated in these areas.
- There are 6 disabled spaces in the car park with 3 assistance signs with the number of the information desk; Tel 01856886210, for those that require assistance.
- Drivers are advised that vehicles and their contents are left at their own risk.
- Disabled, coach and ambulance pick up/drop off areas are marked next to the airport terminal entrance.
- Ambulances and disabled vehicles are allowed to come through the security barrier to collect/disembark passenger who have limited mobility.
• Security barrier has a 2 way intercom system.
• If there is a communication problem with Ambulances/Red Cross attendances for passengers requiring assistance, Kirkwall Information Desk staff will phone, as required.

Within Terminal Building
• We have a lowered desk at the information desk for wheelchair access.
• Desk 1 at Flybe has wheelchair access.
• All screens are high resolution and fonts set to larger size to assist limited vision.
• All flights are announced via tannoy by the 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.
• There are no obstacles in the search comb to obstruct wheelchairs.
• We have dedicated quiet room with seats and bed with a box for sharps disposal.
5. Information on performance standards.

Service Level Agreement

<table>
<thead>
<tr>
<th>Departing Passengers</th>
<th>Arriving Passengers</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>For pre-booked departing customers</strong></td>
<td><strong>For pre-booked arriving customers</strong></td>
</tr>
<tr>
<td>Upon arrival at the airport, once they have made themselves known:</td>
<td>Assistance should be available at the gate/aircraft side for:</td>
</tr>
<tr>
<td>• 80% of passengers wait no longer than 10 minutes for assistance</td>
<td>• 80% of customers within 5 minutes of “on chocks”</td>
</tr>
<tr>
<td>• 90% of passengers wait no longer than 20 minutes for assistance</td>
<td>• 90% within 10 minutes</td>
</tr>
<tr>
<td>• 100% of passengers wait no longer than 30 minutes for assistance</td>
<td>• 100% within 20 minutes</td>
</tr>
<tr>
<td>Subject to pre-notification 100% of departing Customers/Passengers who are at the designated point within the stipulated time should reach their aircraft in time to allow timely pre-boarding and departure.</td>
<td></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>For non-pre-booked departing customers</th>
<th>For non-pre-booked arriving customers</th>
</tr>
</thead>
<tbody>
<tr>
<td>Upon arrival at the airport, once they have made themselves known:</td>
<td>Assistance should be available at the gate/aircraft side for:</td>
</tr>
<tr>
<td>• 80% of passengers wait no longer than 25 minutes for assistance</td>
<td>• 80% of customers within 25 minutes of “on chocks”</td>
</tr>
<tr>
<td>• 90% of passengers wait no longer than 35 minutes for assistance</td>
<td>• 90% within 35 minutes</td>
</tr>
<tr>
<td>• 100% of passengers wait no longer than 45 minutes for assistance For those that have not pre-notified the airport will ‘make all reasonable efforts’ to ensure that passengers reach the gate on time</td>
<td>• 100% within 45 minutes</td>
</tr>
</tbody>
</table>

6. Information on airport security

_It is important to advise your travel agent or airline, when booking your flight, that you require assistance. This will ensure minimum waiting time on arrival at the airport_

Contact Airline –
www.flybe.com
www.loganair.co.uk

Additional Information can be obtained from:
Contact Kirkwall Airport Info Desk – Telephone: 01856 886 210, Fax: 01856 886 216
Contact Security – www.direct.gov.uk

- All passengers must pass through a security check before reaching the departure lounge. Such a search may be carried out by hand or by using hand-held detectors. If required, a private search area away from the main area can be provided.
• **Essential medical equipment** - You are allowed to bring medical equipment if it is essential for your journey. The equipment will be screened separately and must be accompanied by supporting documentation from a qualified medical professional, such as a letter from your doctor.

• **Walking aids** will be x-ray screened.

• **Wheelchairs** are permitted but will be thoroughly searched.

### 7. Information on mobility equipment.

If you require assistance, please make arrangements prior to arrival through your airline. Flybe can be contacted on 0871 700 0535 or at [www.flybe.com](http://www.flybe.com), and Loganair can be contacted on 01856 872 494 or at [www.loganair.co.uk](http://www.loganair.co.uk).

Airline staff will guide you through the procedures required as regards mobility equipment and requirements as per motorised equipment.

You can also contact airport administration staff by telephoning the information desk on 01856 886 210.

Temporary replacement of damaged or lost mobility equipment. In the unlikely event that on arrival of your flight you find that your mobility equipment is damaged or lost, we will arrange and pay for local providers to supply temporary replacement equipment (albeit not necessarily on a like for like basis) or if possible by temporarily lending you our equipment. However, liability for the damage (repairing or replacing the equipment) lies with the airline.

### 8. Information on assistance dogs.

Assistance dogs are accepted through the terminal.

**Contact Airline**

[www.flybe.com](http://www.flybe.com)

[www.loganair.co.uk](http://www.loganair.co.uk)

### 9. Information on PRM helpline.

- **Flybe**  Telephone: +44 (0) 1392 683152

- **Opening hours:**
  - 08:00 to 18:30 Monday to Friday
  - 08:00 to 16:00 Saturday
  - 10:00 to 18:00 Sunday and Bank Holidays

- **Email:**  specialassistance@flybe.com

**Kirkwall Airport Details**

- The Information Desk is available during opening hours and can be contacted on either telephone number 01856 886 210 or by fax on 01856 886 211.

**Terminal Opening Hours**

- Monday to Friday  06:15 - 19.45
- Saturday  07:30 - 17:30
- Sunday  09.00 - 19.45
10. Complaints contact details

Information on how to complain as regards Kirkwall Airport service

In the event of a complaint please contact:

David Berston
Airport Manager
Kirkwall Airport
Kirkwall,
Orkney Islands.
KW151TH

Tel: 01856 886202
Email: dberston@hial.co.uk