

## NOTICE TO PROVIDE INFORMATION FOR DISABLED PERSONS AND PERSONS WITH REDUCED MOBILITY UNDER SECTION 85 OF THE CIVIL AVIATION ACT 2012

**Date: 4 August 2014**

**To: Highlands and Islands Airports Limited**

1. In accordance with section 85 of the Civil Aviation Act 2012 (the **Act**) you are required to provide the information relating to you which is specified in paragraph 3 below (**Specified Information**), in the form and manner specified in paragraph 4, and at the time specified in paragraph 5.
2. The CAA requires this information for the purpose of carrying out its functions under section 83 of the Act.
3. The Specified Information is as follows:

1) **Information on the assistance provided at the airport.** *This information should specify, as a minimum, the types of assistance provided at the airport to a disabled person and person with reduced mobility (PRM) (i.e. that required by Annex 1 of the Regulation EC 1107/2006 plus any additional assistance that you provide).*

- 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)

- Facilities include:

- Disabled Toilets
- Wheelchairs
- Stair climber chair
- Disabled Parking Bays
- PRM Check in assistance by airport staff

2) **Information on how to obtain this assistance.** *This information should include, as a minimum, how in general terms PRMs can arrange for assistance at the airport, and should make reference specifically to the need to pre-notify with airline, tour operator or travel agent.*

- 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 is available for download

- 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](mailto:specialassistance@flybe.com)

- Other sources of information:-
- Please visit the links below for further information on air travel for passengers with reduced mobility.
- Equality and Human Rights Commission: <http://www.equalityhumanrights.com/advice-and-guidance/>
- Europe Disability Forum: <http://www.edf-feeph.org/>

3) **Information on getting to the airport.** *This information should include, as a minimum, the available transport methods for getting to the airport, the arrangements for disabled parking at the airport (within the terminal boundary), and any specific rules for, or charges applied to, PRM passengers for using a drop-off zone at the airport. This should also include links to any pages detailing the accessibility arrangements for transport operated by other companies, and public transport, to and from the airport and car parking operated outside the terminal boundary.*

**By Car**

The airport is situated just five minutes' drive from the City Centre on the A85 ring road and is easily accessed from both North and South (on the A90) of the city by following the local signs. Once approached there is a drop off zone for all customers and onsite parking is only a five minute walk from the Terminal Building. Please note Drivers are advised that all vehicles and their contents are left at their own risk. Pick up and drop off areas are marked next to the Terminal Entrance. Disabled spaces are available at the front of the terminal building. Disabled parking is available free of charge.

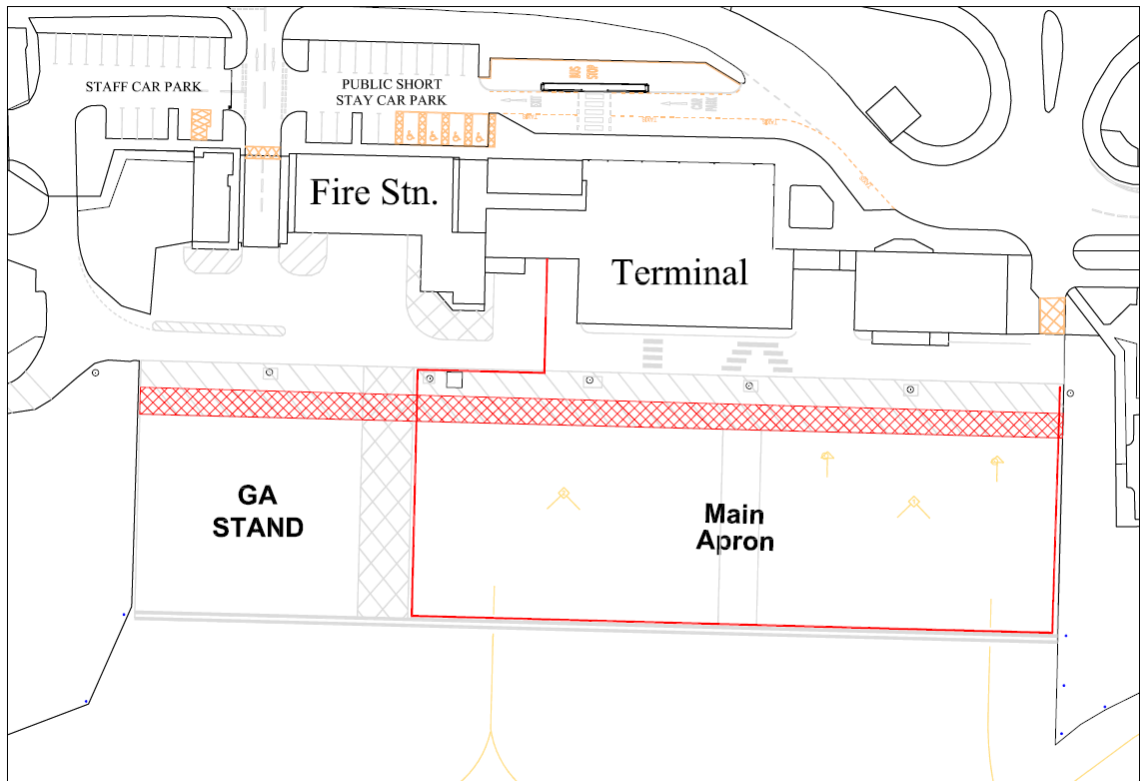
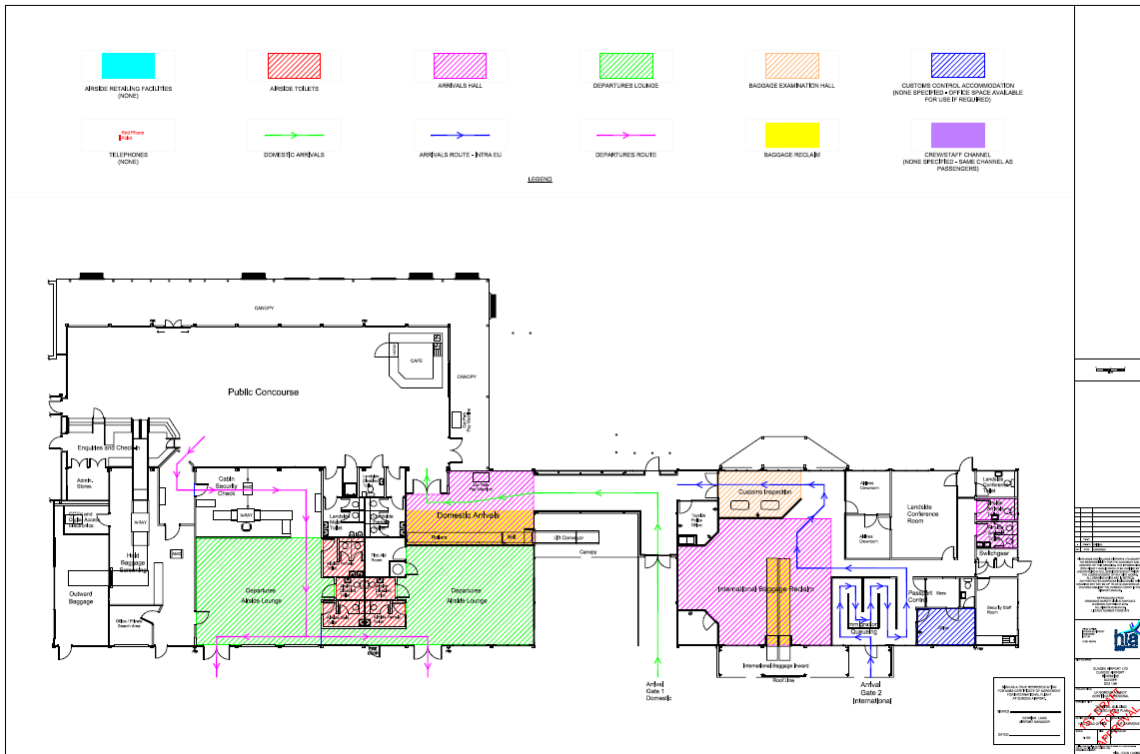
**By Train**

The train station in Dundee is only about a five minute taxi ride away from the airport and onward links are available to many destinations within Tayside from the station including Aberdeen, Inverness, Glasgow and Edinburgh. More details are available from [www.nationalrail.co.uk/stations/DEE/details.html](http://www.nationalrail.co.uk/stations/DEE/details.html)

**By Taxi**

Taxis are available at the airport, although booking in advance is advised.

4) **Information on the layout of the airport.** *Airports should provide a map of the airport and / or list the key walking distances. As a minimum, the map should include both inside and outside the terminal building and include a scale to enable PRMs to assess likely walking distances between key points including designated arrival and departure points, special assistance areas (both landside and airside), check-in areas, disabled toilets, security search, departure lounges, gates, border control and baggage reclaim. As a minimum the list of walking distances should include the furthest possible distance between key points including designated arrival and departure points, special assistance areas (both landside and airside), check-in areas, disabled toilets, security search, departure lounges, gates, border control and baggage reclaim.*



5) **Information on performance standards.** This information should include, as a minimum, information on (and links to) the airport's Quality Standards and how the

*airport or its agent has performed against the Quality Standards.*

Highlands and Islands Airports Limited is accountable for the service provided to 'People of Reduced Mobility and Disabled Persons' under EC Regulation 1107/2006.

- EC Regulation 1107/2006 specifies the following minimum standard levels of service to be applied to the handling of people of Reduced Mobility and Disabled Persons.
- HIAL. conform to these standards

Service Level Agreement - For passengers with reduced mobility and disabled persons

Highlands and Islands Airports Limited is accountable for the service provided to 'People of Reduced Mobility and Disabled Persons' under EC Regulation 1107/2006.

EC Regulation 1107/2006 specifies the following minimum standard levels of service to be applied to the handling of people of Reduced Mobility and Disabled Persons.

#### Departing Passengers

For pre-booked departing customers

Upon arrival at the airport, once they have made themselves known:

- 80% of passengers wait no longer than 10 minutes for assistance
- 90% of passengers wait no longer than 20 minutes for assistance
- 100% of passengers wait no longer than 30 minutes for assistance

For non-pre-booked departing customers

Upon arrival at the airport, once they have made themselves known:

- 80% of passengers wait no longer than 25 minutes for assistance
  - 90% of passengers wait no longer than 35 minutes for assistance
  - 100% of passengers wait no longer than 45 minutes for assistance
- Arriving Passengers

For pre-booked arriving customers

Assistance should be available at the gate/aircraft side for:

- 80% of customers within 5 minutes of "on chocks"
- 90% within 10 minutes
- 100% within 20 minutes

For non-pre-booked arriving customers

Assistance should be available at the gate/aircraft side for:

- 80% of customers within 25 minutes of "on chocks"
- 90% within 35 minutes
- 100% within 45 minutes

6) **Information on airport security.** This information should include, as a minimum, whether there are any special arrangements for PRMs in relation to security, in particular in relation to mobility and medical equipment, and whether private rooms are available for security searches.

- 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.** This should include, as a minimum, the arrangements at the airport for allowing PRM passengers to remain in their own mobility equipment up to the gate, and the arrangements for repatriating mobility equipment to the PRM passenger on arrival. In addition, where relevant, it should include any information for owners on preparing mobility equipment for carriage. This information should also cover the arrangements for obtaining replacement mobility equipment in the event that the PRM's own equipment is damaged on arrival.

- Wheelchairs are permitted but will be thoroughly searched.

Mobility Equipment provided :  
 Wheelchairs  
 Stair climber

**Information on assistance dogs.** This should include the arrangements in place at the airport for assistance dogs.

Arrangements can be made with FlyBe through E-mail, Telephone or the website [www.flybe.co.uk](http://www.flybe.co.uk)

- Assistance dogs are allowed to travel with their owner on the aircraft
- A double seat will be provided for owner and dog

8) **Information on PRM helpline.** The telephone number and opening hours of the airport's helpline for enquiries from PRMs.

- 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](mailto:specialassistance@flybe.com)

Information on how to complain.

In the event of a complaint please contact

Derrick Lang, Airport Manager on 01382 622207

Derrick Lang  
 Dundee Airport Ltd  
 Riverside Drive  
 Dundee  
 DD2 1UH

4. a) The Specified Information is to be published electronically on your website.
- b) The information should be on a single webpage one click away from the home page of your website or on webpages directly accessible from a single 'landing' webpage one click away from the home page. We interpret one 'click' to include a mouse rollover, which then invites the user to select the "Special Assistance" link (see below) from a menu or list of other links.

c) The 'title' for hyperlinks to this information should be "Special Assistance" or similar and may include a relevant image, for instance a wheelchair etc

d) The information should be presented in a clear and easy to understand way and accessible for passengers with impairments such as blindness or low vision, deafness or hearing loss, learning disabilities, cognitive limitations, restricted movement, photosensitivity or any combinations of these. The design of websites should take into consideration existing international guidelines on website accessibility.

5. The Specified Information must be provided in the form and manner stated in paragraph 4 above within 12 weeks of the date of this Notice, i.e. by **5.00 pm on 24 October 2014**.
6. If you fail to comply with the requirements of this Notice the Civil Aviation Authority may take formal enforcement action to ensure compliance under sections 86 and 87 of the Civil Aviation Act 2012. This may include imposing a penalty and/or seeking a court injunction against you.