

# Journey for Passengers with Reduced Mobility Access Guide

# Welcome

Welcome to Edinburgh Airport, Scotland's busiest airport and the fifth largest in the UK. We hope that you feel comfortable during your time with us. This guide is here to help you with information about every aspect of the support and services we provide for people with disabilities or any access type of need. We work with more than 40 airlines that fly to over 130 destinations. We helped over 11 million passengers travel through our airport and provided additional assistance to over 78,000 passengers in 2015 alone. Further information on Edinburgh Airport, our airline partners, routes and destinations can be found on our website [edinburghairport.com](http://edinburghairport.com)

It's accessible to people with visual, hearing, cognitive and motor impairments. However, if you have a disability and encounter difficulties, please don't hesitate to make us aware of the issue by calling **0844 448 8833** or using our website feedback form. Our website accessibility statement is available at the bottom of any page, marked Website Accessibility.

The term “**Person with Reduced Mobility**” (“PRM”) is used within the aviation industry and refers to any person whose mobility when using transport is reduced due to any physical disability (sensory or locomotor, permanent or temporary), intellectual disability or impairment, or any cause of disability, or age, and whose situation needs appropriate attention and adaptation to his



or her particular needs of the service made available to all passengers.

To help make your airport journey as streamlined as possible, we ensured our website contains all the guidance you might need, including maps, distances and mobility equipment details. We also created this access guide to support you.

Your feedback on this information and all the services we provide will help us keep improving your airport experience, so please send us your comments directly through our [website](#).

We would also appreciate your co-operation in completing a survey managed by the Civil Aviation Authority on the quality of assistance provided to passengers with reduced mobility, which is available at the link below.



[Edinburgh Airport](#)



[Civil Aviation Survey](#)

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**This information is as up to date as possible and may be subject to change. Please contact us with any queries or issues via our website.**

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# Contents

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## Section 1

Flying to/from  
Edinburgh Airport

- » 1.1 Special Assistance Service
- » 1.2 Additional Needs Service  
and Hidden Disabilities
- » 1.3 Assistance Dogs
- » 1.4 Pre-Notification  
Requirement
- » 1.5 Mobility Equipment  
Available  
& Transporting your own
- » 1.6 Security Journey

## Section 2

Surface Access to/from  
Edinburgh Airport

- » 2.1 Public Transport
  - Buses
  - Trams
  - Trains
- » 2.2 Car & Taxi – Drop Off/Pick  
Up
- » 2.3 Car Parks
- » 2.4 Car Rental Centre
- » 2.5 Coach Park

## Section 3

Terminal Building Access  
& Facilities

- » 3.1 Access Routes & Wayfinding
- » 3.2 Help Points
- » 3.3 Toilets
- » 3.4 Loop Systems
- » 3.5 Designated Assistance Areas  
& Seating
- » 3.6 Evacuations

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## Section 4

Performance Statistics  
(ECAC)

## Section 5

Airport Distance Charts

## Section 6

Arriving and Departing  
Passengers

- » 6.1 Arriving Passengers
- » 6.2 Departing Passengers

# Section 1

## Flying to/from Edinburgh Airport

# Sub-section 1.1

## Special Assistance Service



At Edinburgh Airport, we provide special assistance for passengers in the following circumstances:

- Those able to walk up and down stairs and move about in an aircraft cabin without assistance, but who require a wheelchair or other mobility aid for moving between the aircraft and the terminal, inside the terminal and between arrival and departure points in the landside terminal.
- Passengers unable to walk up or down stairs, but who can move about in an aircraft cabin and require a wheelchair to move between the aircraft and the terminal, inside the terminal and between arrival and departure points in the landside terminal.
- Passengers with a disability of the lower limbs who have sufficient ability to take care of him/herself and can move about in an aircraft cabin with the help of an onboard wheelchair,

but who require assistance when boarding and disembarking an aircraft.

- Passengers who are completely immobile and have complete reliance on a wheelchair or other mobility aid and who require assistance at all times from arrival at the airport to seating in the aircraft, or if necessary, in a special seat fitted to his/her specific needs.
- Passengers who are blind or have a visual impairment.
- Passengers who are deaf/deaf without speech or who have a severe hearing impairment.
- Blind and deaf passengers who can only move about with the help of an accompanying person.
- Passengers with any other form of disability that may require special assistance.
- Passengers with temporary injuries such as a broken leg.

**Please note:** The passenger assistance we provide is in relation to barriers associated with disability and/or restricted mobility that limit your independent air travel.

**We are unable to provide assistance with interpreting, shopping, feeding, toileting, child care or any other assistance which is personal in nature.**

OmniServ serves as special assistance service provider at Edinburgh Airport. OmniServ representatives are on hand to ensure any reasonable assistance you require is made available.

The entire Special Assistance team receives detailed training in disabilities, diversity, manual handling, moving and lifting in order to provide an excellent service at all times to passengers of reduced mobility.

# Sub-section 1.2

## Additional Needs **Service** and Hidden **Disabilities**

We are constantly working to improve the airport experience for our vulnerable passengers who may not want to share details of their hidden disabilities. If this applies to you or someone you're travelling with we can offer you a special lanyard or pin to wear on your journey through our airport.

This will identify you to staff as someone who may

need additional support or understanding whilst you are travelling through our airport. Our staff have been specially trained to recognise the lanyards and act accordingly.

To pick up a lanyard at Edinburgh Airport, please go to one of our Assistance Reception areas. We will be happy to give you a lanyard or pin, even if you haven't requested or need special

assistance and are happy to undertake your airport journey unescorted. This will help our teams recognise and assist you at every stage.

Please note that using a lanyard or pin is entirely optional and you're welcome to keep either for your next journey to or from Edinburgh Airport.



# Sub-section 1.3

## Assistance Dogs

Only assistance dogs are permitted inside the airport terminal building.

It is a requirement that you notify your airline at the time of booking if you wish to travel with an assistance dog.

assistance dogs entry to the UK and process your dog on arrival.

Please email [arc@extrordinair.co.uk](mailto:arc@extrordinair.co.uk) or call **+44 (0)131 317 7277**. Failure to contact the animal receiving centre to notify

bin is located within the spending area. Please note that we presently do not have a dog spending area located after security within the airside area.



When flying into Edinburgh Airport we also recommend that you contact our animal receiving centre at least 48 hours prior to your flight. Centre staff will guide you through the full health requirements for your

staff of your arrival may result in delays to your onward journey.

A dog spending area for assistance dogs only is located next to the multi-storey car park. A dog waste



# Sub-section 1.4

## Pre-Notification Requirement

It is your responsibility to ensure that you notify your airline or tour operator of your requirement for special assistance at the earliest opportunity, ideally at the time of booking. Your airline will notify Edinburgh Airport and any other airport you are travelling to/from of your requirements based on an internationally recognised set of categories.

If you do not pre-book your assistance we will make all reasonable efforts to assist you on your journey. However, there can be no guarantee of assistance and other passengers who have pre-booked assistance will be given priority.

Please ensure that any pre-notification request fully details your requirements; do not assume that your aircraft will be on a jet bridge or that your gate will be nearby once you pass through security. Your assistance request should be specific to your own personal needs.

Finally, if you intend to travel with an electric or manual mobility aid, please ensure you specifically notify your airline or tour operator about this in advance and provide as much detail as possible. This will help to reduce both delays and the likelihood that your mobility aid is refused carriage.

# Sub-section 1.5

## Mobility **Equipment Available** and **Transporting Your Own** Equipment

### Staxi Chair and Regular Wheelchairs



- Detachable or hinged armrests for easy access, moulded for extra comfort.
- Swing-away footrests (detachable on wheelchairs).

- Adjustable legs (wheelchairs only).
- Wipe clean fabric.
- Max. weight 140kg for wheelchair: 227kg max. weight for Staxi Chair (including luggage).

### Aviator Aisle Chairs



- For use on board the aircraft and designed for safety and passenger comfort.

• The Aviator Aisle Chair allows the passenger to be easily moved down the aircraft aisle to his or her seat.

### Aviramp Lite



The Aviramp Lite is a towed aircraft-boarding ramp designed for use by all passengers, including those who have restricted mobility or use a wheelchair. This piece of equipment eliminates the need for stair climbers or manual lifting.

### S-Max Chair



The G-Max chair is a stair-climbing device designed to allow easy access up and down aircraft steps. It is used in lieu of a lift or ramp, which are not always compatible with certain aircraft types.

### Wheelchair accessible minibus



This vehicle has the following features to aid passengers:

- wheelchair access via ramp
- low-level fluorescent lights to assist with night operations.

### Ambulift



The airport operates a number of Ambulift vehicles which offer a comfortable and easy transfer for passengers to and from the aircraft and ground levels.

## Using your own mobility equipment through the airport journey

Passengers can remain in their own mobility equipment up until boarding the aircraft and also have it returned immediately following disembarkation. If this is something you wish to do, please see the following advice for departing flights:

1. Present yourself to check-in on arrival so that all pieces of the mobility aid can be tagged with a luggage label and an Electric Mobility Aid (EMA) Safe for Carriage form completed if applicable.
2. Make your way to the special assistance reception in order for your mobility aid to be checked to ensure that it can be made safe for transit and discuss any isolation/disassembly processes.
3. Proceed through security and to the departure lounge, with assistance as required, where you will be met at the gate by one of the Special Assistance team to help you board the aircraft. Your mobility aid will be taken to the aircraft hold after you are on board the aircraft.

It would help us greatly to keep delays to a minimum if you know in advance how your device/equipment works in terms of making sure that it can be safely isolated (turned off) and collapsed. Additionally, please ensure that you specifically advise your airline in advance, in addition to your standard assistance request, of your intention to travel with a mobility aid, and provide as much detail as possible.

On arrival at your destination, the airline crew and ground staff will arrange for your mobility aid to be offloaded as quickly as possible and returned to you as you disembark the aircraft.

If your mobility equipment is damaged on arrival at Edinburgh Airport, it is our responsibility to organise a temporary replacement whilst it is being repaired. Please note, however, that all claims for the cost of repairs should be made to the airline.

**Finally, also note that we do not have facilities for charging electric mobility aids.**

# Sub-section 1.6

## Security Journey

In order to make your security journey as easy as possible, we have a dedicated section on our [website](#) which highlights the various aspects of the security process. This includes frequently asked questions, guidance about our scanning equipment and rules associated with what you can and cannot carry.

Please make our Security team and/or your Special Assistance agent aware of any issues which you feel may impact on your security experience. Also, please be aware that you can remain in your wheelchair and be hand searched if you have reduced physical mobility that prevents you from walking through an archway metal detector.

Our Security team will be happy to explain any aspect of the process to you and keep you informed whilst this is being carried out.

Any hand search process can be carried out in private on request but please be aware that the process in any event will involve a close physical and visual examination and the use of scanning equipment (both handheld and fixed).

We will never separate you from an accompanying person without your permission. Please advise the Security team if you wish to remain together throughout the process.

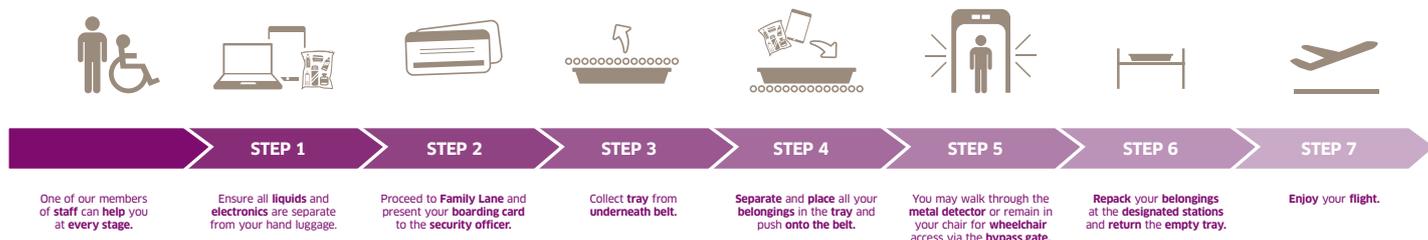
Within the search area are low-level benches to allow you to prepare for a luggage

search and to repack your belongings afterwards, enabling independent movement through the security area where possible.

If you are carrying any liquid medication over 100ml in volume, please notify the security officer at the loading station and present any supporting documentation.

All passengers travelling with our Special Assistance Service or Additional Needs Service are welcome to use our family lane.

### GOING THROUGH SECURITY



## Heart Devices

Air travel should be relatively straightforward if you have been fitted with an implanted cardiac device. There are three main types of device which are inserted under the skin: pacemakers, cardiac resynchronisation therapy devices and implantable cardioverter defibrillators.

There are other cardiac devices which may be implanted for short or long term investigations or treatment. If you are unsure whether you are fitted with one of these devices, always check with your doctor or nurse before planning to travel by air.

Implanted cardiac devices are designed so that they should not be affected by airport security screening equipment.

However, there is a small chance that the metal parts of your device might set off airport security metal detector alarms.

Therefore it is **vital that you carry your personal medical ID card with you at all times when travelling as it contains essential information.**

Please show your medical ID card to a security officer when in the search area to ensure that our staff can take appropriate action to assist you with your journey.

If you have had any other medical procedures, which you believe may affect your security journey e.g. metal components withing replacement joints, please make the Security team aware they will anticipate potential screening equipment activation in this area and conduct a hand search to verify.

If you have concerns about security screening at Edinburgh Airport please speak to a member of the airport Security team who will be happy to help you through the search area. Once on board the aircraft your device will not cause any interference to the aircraft's electronic systems.

**To minimise the risk of temporary interference to your heart device when going through airport electromagnetic security screening, you should:**

- Avoid touching metal surfaces around any screening equipment.
- Walk through the screening archway at a normal pace. The security archway will not harm your device but do not stay in the vicinity of the screening arch for any longer than is absolutely necessary.
- Airport handheld metal detectors could also temporarily affect your device or turn it off if the wand is held over it for a prolonged period of time (longer than 30 seconds). If you have shown your medical ID card to a member of the Security team, staff will know not to hold the wand over your device or the surrounding area.

# Section 2

## Surface Access to/from Edinburgh Airport

# Sub-section 2.1

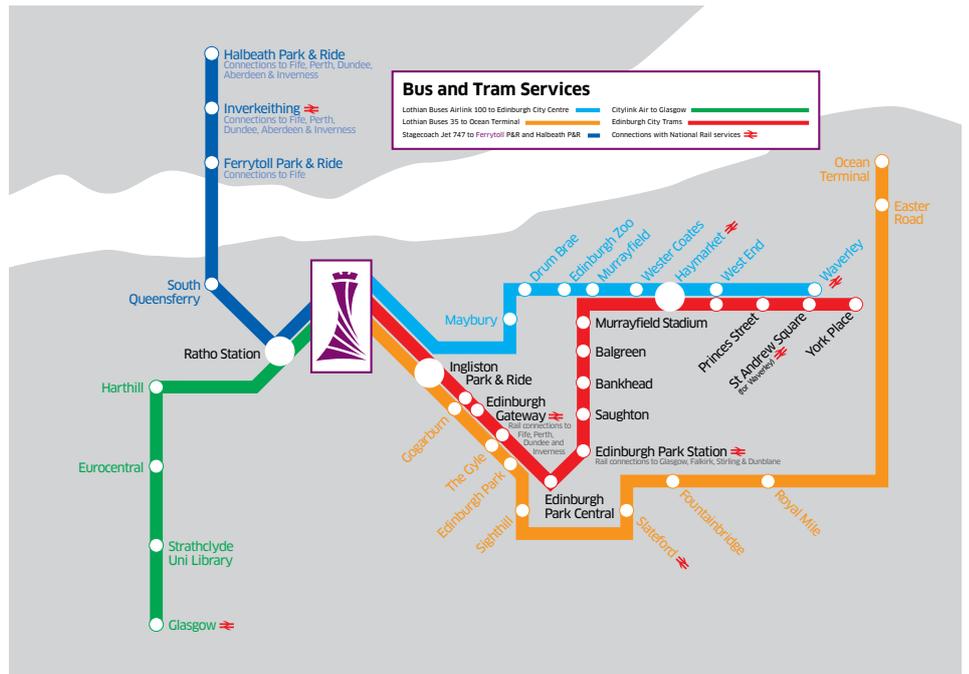
## Public Transport



Public transport options

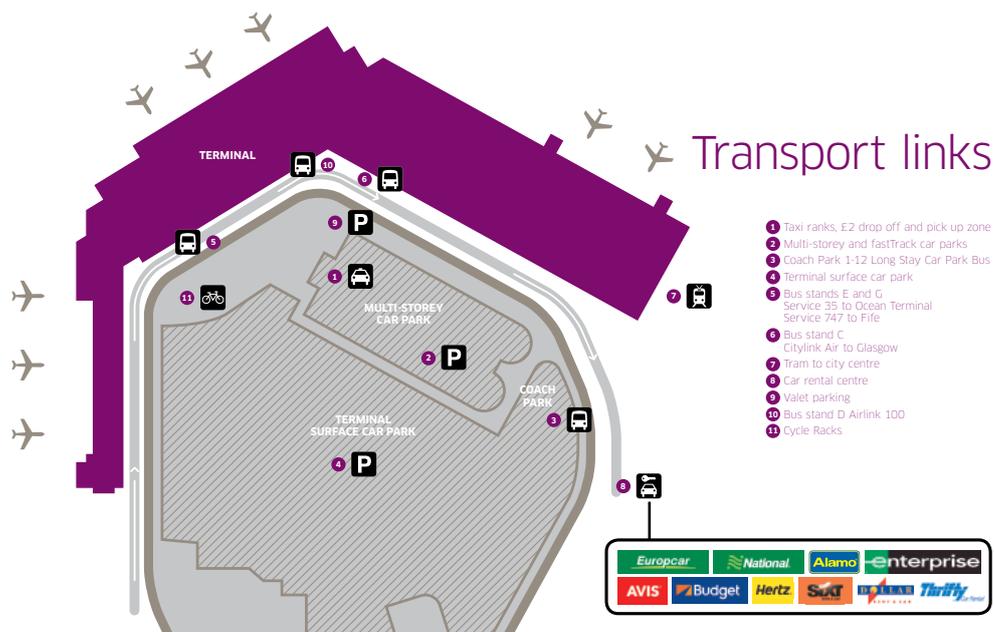


Traveline Scotland



A number of **public transport options** are available to and from Edinburgh Airport. The most up-to-date information on the different services that operate at Edinburgh Airport, including routes and fares, can be found on our website. Please check the operator’s website for specific information on the services and accessibility

of buses, trams and taxis. All have vehicles that are wheelchair-accessible. Please check with the operator to confirm whether they can accommodate your electric mobility aid or any other specialist equipment. For general information on Scottish public transport, **visit the Traveline Scotland website.**



### Public Buses and Coaches

The following public bus/coach companies currently operate services to/from Edinburgh Airport. All regular service buses operate from the bus stances outside the main airport terminal building – please look for the appropriate signage advising on stance allocation.

Information on accessibility can be found by following the links to the various operators’ websites, as indicated to the right.

 **Lothian Buses**  
(for local Edinburgh city bus services)

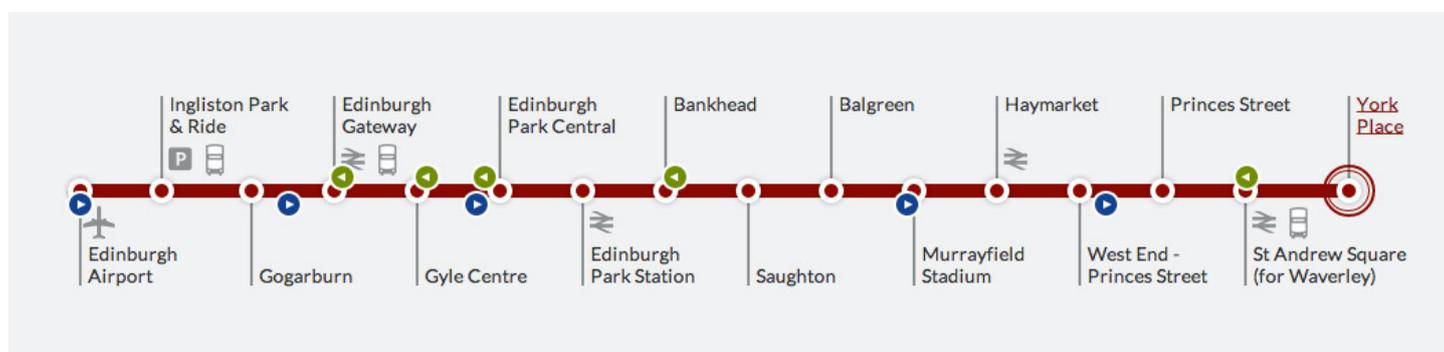
 **Stagecoach** (for services to/from Fife and other destinations north)

 **Citylink** (for the Citylink Air service to/from Glasgow)

All of the above public service buses operate from the terminal forecourt in front of the terminal building.



## Trams



Trams operate between the airport and Edinburgh city centre. Other stops include Murrayfield Stadium and Princes Street. The tram stop is located next to the plaza at the south end of the main terminal. To get to the terminal building from the tram stop, continue towards the entrance doors at the end of the plaza. It is approximately 110 metres from the tram stop to the check-in hall. To get to the tram stop from the terminal building, you should exit the building at the east end, beside Domestic Arrivals and the Special Assistance Reception.

If you are flying from Edinburgh Airport, please make tram staff manning the station aware that you require assistance on arrival at the tram stop. The Edinburgh Trams team will make the necessary arrangements by contacting the airport to provide assistance should you require it to reach the terminal building. The mock tram in the area is wheelchair accessible and will be used to provide seating and shelter until assistance arrives to take you on your journey.

Edinburgh Trams are permitting passengers to carry mobility scooters on board tram services. A permit scheme is presently in place; please check the [Edinburgh Trams website](#) for more details about qualifying equipment and permit application.



[Edinburgh Trams accessibility](#)

## Trains

An Edinburgh Trams interchange with rail services is available at Edinburgh Park and Haymarket stations. Trams also stop on Princes Street, very close to Waverley station. A Lothian Buses Airlink (Service 100) interchange with rail services is available at Haymarket station. Please go to [Network Rail's website](#) to find out more about [Waverley station's accessibility](#) and go to [Scotrail's website](#) for information about accessibility at [Haymarket Station](#) and all other local rail stations in Edinburgh.

Passengers should contact the train company you are travelling with to check the accessibility of the specific trains you intend to board:

### ScotRail Assisted Travel

Calls are free of charge, available 7 days a week from 07:00 to 22:00.

+44 (0)800 912 2 901  
18001 0800 912 2901  
(text phone).

### Virgin Trains East Coast

Monday to Saturday 08:00 to 20:00, Sunday 10:00 to 20:00

+44 (0)3457 225 225  
18001 03457 225 225  
(text phone).

### CrossCountry

+44 (0)371 244 2389  
+44 (0)844 811 0126  
(text phone).

### TransPennine Express

0800 107 2149  
0800 107 2061  
(minicom service).

You can visit the ScotRail website to [book assistance online](#) at ScotRail-managed stations, provided you do so at least 24 hours before your arrival at the station.

**Mobility scooters are accepted on ScotRail services only** if they meet the following criteria:

- they do not exceed 104cm in length and 56cm in width
- the combined weight of user and scooter does not exceed 300kg
- there is no canopy or rear basket.



[Network Rail website](#)



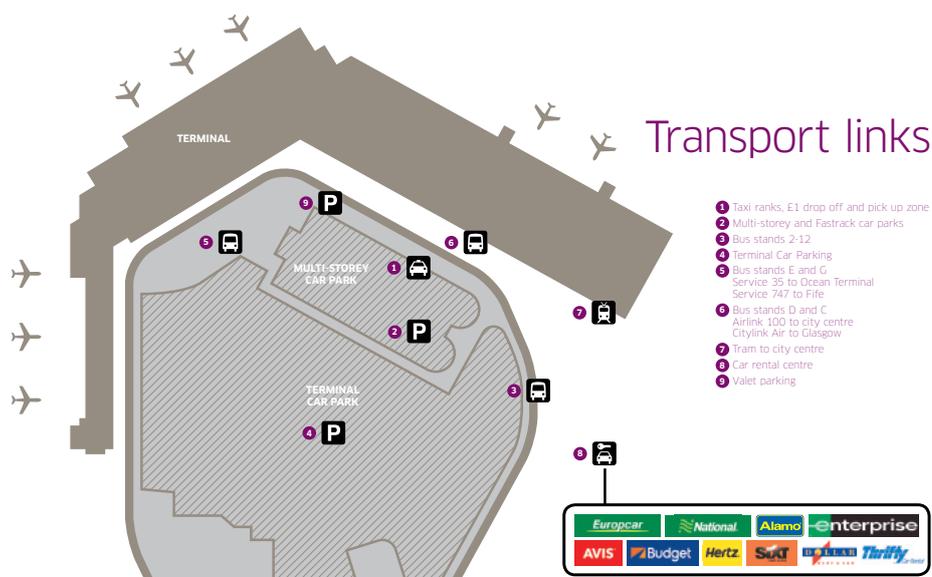
[Waverley Station accessibility](#)



[Scotrail website](#)

# Sub-section 2.2

## Car & Taxi Drop Off and Pick Up Areas



The car drop-off/pick-up areas are located within the ground floor of the multi-storey car park.

Please note that the two areas are distinct: you are not permitted to leave your vehicle unattended at any time within the pick-up area. Both areas have dedicated disabled spaces – please follow the signage on arrival to locate these wide disabled spaces, which are clearly marked.

Vehicles carrying passengers with Blue Badge scheme holders (or international equivalents) are given free access to any of our car parks, including drop-off and pick-up areas, for up to 30 minutes.

Please present your car parking ticket and your Blue Badge to the Customer Services office for validation to exit the car park.

The taxi pick-up area is adjacent to the public pick-up area and is clearly signposted.

Taxis will move into the public pick-up area as required to safely allow you access. This area has dedicated disabled bays with space to use accessible taxi assistance equipment.

The taxi drop-off area is outside and to the west of the multi-storey car park. If you wish, the taxi will use the public pick-up area to allow easy use of accessible taxi assistance equipment in a sheltered area nearer to the main terminal.

Access to the terminal is via the walkway through the ground floor of the multi-storey car park drop-off area, crossing the road at the pedestrian crossing and turning left towards the plaza entrance doors.

There is textured paving at both sides of the crossing. It is approximately 150 metres from the pick-up/drop-off area to the check-in area.

There are help points within the drop-off area and staff within the taxi areas. Seating is also available in the area if you wish to sit whilst you wait for assistance to the terminal building.

Lowered kerbs, ramps and textured paving (where applicable) are present at all access and crossing points throughout the car and taxi drop-off/pick-up areas. These are clearly marked and signposted.

When booking your taxi transfer, please advise the operator of your specific requirements.

For a black cab, call City Cabs on **0131 656 0830** or for private hire, call Edinburgh City Private Hire on **0131 555 5555**. Edinburgh City Private Hire can provide low-rise saloon cars.

Both firms take bookings 24/7 and most City Cabs vehicles are London Taxis which are wheelchair accessible for about 85% of wheelchairs. Transport can be pre-booked with both providers, who can arrange to meet you coming off your flight, at luggage reclaim or at the pre-booked pick-up point in the airport, depending on your preference and the level of assistance you require.

Pick-up points may sometimes move because of ongoing renovations: make sure you are given clear directions at the time of booking and do not hesitate to ask airport staff for help if needed.

**Specifications:** For wheelchair users there are about 900 accessible taxis in Edinburgh, mostly of the following types:

### Mercedes-Benz Vito Taxi

**Door width:**  
bottom, 32"/81.28cm  
top, 34"/86.36cm

**Door height:**  
48"/121.92cm

**Distance between seats:**  
46"/116.84cm

**Pull-out solid ramp:**  
For a maximum 300kg weight.

### Peugeot E7 Taxi

**Door width:**  
bottom, 34"/86.36cm  
top, 37"/93.98cm

**Door height:**  
48"/121.92cm

**Distance between seats:**  
45"/114.3cm

**Pull-out solid ramp**  
For a maximum 300kg weight

These black taxis should be able to accommodate about 85% of wheelchairs. For those who use a larger wheelchair with a height of 150cm or more, who cannot use other public transport services, there is a small specialist taxi firm called **Handicabs**. Its vehicles can accommodate all categories of wheelchairs and scooters – however, passengers must register with the firm and book transport several days in advance.

### Telephone:

Dial-a-Ride – 0131 447 9949  
Dial-a-Bus – 0131 447 1718



Mercedes-Benz  
Vito Taxi



Peugeot E7 Taxi

# Sub-section 2.3

## Car Parks

For information on accessible or Blue Badge parking, please go to the Edinburgh Airport link [Blue Badge Parking](#).

For security reasons, the Blue Badge (previously Orange Badge) scheme does not operate on the road system around Edinburgh Airport. Unattended cars will be towed away by the police and a fine must be paid to retrieve your vehicle.

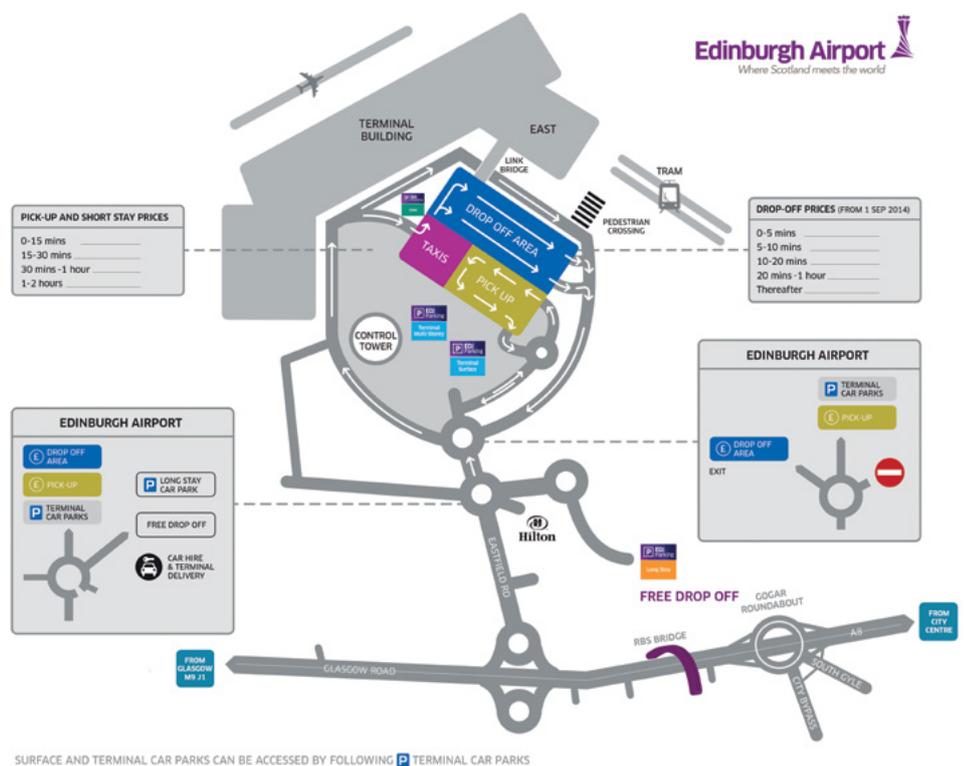
Vehicles carrying passengers with Blue Badge scheme holders (or international equivalents) are given free access to any of our car parks, including the drop-off and pick-up areas, for up to 30 minutes.

If you wish to park in the designated spaces but take your badge on your journey, you will need to show your badge to the car park operator. Please contact the car park operator via the help button at the pay stations or by visiting the Customer Services office in the multi-storey car park.

Please see further details on our website regarding off-site car park operators.



Blue  
Badge  
Parking



## Terminal Car Parks (Surface and Multi-Storey)

- Prices are displayed clearly at car park entrances.
- There are designated wide disabled spaces at the front of the surface car park nearest the terminal building, and on each floor of the multi-storey car park.
- Telephone help points/ assistance call points are located near allocated spaces and assistance is available from these areas on request. Just lift the telephone or press the button at the nearest call point.
- You must pay for car parking tickets at the Customer Services office or automatic payment machines before returning to your car. If you cannot reach the ticket/ payment slot, press the help button for assistance.
- For further information please call the airport information line on **0844 770 3040 (UK)** or **+44 (0)131 348 4203** (from outside the UK).

## Mid Stay Car Park

Please note that this car park is not served by a bus service and is over 300m from the main terminal.

Use the call point within the ticket shelter to request assistance in getting to the main terminal building if required.

## Plane Parking Car Park

This car park is served by the Long Stay Car Park bus service, which will take you to the terminal building. The bus stop for this service is approximately a 50m walk from the Plane Parking Car Park.

Please use the call point within the ticket shelter to request assistance in getting to the Long Stay Car Park bus stop and onwards to the terminal building.

We advise that you contact the car park in advance to make suitable arrangements for transfer to the terminal. For further information, please contact the airport information line on **0844 770 3040 (UK)** or **+44 (0)131 348 4203** (from outside the UK).

You must pay for car parking tickets at the Customer Services office or automatic payment machines before returning to your car. If you cannot reach the ticket/payment slot, press the help button.

## Long Stay Car Park

There are designated wide disabled spaces for Long Stay Parking, these are located close to the main bus stop, and these are clearly signposted and marked. Assistance call points are available within the main bus stop shelter.

We advise that you contact the car park in advance to make suitable arrangements for transfer to the terminal. For further information please contact the airport information line on **0844 770 3040 (UK)** or **+44 (0)131 348 4203** (from outside the UK). You must pay for car parking tickets at the Customer Services office or automatic payment machines before returning to your car. If you cannot reach the ticket/ payment slot, press the help button.

All Edinburgh Airport car park transfer buses are fully wheelchair accessible.

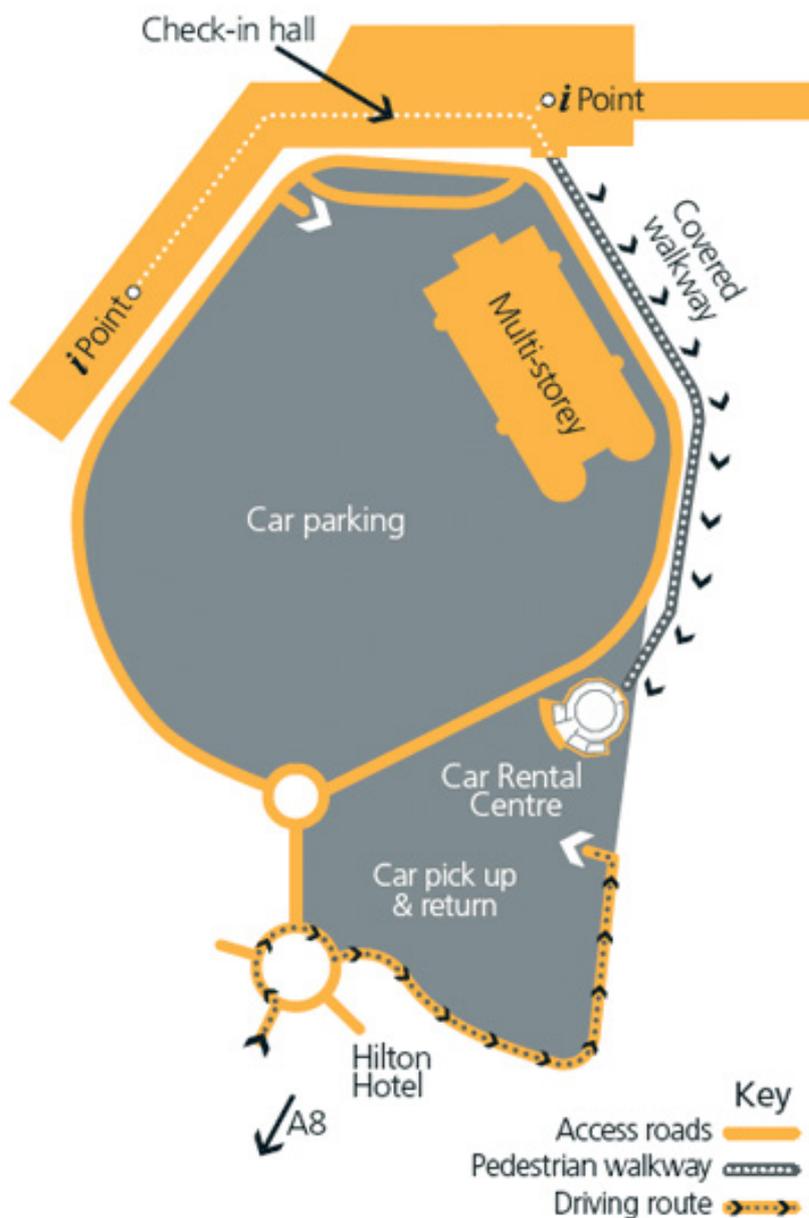
## Sub-section 2.4 Car Rental Centre

Edinburgh Airport has a combined car rental centre. This features:

- convenient location with direct access to the terminal
- all car rental companies in one place
- contemporary surroundings.

There are call points available at the car rental centre. Please advise your car rental company of any specific needs you may have.

Wide disabled parking spaces are available and clearly marked within the vehicle collection/drop-off area immediately adjacent to the car rental centre building.



# Sub-section 2.5

## Coach Park



The coach park for charter coaches, Edinburgh Airport Long Stay Car Park coaches and off-airport car park operators' transfer buses is located to the south of the multi-storey car park.

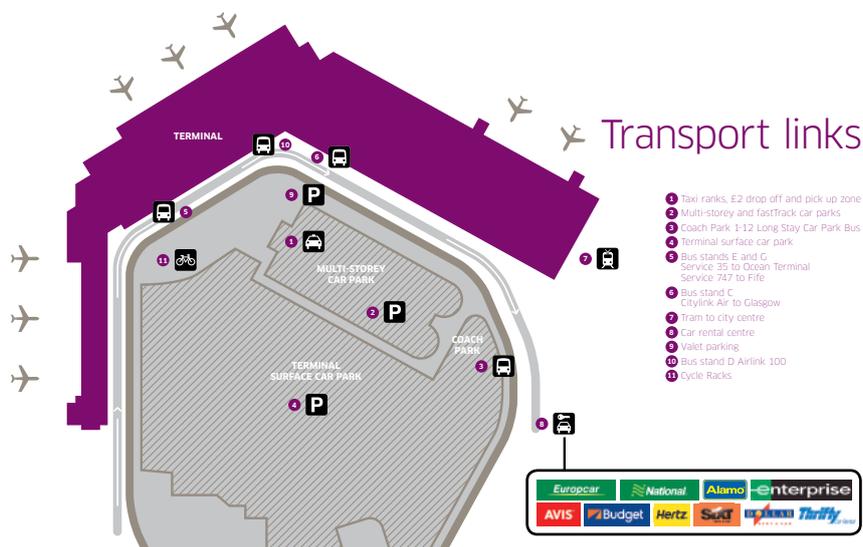
To reach the terminal building from the coach park, you should use the pedestrian crossing next to coach stance 10. The crossing is controlled by a call button and there is textured paving (blistered tiles) at either side of the road.

After the crossing, turn left and follow the covered walkway, entering the airport building at the end of the plaza.

To get to the coach park from the terminal building, you should exit the building at the east end, beside Domestic Arrivals and the Special Assistance Reception.

Vehicles with over eight seats, i.e. a minibus or coach, seeking to drop off or pick up passengers, will need to use the coach park facility. Please follow the current guidance on our website to arrange this.

There is a help point and seating at the coach park crossing if you require assistance from this area to the terminal building.



# Section 3

## Terminal Building Access & Facilities

# Sub-section 3.1

## Access Routes and Wayfinding



### Approaching the Main Terminal Building

There are metal security bollards surrounding the terminal building frontage on all routes; the approach is step free and doors open automatically. All road crossings are equipped with textured paving (blistered tiles) and most are zebra crossings, which are clearly marked in white/black stripes with yellow beacons.



There are entrances to the terminal building by:

- International Arrivals 1
- Main Check-in Concourse
- Domestic Arrivals/International Arrivals 2
- Plaza East Entrance/Exit.

All entrances are via automatic sliding door and all surfaces are level. Please note that during wet conditions the external surfaces approaching the terminal can be slippery.

Visual contrast between the doors and the surrounding glass walls can be challenging to discern, especially in the darker hours. Doors can only be distinguished when in close proximity and the "Automatic door" sign or advertising imagery on the doors is visible or the doors can be seen/heard operating.

If you feel that due to vision impairment you might experience difficulties accessing these entrances or navigating the airport, please notify our Special Assistance Service in advance via your airline and use a help point to request assistance on arrival. You will be assisted from this arrival point to the main terminal building.

The main terminal building is brightly lit internally, either by natural light from the glass frontage or by the interior spot/area lighting. Artificial lighting is mostly generated by LED or fluorescent luminaires internally and metal-halide or sodium luminaires externally.

There is no background music in the main terminal areas however alarms, public address system announcements and background noise from passengers and surrounding equipment i.e. baggage carousels is very likely. In shops and restaurants throughout the terminal there is the possibility of background music being played.



## Wayfinding

Signage is provided throughout the airport in both text and symbols. Text on the signage is provided in clear tonal contrast and readable font. Wall mounted signage indicating accessible toilets or other facilities also have Braille tactile signs.

- International Arrivals 1 is located at the west end of the concourse.
- Domestic Arrivals and International Arrivals 2 are located at the east end of the concourse.
- Gates are numbered from Gate 1 located in the west end of the airport, all the way to Gate 23 at the east end.
- Reserved seating for passengers requiring special assistance is located next to Gate 12.
- Our Special Assistance Reception is located landside next to Domestic Arrivals.

All facilities are clearly marked on the airport maps.

All Edinburgh Airport operational staff, including those involved in special assistance, wear branded uniforms and, in many cases, high-visibility vests.

## Vertical circulation: stairs, lifts, escalators

To avoid overwhelming the escalators, please use the lifts as much as possible, especially if you have a mobility issue and you are carrying heavy baggage. This is for both your own safety and the safety of others around you.

The airport has a variety of lifts, most have tactile buttons and audio announcements and all will fit wheelchairs or electric mobility aids. Lifts are available to reach all public areas within the terminal without staff assistance being necessary.

Please note, however, that lifts leading directly to ground level onto the aircraft parking stand, or other areas where passengers are not permitted unescorted access, need to be operated by airport or Special Assistance staff for safety and security reasons. As a result, if you cannot use stairs to reach the aircraft from your gate, you will need to book assistance through your airline.

In order to improve visibility, our concourse escalators have been further enhanced with supplementary lighting to ensure that the steps can be clearly distinguished.

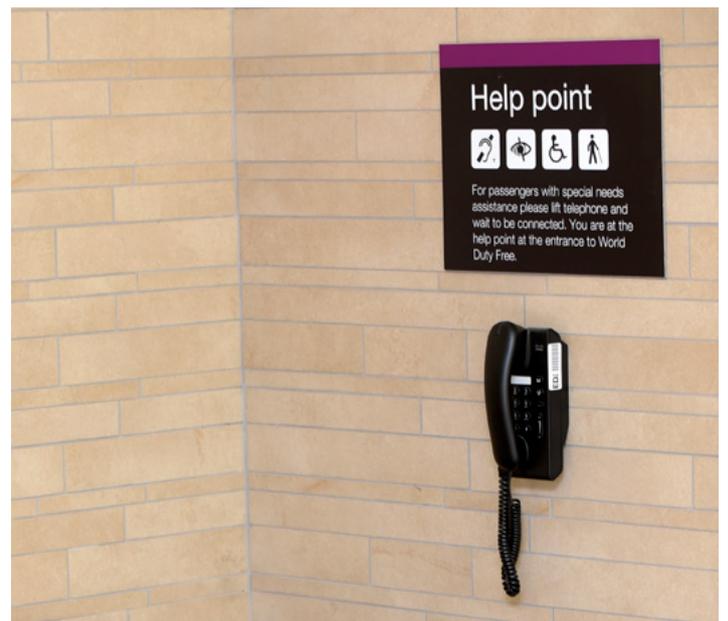
## Sub-section 3.2

### Help Points

Help points are available throughout the airport site in order to request assistance. Where possible, shelter and/or seating is provided to make sure your wait is as comfortable as possible.

Help points are either telephone or hands-free style and are accompanied by signage that tells you your current location.

Please be patient when using the call points and wait for our operator to answer. If the line is engaged, please wait and try again soon. Our operators can be extremely busy at certain times of the day dealing with other assistance requests.



# Sub-section 3.3

## Help Points

### Accessible Toilets

Please note: There is no **Changing Places toilet** at the airport. The nearest is at **Drum Brae Leisure Centre** – view an **online map** of the location. A Changing Places toilet will be incorporated at the next development of airport toilet facilities.

All accessible toilets vary in their size and orientation but are approximately the standard dimension of 2m x 2.2m with door openings of 90cm or greater. All toilets have visual and audible alarms for use in an emergency. Accessible toilets are spread throughout the terminal building, across all floors and areas, both before and after security. All accessible toilets have clear space for wheelchairs, suitable flooring and lever or sensor taps for ease of use.

### Baby Change Areas

Many toilets throughout the airport provide baby change spaces. Be aware, however, that the surface of most changing tables is more than 1m from the floor, which might not be accessible to some carers with a disability.



**Changing Places toilet**



**Drum Brae Leisure Centre**



**Online map**

Toilet location		Left or right hand transfer	Emergency assistance type and distance	Other notes
<b>Domestic Arrivals hall</b>	Landside	Left	Press bar/press button at 77cm	Door opens outwards, alarm reset button at 76cm
<b>East plaza entrance/ exit corridor</b>	Landside	Right	Pull cord is 40cm from floor	Door opens outwards, alarm reset button by door at 120cm
<b>International Arrivals 1</b>	Landside	Left	Press bar/press button at 80cm	Door opens outwards, alarm reset button at 146cm
<b>Departures concourse (1st floor)</b>	Landside	Left	Press bar at 45cm	Door opens outwards, alarm reset button at 120cm
<b>Departures concourse (JD Wetherspoons)</b>	Landside	Right	Press bar/press bar at 74cm	Door opens outwards, alarm reset button at 140cm
<b>Security search to duty free corridor</b>	Airside	Left	Pull cord at 30cm	Door opens outwards, alarm reset button at 140cm
<b>Gate 19</b>	Airside	Right	Press bar	Door opens inwards, alarm reset button is higher than 150cm
<b>Gate 15</b>	Airside	Left	Press bar	Door opens inwards, alarm reset button is higher than 175cm
<b>Gate 12 (adjacent to airside reserved seating)</b>	Airside	Right	Press bar at 40cm	Door opens inwards, alarm reset button is higher than 130cm
<b>Gate 7</b>	Airside	Right	Pull cord/press bar at 40cm	Door opens inwards, alarm reset button at 130cm
<b>Gate 3</b>	Airside	Right	Press bar at 60cm	Door opens inwards
<b>Gate 1F Ladies</b>	Airside	Left	Press button at 45cm	Door opens outwards, alarm reset alarm at 150cm
<b>Gate 1 Gents</b>	Airside	Left	Press button at 45cm	Door opens outwards, alarm reset alarm at 150cm
<b>International Arrivals 1 baggage reclaim</b>	Airside	Left	Press bar	Door opens outwards
<b>International Arrivals 2 baggage reclaim</b>	Airside	Right	Pull cord at 30cm	Door opens outwards, opening 90cm, alarm reset button at 100cm
<b>MSCP (multi-storey car park)</b>	Landside	Right	Pull cord at 30cm	Door opens outwards, opening 90cm, alarm reset button at 140cm

Note that airside refers to areas after security and landside refers to areas before security.

## Sub-section 3.4

### Loop Systems

These are in use throughout the airport and are regularly tested.

The induction loop helps hearing aid users to hear much more clearly as it conveys the voice of the staff member directly to the hearing aid minus the surrounding noise.

Induction loops can be accessed in the following areas of the airport:

- Gates 1, 6, 7, 9-12 and 18
- Baggage belts 1, 2 and 3 in our International Arrivals 1 hall
- at the entrance to Starbucks in our Domestic Arrivals area
- within the Special Assistance Reception area.

If you would like more information on induction loops at the airport please email [additionalneeds@edinburghairport.com](mailto:additionalneeds@edinburghairport.com)

## Sub-section 3.5

### Designated Assistance Areas and Seating

Designated assistance areas are located landside at our Special Assistance Reception and airside at our reserved seating area.

The Special Assistance Reception (for departing passengers) is by the main entrance of the airport, leading towards Domestic Arrivals, adjacent to the Lothian Buses Airlink (Service 100) bus stop and ticket office.

We ask passengers to report to our Special Assistance Reception after check-in (or if you have checked in online) before going through security. This is so that we can register you and confirm your assistance requirements even if you are making your own way to your gate and just require assistance to board.

#### THE SPECIAL ASSISTANCE RECEPTION IS EQUIPPED WITH:

1. seating of mixed height/type
2. adequate space for wheelchairs
3. hearing aid induction loop
4. water cooler
5. wheelchair-accessible desk with split counter section
6. television for entertainment
7. flight information screens
8. security queue time screen.



The airside reserved seating area within the departures lounge is located across from Gate 12.

The airside reserved seating area is equipped with:

1. seating of mixed height/type
2. adequate space for wheelchairs
3. water cooler.

These areas are manned whenever possible during departure times for passengers needing assistance. For arrivals, whether you request assistance in advance or at the time, you will be met at the aircraft.

Seating for passengers requiring special assistance is available at most gates, this seating is yellow (in contrast

to the standard purple seating) and marked with embroidered lettering stating the seating purpose.

There is plenty of seating throughout the airport walking routes, but only limited seating is available between some long distances. The longest area where this applies is between Gates 12 and 14, where there is a long connecting corridor with a moving walkway (only in the direction of 12 to 14).

Banks of seating in all areas have arms however some have no arms on the end to allow an easy wheelchair transfer.

It's our job to make sure you can reach your gate if you have a disability or are unable to walk long distances. Please book special

assistance through your airline to make sure you can get to your gate safely and on time if you have any doubt about your ability to manage distances.

Information on walking distances is provided in our **distance charts**.



# Sub-section 3.6

## Evacuations



There is level, step-free access to the tarmac and ground floors at multiple points within the airport. However, in an emergency and depending on the

location, it's also possible to escape the building using an evacuation refuge point and then being transported via the evacuation chairs available. Maximum load is 150kg.

If you have booked assistance, staff will be available to assist you in

an event of an emergency, using evacuation chairs as necessary.

Edinburgh Airport operates a staged horizontal evacuation process whereby passengers may be marshalled into a nearby compartment instead of out of the building altogether. This reduces the need to move between floors, etc. Please listen for public address system announcements and/or follow staff guidance to evacuate the building or area correctly.

All staff working at Edinburgh Airport, whether employed directly or through a partner organisation, receive detailed fire and evacuation training. In addition, certain staff are trained as fire marshals to ensure an orderly evacuation in an emergency.

# Section 4

## Service Level Standards

*Edinburgh Airport is committed to delivering its Special Assistance Service Level Agreements, as outlined below (we use industry recognised targets set by the European Civil Aviation Conference).*

### **Departing passengers**

#### **Pre-booked (48 hours in advance)**

For pre-booked departing customers upon arrival at the airport, once they have made themselves known:

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

#### **Not pre-booked (less than 48 hours in advance)**

For non-pre-booked departing passengers, upon arrival at the airport, once they have made themselves known:

- 80% of customers should wait no longer than 25 minutes for assistance.
- 90% should wait no longer than 35 minutes.
- 100% should wait no longer than 45 minutes.

**100% of departing passengers should reach their aircraft in time to enable timely pre-boarding and departure (dependent on traveller reporting time).**

## Connecting passengers

For pre-booked or non-pre-booked passengers connecting between an arriving and a departing flight, once they have made themselves known:

- 100% of connecting passengers should reach their aircraft in time to enable timely pre-boarding and departure (subject to flights arriving and departing on schedule).

## Arriving passengers

### Pre-booked (48 hours in advance)

For pre-booked arriving customers, assistance should be available at the gate/ aircraft for:

- 80% of customers within 5 minutes of the aircraft arriving on stand.
- 90% within 10 minutes.
- 100% within 20 minutes.

### Not pre-booked (less than 48 hours in advance)

For non-pre-booked arriving customers, assistance should be available at the gate/ aircraft for:

- 80% of customers within 25 minutes of the aircraft arriving on stand.
- 90% within 35 minutes.
- 100% within 45 minutes.



### Service Level Agreement

Performance at  
Edinburgh Airport

April 2015 – September 2015



### Service Level Agreement

Performance at  
Edinburgh Airport

October 2015 – March 2016

# Section 5

## Airport Distance Charts

Listed below are the **maximum** walking distances between key points in Edinburgh Airport. Please note that distances may be less, depending on your departure/arrival gate.

### Arriving and departing to the airport

#### To Special Assistance Reception from:

35m	Check-in
150m	Short stay car park
150m	Drop-off/pick-up area
340m	Car rental centre
300m	Bus/coach park (including transfer buses from long stay car park)
180m	Tram stop

#### To check-in from:

35m	Special Assistance Reception
150m	Short stay car park
150m	Drop-off/pick-up area
390m	Car rental centre
360m	Bus/coach park (including transfer buses from long stay car park)
240m	Tram stop

#### From UK Arrivals hall and International Arrivals 2 to:

200m	Short stay car park
200m	Drop-off/pick-up area
390m	Car rental centre
360m	Bus/coach park (including transfer buses to long stay car park)
240m	Tram stop

#### From International Arrivals 1 to:

75m	Short stay car park
200m	Drop-off/pick-up area
470m	Car rental centre
440m	Bus/coach park (including transfer buses to long stay car park)
320m	Tram stop

## Inside the airport

### *Outward journey:*

- 105m Special Assistance Reception to security search area
- 80m Check-in to security search area
- 590m Security search area to furthest gate (less 120m if using moving walkways)
- 135m Departure gate to aircraft

### *Inward journey:*

- 135m Aircraft to arrivals gate
- 550m Arrivals gate to UK baggage reclaim hall/meet and greet area (Domestic flights)
- 250m Arrivals gate to border control (International flights)
- 100m Border control to international baggage reclaim hall
- 100m International baggage reclaim hall to International Arrivals/meet and greet area
- 450m Total distance from arrivals gate to International Arrivals/meet and greet area

### *To nearest accessible toilet from:*

- 70m Special Assistance Reception (via lift)
- 35m Check-in (via lift)
- 40m Security search area
- 110m Departure gate
- 30m Border control/international baggage reclaim
- 55m Domestic baggage reclaim hall

## Other distances of interest

- 115m Coach park to tram stop
- 225m Coach park to seats immediately by airport entrance leading towards the Special Assistance Reception
- 140m International Arrivals 1 to International Arrivals 2

# Section 6

## Assistance Journey

# Sub-section 6.1

## Arriving Passengers



When you arrive at Edinburgh Airport, provided your assistance has been pre-booked, our agents will be prepared to assist you when your aircraft arrives at the terminal. Under normal circumstances you will be disembarked after all other passengers to maintain your safety and dignity at all times.

You are welcome to disembark earlier if you feel able or have a specific need to do so. Please notify our agents and the cabin crew accordingly.

If you have your own mobility aid, which you have requested is returned to you at the point of disembarking the aircraft, this will be retrieved from the aircraft hold and provided to you.

Dependent on the access to/ from the airport building please

note that it may be necessary for our assistance team to escort you via an alternative route to the one used by other passengers.

If your flight requires that passengers are coached from the aircraft to the terminal building, and you have not specifically requested assistance from your aircraft seat or down the aircraft steps, you may disembark the aircraft and board the coach with the other passengers, our staff will be on hand to assist as may be required. If you board the coach without making yourself known to our team and require assistance please notify a member of staff or use a call point on entering the terminal building, seating is available in these areas in case of a short delay.

If you require assistance from your seat or are unable to manage the aircraft steps if a jet bridge is not in use, our staff will use an Aviator Aisle Chair and/or an Ambulift vehicle, Aviramp Lite ramp or S-Max Chair to help you to disembark the aircraft.

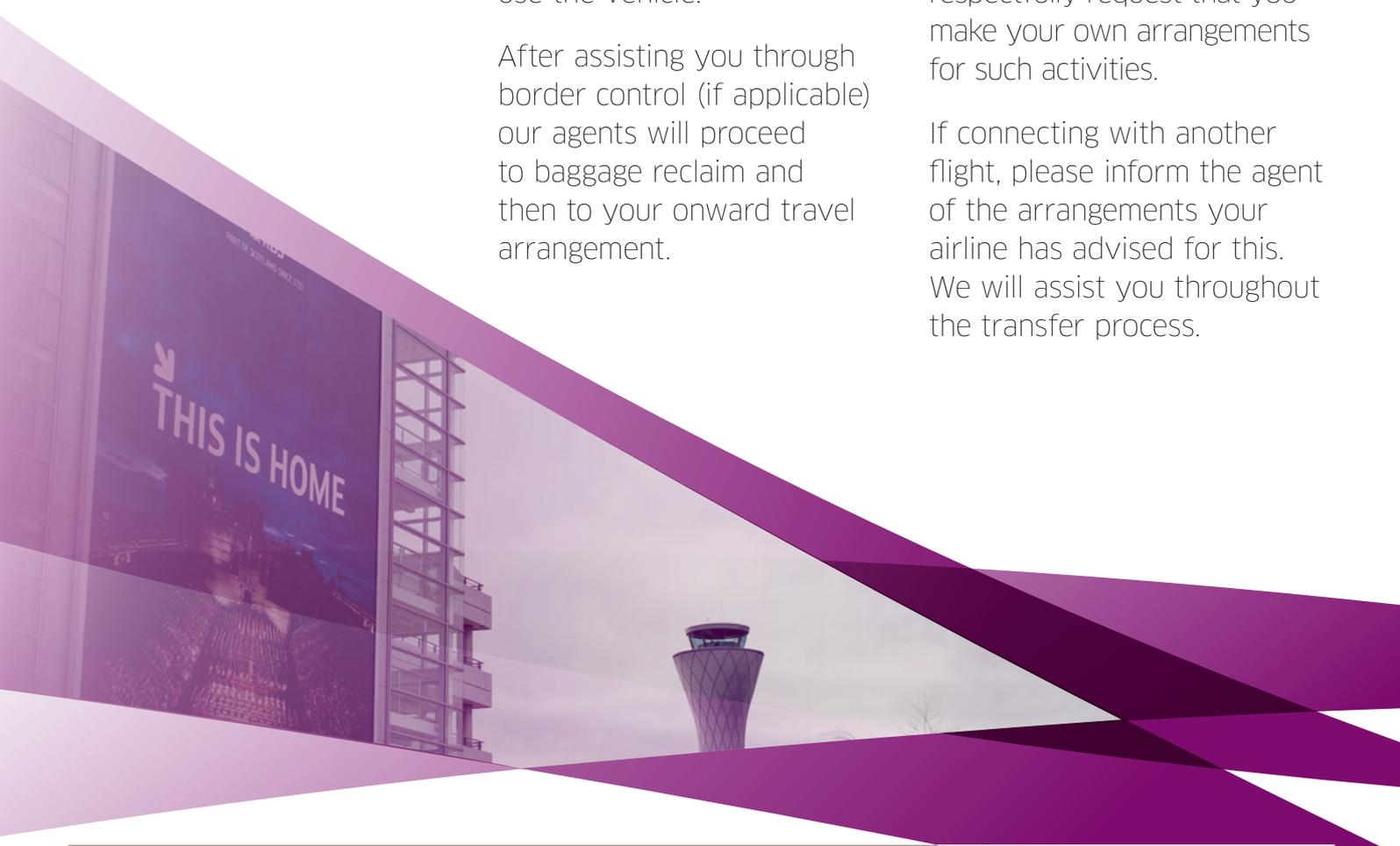
If using the Ambulift vehicle to disembark the aircraft, you will be asked to have only the absolute minimum number of travelling companions or assistants join you in the vehicle. This is due to the limited space available and the possibility that other passengers with reduced mobility may also need to use the vehicle.

After assisting you through border control (if applicable) our agents will proceed to baggage reclaim and then to your onward travel arrangement.

Our team will provide all reasonable assistance in relation to transporting your baggage through the airport.

Please note that we are not always able to wait extended periods whilst you await your onward travel, i.e. bus/tram arrival or pickup, and may request that you wait at a designated call point (with seating) or within our landside reception area. This is so that your agent can be made available to assist other passengers. Also, we may not be able to take you to collect shopping or undertake similar activities on your journey out of the airport; we would respectfully request that you make your own arrangements for such activities.

If connecting with another flight, please inform the agent of the arrangements your airline has advised for this. We will assist you throughout the transfer process.



## Sub-section 6.2

### Departing Passengers

When flying from Edinburgh Airport, you can request your pre-booked assistance at either of two stages:

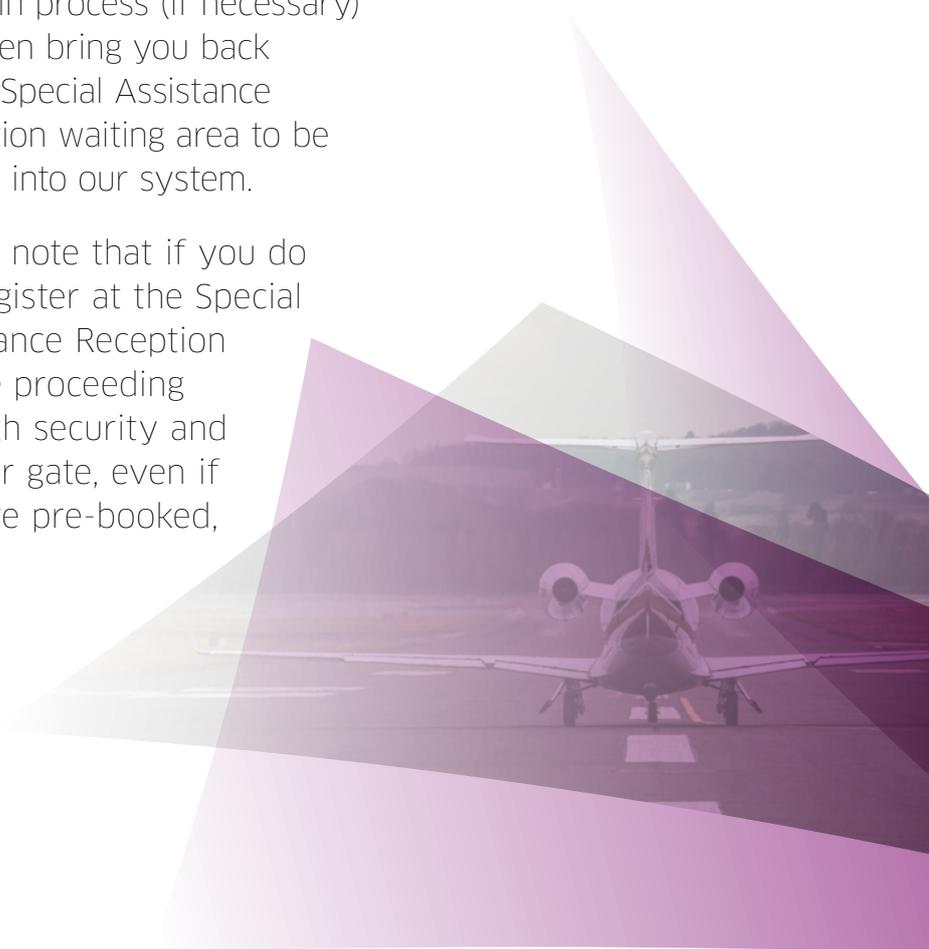
1. On arrival at a designated access point or call point within the airport, i.e. the tram stop, drop-off point, airport car parks (including valet service, coach park) or bus stops, you may contact the staff in this area or use the assistance call points provided to summon assistance.
2. By making your own way to the landside Special Assistance Reception, either before or after checking your hold baggage and collecting boarding passes (if applicable).

If you choose to be collected from a designated access point, our agents will attend with suitable mobility equipment (if applicable) as soon as practicable to assist you to the terminal building.

If you choose to attend the dedicated Special Assistance Reception directly our agents will assist you through the check-in process (if necessary) and then bring you back to the Special Assistance Reception waiting area to be logged into our system.

Please note that if you do not register at the Special Assistance Reception before proceeding through security and to your gate, even if you are pre-booked,

we will be unaware of your presence, which may result in a delay in providing assistance services to board the aircraft. Please always register with the service at the Special Assistance Reception, regardless of the level of assistance you require, so we can provide the best possible service.



At the Special Assistance Reception our agents will:

1. Prepare you for your journey to your gate or the airside reserved seating area (dependent on the length of time until your flight departs) and be available to answer any questions about the security process or any other matters regarding your journey with us.
2. Confirm that the details we have for your pre-booked assistance are correct. We may ask you questions about the assistance which you have booked/require to confirm the details.
3. Process your details fully, if you have not pre-booked your assistance, to ensure that you are provided with the required service.

After we have assisted you through the security process, we will take you to your gate or to the airside reserved seating area (dependent on the length of time until your flight departs). If you are able and wish to do so, this time can be used to freely enjoy the services of the airport departure lounge. We will provide you with a return time and location to meet us for boarding.

Prior to the scheduled departure time of your flight, unless your flight is delayed, we will arrange for an agent to assist you with the boarding process and ensure that receive the assistance you require.

If using the Ambulift vehicle to board the aircraft, you'll be asked to have only the absolute minimum number of travelling companions or assistants join you in the vehicle.

This is due to the limited space available and the possibility that other passengers with reduced mobility may also need to use the vehicle.

If your flight is delayed we will ensure that this is communicated to you and that you are kept updated throughout your wait in conjunction with your airline.

Connect with us on social media for airport updates and information.

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[edinburghairport.com](http://edinburghairport.com)