

Access

A guide for passengers
with a disability



WWW.CITYOFDERRYAIRPORT.COM

FACILITIES AT CITY OF DERRY AIRPORT

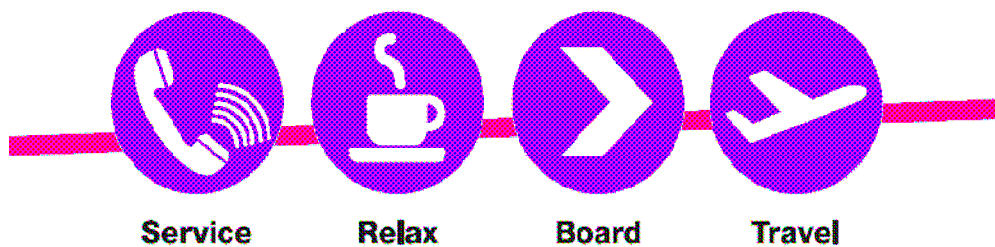
City of Derry Airport has a reputation for being a friendly, easy to use airport.

We hope the following information will help you to plan your trip and provide a stress free start to your trip.

AIRPORT INFORMATION

Main Switchboard: +44 (0) 28 71 810784

Our information desk can be contacted between the hours of 7am and 9pm – they will be happy to help you with any enquiries.



TRANSPORT MATTERS

Air Travel – Your rights explained

Since the 26th July 2008 new European Regulation should mean that it is easier for disabled people and others with reduced mobility to travel by air. In this edition of our newsletter we explain what the new rights mean.

What are the changes?

The Regulation only applies to flights starting or finishing in the European Union. The Regulation applies to any disabled person who finds travelling by air difficult. It also applies to others with

reduced mobility including who have a temporary impairment such as a broken leg.

Under the Regulation airlines cannot refuse a booking from a passenger on the basis of their disability or mobility impairment. The only time an airline can refuse a booking is on the grounds of safety. For example some aircraft are too small to accommodate large items of mobility equipment.

Airports are responsible under the Regulation for providing assistance to passengers to enable disabled people and others with reduced mobility to board, disembark and transfer between flights. Assistance on board an aircraft is the responsibility of the airline.

What is assistance is available?

The Regulation sets out assistance that must be provided by airports and airlines. If you require it, airports must provide assistance from arrival at the airport right through to boarding including check-in, security and other facilities.

Booking your Flight.

We advise that you discuss any special requirements that you may have when you make your reservation

Customers using an Internet booking service will find a relevant number which they should call at time of booking.

Disabled Car Parking

Parking is available at the short-term car park and situated at the closest area to the airport terminal. As you enter the car park, please use the intercom service to notify a member of staff that you require assistance and the type of assistance required i.e. wheelchair or help with luggage.

Wheel Chairs

There are a number of chairs available upon arrival in the main terminal building.

Toilet Facilities

There are fully equipped toilet facilities in all areas of the terminal building.

Hearing Loops

Are currently being installed throughout the building. There are also mobile units, which may be given to passengers requiring them from the information desk.

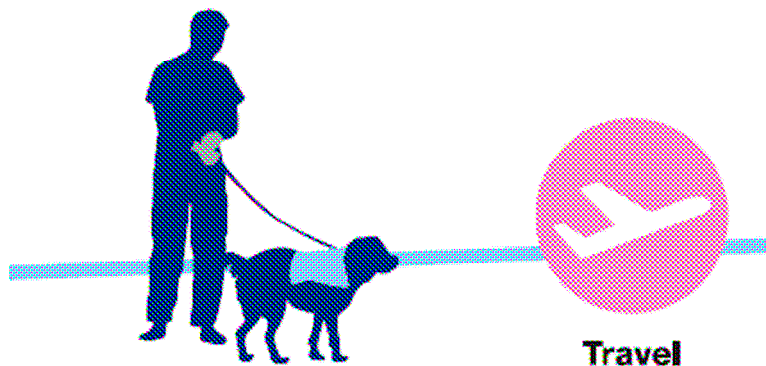
Information Desk

There is a low level desk available for passengers who require information near the entrance of the main terminal building.

Travel Dogs

Are permitted in the terminal building and onboard flights providing they comply with The Pets Travel Scheme (PETS)

For advice on travelling with your assistance dog please go to www.guidedogs.org.uk



QUALITY SERVICE LEVEL PASSENGERS WITH REDUCED MOBILITY CITY OF DERRY AIRPORT

Departing passengers

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

- 95% of customers should wait no longer than 5 minutes for assistance.
- 100% of customers should wait no longer than 10 minutes

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

- 95% of customers should wait no longer than 10 minutes;
- 100% of customers should wait no longer than 15 minutes

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

Arriving passengers

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

- 100% of arriving customers within 5 minutes “on chocks”.

For non pre-booked arriving customers, assistance should be made available at the gate room/aircraft side

- 95% of customers within 5 minutes of “on chocks”.
- 100% of customers within 10 minutes of “on chocks”

Local Useful Information

Derry Visitor Information Centre (DVCB) are happy to assist and provide accommodation with facilities that meet your needs.

Contact them on : +44 (0) 28 71 267284

Or visit the centre at;

44 Foyle Street
Derry
BT48 6AT

