

BLACKPOOL INTERNATIONAL

DISABLED PASSENGER & PRM SERVICE LEVELS

Car Parking

The accessible parking bays for Blue Badge holders are located close to the terminal in the Pay to Park car park.

Please note:

There are no accessible bays in Passenger car parks P1 & P2 which are a long way from the terminal building.

There is no designated pick-up area drivers must use the Pay to Park car park when meeting arriving flights or dropping off.

Blue Badge Replacement Scheme

Blue Badge holders must park in designated parking bays and register their flight details at the airport Information Desk prior to departure. If there is a requirement to take the Blue Badge with you for the duration of travel, then please inform the information desk team and the staff will take a copy which should be displayed in the vehicle.

Please note:

Blue Badges or copies MUST be displayed in vehicles prior to departure

Special Assistance Services

The airport has appointed fully trained staff to provide special assistance services to support disabled passengers and persons with reduced mobility (PRMs). The following services that can be accessed:

Departing Passengers

Communicate your arrival at the airport and request assistance as follows:

At the entrance to the Pay to Park car park via the intercom system.

Inside the Terminal:

- At the airport information desk
- At the check-in desk

Support and assistance is available as follows:

- Lifting baggage and/or mobility equipment out of the vehicle (staff should not be expected to lift the disabled person out of the vehicle)
- Movement from the collection point to check-in

- Checking-in and registering baggage
- Proceeding from the check-in desk to the aircraft, with completion of immigration, customs and security procedures
- Moving to the toilet facilities if required
- Accessing the terminal facilities, cafés, retail outlets, if required, and where time permits. Where a customer prefers to explore the terminal facilities without escort, a time and place will be agreed to meet (bearing in mind boarding time, security queues, etc) and proceed to the gate

A 'shopping service' is not available however in exceptional circumstances, assistance may be provided to purchase essential refreshments and medications

- Boarding the aircraft, with lift-on if required

Arriving Passengers

Arriving passengers will be met at the aircraft, and assisted to:

- Disembark with lift-off if required
- Proceed to baggage reclaim via Immigration and Customs control if required
- Assistance to identify and lift reclaimed baggage
- Proceed to landside Arrivals area
- Car Parks - assistance to lift baggage and/or mobility equipment in to the vehicle (staff should not be expected to lift the disabled person into the vehicle)
- Bus/taxi pick-up area - assistance with baggage and/or mobility equipment as required

Ambulift

Blackpool International has ambulift and lift on chair facilities to automatically lift passengers and wheelchairs up to the aircraft door. This makes for a smooth, efficient and convenient boarding/disembarking for passengers.

Wheelchairs

Wheelchairs are available and should be requested when booking flights. Passengers will be able to remain in the wheelchair until at the aircraft for boarding. Wheelchairs will be available at the aircraft side as passengers disembark.

Walking Distances to/from Aircraft

The Security Control area is approximately 40metres from check-in.

After Security Control, there is up to 215metres to walk to the aircraft (closest 36metres, farthest 215metres). After disembarkation there is up to 200metres to walk to the baggage reclaim area (closest 35metres, farthest 200metres).

Telephones

Low-level telephones are available throughout the terminal.

Blackpool International Executive Lounge

Blackpool International Executive Lounge is accessible to wheelchairs passengers

Service Standards

Customer waiting times have been defined in order to minimise inconvenience and achieve aircraft turn-round target of 25 minutes.

All departing customers must reach their aircraft in time to enable timely pre-boarding. It is essential that arriving customers disembark their aircraft as quickly as possible in order not to compromise operational turn-round of aircraft.

Customer Waiting Times

For Pre-Booked Departing Customers

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

- 95% of customers should wait for no longer than 10 minutes for assistance
- 100% should wait for no longer than 20 minutes

For Non Pre-Booked Departing Customers

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

- 95% of customers should wait for no longer than 15 minutes
- 100% should wait for no longer than 25 minutes

For Pre-Booked Arriving Customers

Assistance should be available at the aircraft side for:

- 99% of customers when the aircraft arrives 'on chocks'
- 100% within 5 minutes of 'on chocks'

For Non Pre-Booked Arriving Customers

Assistance should be available at the aircraft side for:

- 90% of customers within 10 minutes of 'on chocks'
- 100% within 15 minutes of 'on chocks'