



A SPECIAL ASSISTANCE TRAVELLERS GUIDE



WELCOME

At Bristol International Airport, we recognise that each of our customers has different requirements and needs.

This booklet is designed to assist and provide practical advice for those of our customers who are disabled, infirm or travelling alone with young children and require assistance.

Assistance is free of charge and any of our customer service personnel will be happy to assist you with any enquiry.

We wish you a pleasant flight and hope that your time spent in Bristol International is a pleasant experience.

Disability discrimination Act

To meet the changes to the Disability Discrimination Act for July 2008, Bristol International Airport has worked with the Airport Consultative Committee and the Airlines Operating Committee to select a service provider via a tender process for the special assistance provision at the airport.

The contract was awarded to OCS Ltd who have years of experience in delivering these services at airports around the country including Heathrow, Manchester and Birmingham.

Important Information

If you require any special assistance for your trip the key to a successful flight is to plan ahead:

- **Be sure to check whether the cost of any special assistance is included in the price of your ticket**
- **Inform your airline of your particular requirements well in advance of your arrival at the airport**
- **Check the policy of your airline if you wish to remain in your own wheelchair to the aircraft door rather than transfer to an airport wheelchair whilst in the terminal**
- **Bear in mind that there are often fairly long periods of waiting at airports and that you may need assistance whilst in the terminal**

Contacts

For all special assistance enquiries regarding your flight you should contact your airline directly. Your airline will pass on details to OCS Ltd prior to your arrival at Bristol International Airport.

For general enquiries regarding special assistance at the airport contact OCS Ltd Bristol International Airport:

01275 473403

Within the terminal - Wheelchairs

Should you require the use of a wheelchair during your passage through the terminal, OCS Ltd and Bristol International Airport will provide wheelchairs.

On arrival at Bristol International Airport please contact the OCS desk situated on the ground floor next to the lifts, should you require a wheelchair.

Getting to the airport

Bristol Flyer

Currently Bristol International Flyer coaches are not fully accessible for passengers in wheelchairs. Passengers must be able to get themselves on and off the coach. Any wheelchairs carried must be of the flat-folding variety. Electric wheelchairs cannot be carried.

Further information about the Flyer coach service can be obtained from National Express on 01179 558433 or Bristol International Airport customer services on 01275 473403

Taxi

The dedicated taxi firm, 'Checker cars', has 65 six-seater Galaxy's.

To aid the blind and/or deaf passengers and those with poor mobility there will always be a member of staff at the taxi desk who is able to assist with escorting passengers to the cars. In the unlikely event that no-one is available then the driver will come into the terminal and assist.

All drivers have Criminal Records Bureau checks to ensure passenger safety at all times

Further information can be obtained from Checker cars on 01275 475000

Parking - General

The long term, short term and rapid pick up car parks are all equipped with specially marked bays for customers with disabilities.

For general enquiries regarding the parking facilities including pre-booking your space in the long term car park, contact Bristol international airport car parks:

0871 334 4450

When you arrive you will find the car park staff are on hand 24 hours a day to offer guidance and assistance. They can be contacted by using the parking intercom system. Press the red 'Help' button located on every entrance barrier, exit barrier or payment machine to be connected directly to a member of staff.

Should you require any further assistance the car park staff will be happy to liaise with OCS Ltd on your behalf.

Parking – Long Term Car Park

The long term car park can be used by either turning up on the day or by booking in advance. You can book your parking space by calling the number on the previous page or online at:

www.bristolairport.co.uk

Clearly marked 'blue badge' parking spaces are available within the long term car park in Zone E Row 10

A non-stop courtesy bus service is provided 24 hours a day, every day of the year to transport you between the long term car park and terminal building.

All buses are equipped with ramps to enable customers who use wheelchairs to use this service. There are seven bus stops evenly located throughout the car park and the shelters are illuminated at night for your convenience.

Parking - Short Term Car Park

The short term car park is equipped with clearly marked 'blue badge' parking spaces. These spaces can be found in Row 6

Should you require assistance to or from the Terminal, please call OCS Ltd Bristol International Airport in advance of your travel date.

Should you require assistance or guidance once you have arrived at the short term car park, use the intercom system located on the entry and exit barriers to talk directly to a member of staff.

Parking – Passenger Pick-Up Car Park

The passenger pick-up car park is conveniently located on the same level as the terminal approximately 100 metres from the arrivals door.

'Blue Badge' Parking spaces are clearly marked within this car park, located next to the pedestrian route to and from the Terminal.

Should you require assistance or guidance once you have arrived at the passenger pick-up car park, assistance can be made available by contacting the OCS desk using the help point in the walkway next to the payment machine.

Parking – Terminal Forecourt

For security reasons the Terminal Forecourt is closed to all unauthorised vehicles.

If you are dropping off or collecting a disabled passenger, you should use one of the dedicated disabled spaces within the Passenger Pick Up Car Park.

Assistance can be made available by contacting the OCS desk using the help point in the walkway next to the payment machine.

Security Process

All passengers must go through the security check area prior to entering the departure lounge.

You may be asked to undergo a search at this area. This is a prescribed process that will be carried out by hand. This process also applies to baggage and personal items

Should you have any special medical requirements or be in possession of medical equipment, you should notify the security personnel. If required, a private search area can be used to protect your privacy.

IN THE TERMINAL

Facilities for the hard of hearing:

The terminal building is covered by an induction loop to enhance the public address system.

Internet booths are located both prior to, and after entering the departure lounge

The Customer Service staff will be able to assist with any enquiries

Facilities for the partially sighted:

A low-level flight information screen is provided at the airport information point

Guide dogs and hearing dogs are the only animals allowed inside the terminal building.

Tactile signage is in place in all passenger lifts and at the entrance to the toilet cubicles. An audible voice level indicator is in operation in all passenger lifts

IN THE TERMINAL

Toilets, baby changing facilities and seating:

Unisex disabled toilets are located on all levels. These cubicles are equipped with an alarm cord that links directly with the terminal control centre.

Baby changing facilities are located on all levels and are available in both male and female toilets as well as some unisex baby changing rooms. Baby changing rooms are equipped with hot and cold taps, cloths and nappy bins.

Priority seating is available at each departure gate. These seats are equipped with arms on both sides as well as space for wheelchairs.

All airport staff will be able to assist you with any enquiries.

USEFUL PUBLICATIONS

The Royal Association for Disability and Rehabilitation (RADAR) is situated at:

25 Mortimer Street

London

W1N8AB

Tel: 0207 637-5400.

European Holidays and Travel: A Guide for Disabled People, covers accommodation, transport, specialist tour operators, dialysis centre's, oxygen supplies, wheelchair hire/repair, access guides and useful contacts in 35 countries. Available from **RADAR**.

Getting There: A Guide to Long Distance Travel for Disabled People aims to assist those planning to travel further a field, although the transport systems discussed are mostly confined to Britain and Europe. Topics include airports in Europe, British (and a few foreign) ferry companies, rail travel in Europe, motoring and coach travel. Available from **RADAR**.

Holiday Fact Packs. Pack 1 covers general information such as planning and booking, insurance, finance, useful contacts and holiday providers. Pack 2 covers transport and equipment, including transport at home and abroad and equipment for hire. Pack 3 looks at specialist accommodation (with nursing assistance, for older people, for children, sport and activity centres, holidays afloat). Available from **RADAR**.

Tripscope:

Travel Advice & Transport Information for people who are disabled or have difficulty getting around

TRIPSCOPE offers expert advice and information to people with impaired mobility on overcoming travel difficulties. Friendly and professional staff who operate the information and advice service all have a personal understanding of disability. We are here to answer your questions and to help you travel with greater confidence.

HELPLINE From within the UK: 08457 58 56 41 (Calls charged at local rate)

From outside the UK: +44 117 939 7782

www.tripscope.org.uk