

Cornwall Airport Ltd

Airport Forum for accessible air travel

Terms of Reference

Purpose

- To enable the airport to enhance the assistance given to our passengers with reduced mobility, hidden and other disabilities
- We want to make air travel as inclusive as possible for everyone and your guidance will allow us to identify and meet all their needs and to look closely at any obstacles preventing this from happening.
- This is an exciting opportunity to shape and influence future developments at the airport.

Membership and Organisational Arrangements

- Chairperson and Vice Chairperson – member of the Forum but not airport employee
- Passenger and Customer Service Manager – Cornwall Airport Ltd
- Administration Support provided by Cornwall Airport Ltd
- The group will be formed of willing forum volunteers from the disability community who are keen to support Cornwall Airport Newquay as we improve onsite accessibility to all. Invitations may be extended to other key organisations and additional volunteers to support the work of the forum.
- A significant number of the members to be made up of air travelers or their families to enable the airport to receive direct feedback about their experiences.
- At least 2 meetings annually arranged at mutually agreeable times.
- An airport familiarisation tour open to up to 30 people. This will cover the whole airport journey with possible access to an aircraft.

- Reports from each meeting to be circulated to all members of the forum no later than 2 weeks after each meeting. Comments or corrections to be received prior to the next meeting
- Duration of forum dependent on the activity at the time. Forum meetings will be targeted at 2hrs duration unless pre-notified
- Desired outcome is to successfully conclude previous agenda items to the satisfaction of the forum. This will all be based around improving and enhancing the level of service given to passengers with reduced mobility, hidden and other disabilities.
- The meetings will follow the guidelines of EC1107/2006 and the Civil Aviation Authority recommendations currently set out in CAP 1411 and CAP 1629 and any future publications.
- Parking fees and mileage will be met by the airport. Refreshments will be provided.
- Any offsite meetings will take into consideration the needs of all members.

Review

- These terms of reference are a living document and may be updated at frequent intervals.