

Passengers with Reduced Mobility Policy.

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Passengers with Reduced Mobility Policy



Introduction:

EU legislation came into effect on 26th July 2008 in respect of facilities at airports for “disabled persons” or “persons with reduced mobility”. This law has clarified that airport authorities will be fully responsible for transportation of persons with reduced mobility through the airport onto an aircraft from 26th July 2008.

Cornwall Airport Newquay is committed in providing a seamless Customer Service product for all users of the airport. We are proud of the service we offer and in 2013 we assisted over 1,800 passengers.

As part of our ongoing commitment to provide the highest level of customer service and to help monitor standards we have recently launched a passenger survey questionnaire. We will publish the passenger survey information each year.

Who should receive the Services?

A Person with Reduced Mobility (PRM) is understood to mean any person whose mobility is reduced due to physical incapacity (sensory or locomotive), an intellectual deficiency, age, illness, or any other cause of disability when using transport and whose situation needs special attention and the adaptation to a person’s needs of the service made available to all passengers.

How is this service to be managed at Cornwall Airport Newquay?

It is the responsibility of all Cornwall Airport Limited staff members to provide assistance to all users of Cornwall Airport Newquay. The company will provide sufficient and safe equipment with specialist PRM training by Able to Train Limited to assist with this process.

This assistance is provided from the designated or agreed landside meeting points to check in, through the security screening area and the departure lounge and to the aircraft.

They are also responsible for assisting disembarking PRM passengers airside through to the designated or agreed meeting point for arriving passengers landside.

Passenger Notification Process

There are three ways passengers can pre book assistance for their journey. All requests will be logged and managed by the Airport Information Desk team.

Airlines:

Airlines will notify the Airport Information Desk team of all bookings at least 24 hours in advance.

Cornwall Airport Newquay Website:

There is a dedicated page on our website where passengers can pre book assistance via an email link to the Airport Information Desk team

Cornwall Airport Newquay Telephone Switchboard:

All enquiries should be referred to the Airport Information Desk and will be logged in the PRM assistance log. Telephone 01637 860600

Dedicated Call Points:

Passengers will be advised to press the HELP button on either the East or West Car Park Barriers upon entrance to the Car Parks to notify us they have arrived. The staff member allocated to assist should then meet the passenger in the agreed location.

Passengers who have arrived by public transport or taxi will be advised to press the PRM ASSISTANCE BUTTON situated within the drop off area next to the Royal Mail Post Box. (West Car-Park)

Check-in, Security and Boarding Procedures:

Passengers are to be fast tracked at both check in and security.

An area has been allocated within the departure lounge where all PRM passengers should be positioned in preparation for their flight.

Please note: passengers must not be left for more than 30 minutes at any one time therefore it is imperative should you be assigned at the Gate you remain there at all times to provide assistance as and when required.

Statutory EU Service Level Agreements for PRM Passengers



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 for no longer than 20 minutes
- ✈ 100% should wait for no longer than 30 minutes.

For Non Pre-Booked Departing Customers:

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

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

Note: Waiting times over 15 minutes are subject to availability of waiting areas

For Pre-Booked Arriving Customers:

Assistance should be available at the gate-room / aircraft side for:

- ✈ 80% of customers within 5 minutes of “on chocks”
- ✈ 90% within 10 minutes
- ✈ 100% within 20 minutes.

For Non Pre-Booked Arriving Customers:

Assistance should be available at the gate-room / aircraft side for:

- ✈ 80% of customers within 25 minutes of “on chocks”
- ✈ 90% within 35 minutes
- ✈ 100% within 45 minutes.

Passengers with Reduced Mobility (PRM) Information Leaflet



Cornwall Airport Newquay has an ongoing commitment to passengers requiring special assistance and the airports procedures and specialist aircraft ground handling equipment have been designed to enable smooth and easy passage through all areas.

Passengers Departing from Cornwall Airport Newquay:

If you are arriving by one of our designated taxi companies or public transport, a help point is located in the taxi and bus bay area. The help point is connected to our Information Desk where a member of staff will be waiting to take you to your check in desk, through security and onwards to the aircraft.

If you are being dropped off at the airport by a relative or friend, help buttons are located on the East and West Car Park entry barriers. These are also connected to our Information Desk. Should the person dropping you at the airport wish to accompany you in to the main terminal building please utilise the main east and west car parks. Car Parking charges are applicable.

Passengers Arriving at Cornwall Airport Newquay:

Airport staff will assist you from the aircraft to the arrivals building or your vehicle within the east and west car parks. Should you have someone collecting you, please advise the persons to wait in the Arrivals lobby.

Live flight information is available by visiting our website: www.cornwallairportnewquay.com

How to Book*

Please inform your travel agent or airline of any special assistance requirements when booking or contact a member of the Airport Information Desk Team to pre book assistance on 01637 860600 or email; info@cornwallairportnewquay.com

***Note:** some airlines are restricted on the number of passengers with reduced mobility who can be accepted per flight therefore it is strongly recommended assistance is pre-booked.

How to make a complaint:

Cornwall Airport Newquay is committed in offering the highest standards of customer service for passengers with reduced mobility. If you would like to register a complaint, please email faysmith@cornwallairportnewquay.com and we will endeavour to respond within 14 days.