

# **Passengers with Reduced Mobility and Hidden Disabilities Policy.**

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# Passengers with Reduced Mobility and Hidden Disabilities Policy

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## **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 2018 we assisted over 6,000 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.

Hidden Disabilities include, but are not limited to, dementia, autism, learning disabilities, anxiety, mental health conditions, visual impairment, and hearing loss.

## **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, South West Training, 5 Degrees West and Seahorse Associates.

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

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It is preferable for passengers to pre book their assistance prior to their journey to ensure sufficient members of staff are available. \*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.

It is Cornwall Airport Newquay's policy that all members of staff are able to provide the assistance to meet the needs of the passengers.

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

Alternatively passengers can also request this assistance at the Airport when they arrive either at the call points or at any time throughout the Airport journey.

### **Dedicated Call Points:**

Call points to advise us of their arrival at the airport are located at the car park payment machines in the East and West Car Parks.

A staff member allocated to assist will then meet the passenger at the agreed location.

### **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.

### **Note for airport staff:**

Please note: passengers will 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.

### **Surveys:**

Passengers are given details of the passenger assistance survey for their feedback on the assistance received. We ask them to complete this either online or by posting the survey back to the airport. All surveys are recorded and data is sent to the Civil Aviation Authority (CAA) for monitoring. Survey results form part of the CAA regulations that airports must follow.

# Statutory EU Service Level Agreements for PRM Passengers

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## **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

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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:**

Help buttons are located on the East and West Car Park payment areas. The help points are 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. Should you be being dropped off by friends or family 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](http://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](mailto: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 to offering the highest standard of customer service for passengers with reduced mobility. To help us monitor our performance, we invite you to complete the passenger survey.

To make a complaint please email [customerfeedback@cornwallairportnewquay.com](mailto:customerfeedback@cornwallairportnewquay.com) and we will respond within 21 days.