

Inclusion and Accessibility guide for passengers with disabilities and reduced mobility

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 being dropped off at the airport by a relative or friend, help buttons are located by the car park payment machines in the east and west car parks. These are 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, however, we offer 10 minutes parking free of charge across our car parks. There is a designated pick-up / drop-off zone in the west car park.

There is directional signage at various locations in the east and west car parks stating the airport telephone number of 01637 860600. You can also contact this number when you arrive in the car park to request assistance.

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 person to wait in the arrivals lobby.

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

How to book

Please inform your travel agent or airline of any special assistance requirements when making your booking. Please 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.

Inclusion and Accesibility feedback

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 our survey.

To make a complaint please email customerfeedback@cornwallairportnewquay.com and we will respond within 21 days

