

Further Information for Passengers with Reduced Mobility



Distances and walking times:

- ➔ Furthest point of the west car park to the terminal is 404 metres and will take approximately 6 – 10 minutes.
- ➔ Bus stop to main terminal is 70 metres and will take approximately 2 – 3 minutes
- ➔ Check-in desk to departure gate is 50 metres. Times will vary based on the assistance required.
- ➔ Departure gate to the furthest aircraft parking stand will take approximately two minutes and is a distance of 125 metres.

Security process:

- ➔ All passengers are processed through the security screening area.
- ➔ Alternative screening facilities are available for any passenger with a medical condition which prevents them from walking through an archway metal detector.
- ➔ If you are unable to stand for any length of time you are able to remain seated in the wheelchair whilst the security screening/searching process is carried out.
- ➔ A separate room is available for any passenger requiring or requesting a private search due to the sensitivity of their medical condition.
- ➔ If you are required to carry any medication in your cabin baggage that falls outside the security restrictions, you are required to carry with you a doctor's note or pharmacy label with the name and address details matching your identification.
- ➔ Prior authorisation must be obtained from your airline in order to carry medical equipment on the aircraft
- ➔ Cabin baggage must meet your airlines terms and conditions.

Electric Mobility Aids:

- ➔ Please contact your airline at time of booking, as you require prior authorisation to take your electric mobility aid on the aircraft.
- ➔ You will be asked to present any relevant airline authorisation when you check-in for your flight; including confirmation the power supply is acceptable for travel.
- ➔ It is your responsibility to disconnect and isolate the power supply either at check-in or at the aircraft.

Replacement Wheelchairs:

In the event of unforeseen damage to your wheelchair, the airport would be able to loan you a wheelchair. Airlines recommend passengers purchase adequate insurance to cover the wheelchair for travel.

Passengers travelling with Assistance Dogs:

The airlines currently operating from Cornwall Airport Newquay can accept assistance dogs. Passengers are required to notify the airline at the time of booking.