

PASSENGERS WITH REDUCED MOBILITY **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.

DEPARTING PASSENGERS FROM CORNWALL AIRPORT NEWQUAY

If you 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 however we offer 60 minutes parking free of charge within both car parks.

ARRIVING PASSENGERS FROM 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 by visiting our website
www.cornwallairportnewquay.com

HOW TO BOOK*

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

*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.

PASSENGER PRM SURVEY AND 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 faysmith@cornwallairportnewquay.com and we will respond within 14 days