Short Journey Guide for Passengers requiring Special Assistance
Welcome to Liverpool John Lennon Airport, one of the UK’s longest established operational Airports having been officially opened on 1st July 1933. We hope that you feel comfortable during your time with us. This guide is here to help you with information about every aspect of the support and services we provide for people with restricted mobility, hidden disabilities or any access type of need.
Booking Assistance

Passengers who require assistance are asked to book assistance via the airline that they are travelling with no later than 48 hours in advance of their flight. The airline then sends this notification to ourselves.

If a passenger does not book assistance in advance then this can impact on the efficiency of the operation. Assistance will always be given even when not booked in advance but it means that longer wait times could be experienced.
OmniServ Staff

OmniServ representatives are on hand to ensure any reasonable assistance you require is made available. The entire Special Assistance team receives detailed training in disabilities, diversity, manual handling, moving and lifting in order to provide an excellent service at all times to passengers of reduced mobility.
Call Points

A passenger can request assistance into the airport from a Help Point, these are located within our car parks, we have a total of thirty-four call points. This is a help point that connects you to our Assistance desk. You can call directly through to the desk on 0151 9071030.
At Liverpool John Lennon Airport, we provide special assistance for passengers in the following circumstances:

- Those able to walk up and down stairs and move about in an aircraft cabin without assistance, but who require a wheelchair or other mobility aid for moving between the aircraft and the terminal, inside the terminal and between arrival and departure points in the landside terminal.

- Passengers unable to walk up or down stairs, but who can move about in an aircraft cabin and require a wheelchair to move between the aircraft and the terminal, inside the terminal and between arrival and departure points in the landside terminal.

- Passengers who are completely dependant on assistance of a mobility or human aid. They require assistance to and from the aircraft seat, with the use of an aisle chair.
Special Assistance Service

- Passengers who are blind or have a visual impairment.
- Passengers who are deaf/ hard of hearing or without speech.
- To passengers who require little or no assistance, but require help with baggage or guidance to the aircraft.
- Passengers with temporary injuries such as a broken leg.
- Assistance for passengers with hidden disabilities – we operate a scheme for passengers with Autism or ASD. We can provide an Autism Awareness Voucher to assist you through security. Other staff within the airport can then identify you as someone requiring additional support and help to ensure that the process runs smoothly.
- We also have a prayer room with additional seating provided outside this offers passengers a quiet location away from the main busy departure lounge. This is located airside on the top level, once you have gone through security.
We have two designated assistance areas; one is located within the main concourse (landside) and the other is in a central location Airside. Both areas have reserved seating available and are both fitted with hearing loop systems. Our landside booth is staffed by a dedicated movement controller who will ensure that all passengers are given the assistance that they require.
We have a range of equipment on site to help us delivering our service.

**Staxi Chair and Regular Wheelchairs**

- Detachable or hinged armrests for easy access, moulded for extra comfort.
- Swing-away footrests (detachable on wheelchairs).
- Adjustable legs (wheelchairs only).
- Wipe clean fabric.
- Max. weight 140kg for wheelchair: 227kg max. Weight for Staxi Chair (including luggage).
Aviator Aisle Chairs

- For use on board the aircraft and designed for safety and passenger comfort.
- The Aviator Aisle Chair allows the passenger to be easily moved down the aircraft aisle to his or her seat.
Mobility Equipment Available

**S-Max Chair**

The S-Max chair is a stair-climbing device designed to allow easy access up and down aircraft steps. It is used in lieu of a lift or ramp, which are not always compatible with certain aircraft types.
**Wheelchair accessible minibus**

This vehicle has the following features to aid passengers:

- Wheelchair access via ramp
- Low-level fluorescent lights to assist with night operations.
Using your own mobility equipment - EMAs

Passengers can remain in their own mobility equipment up until boarding the aircraft and also have it returned immediately following disembarkation.

Pre-booking in of the EMA is required. You should notify the airline of the type, make and model. The airline will then notify us and authorise it for travel.

If the EMA has not been pre-booked then the following applies;

1. **Present yourself to the airline check-in on arrival so that The EMA can be tagged with a luggage label and an Electric Mobility Aid (EMA) Safe for Carriage form is completed.**

2. **Make your way to the special assistance booth in order for your mobility aid to be checked to ensure that it can be made safe for transit and discuss any isolation/ disassembly processes.**

3. **Proceed through security and to the departure lounge, with assistance as required, where you will be met at the gate by one of the Special Assistance team to help you board the aircraft. Your EMA will be taken to the aircraft hold after you are on board the aircraft.**

On arrival at your destination, the airline crew and ground staff will arrange for your mobility aid to be offloaded as quickly as possible and returned to you as you disembark the aircraft.
Ambulift

We operate a number of Ambulift vehicles which offer a comfortable and easy transfer for passengers to and from the aircraft and ground levels.
Security Journey

Please make our Security team and/or your Special Assistance agent aware of any issues which you feel may impact on your security experience. Should you have a medical ID card we would ask you to have this available for the security team.

Sometimes a passenger may have to undergo further checks via a hand search. Please be advised that passengers can request to be searched in a private room.

We have useful signage within our landside seating area which will assist you on the requirements in security.

For further advice on the security regulations and requirements then please refer to the Airports website www.liverpoolairport.com where you will find a section on the frequently asked questions.
We would like to wish you a pleasant and safe onward journey from all of us here at OmniServ and Liverpool Airport. We welcome your feedback on your experience and would encourage all passengers using the service to complete an online survey developed by the Civil Aviation Authority, [www.surveymonkey.com](http://www.surveymonkey.com) or alternatively please feel free to email us at [customerservices@liverpoolairport.com](mailto:customerservices@liverpoolairport.com) or ask a member of the team for a feedback card.