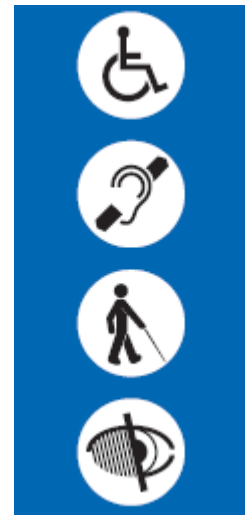


OCS Ltd are contracted by Birmingham Airport to provide Special Assistance for persons with reduced mobility. OCS uses a range of vehicles and equipment including a Tailored Hi-lift, 8 seater ambulance, buggies and special wheelchairs which all ensures a safe and comfortable transfer for reduced mobility passengers. The following useful information has been produced to make your journey through the Airport as easy as possible.



- **How to Book Assistance**

To book special assistance please contact your Airline

<http://www.birminghamairport.co.uk/destinations/airlines.aspx>

or Tour Operator <http://www.birminghamairport.co.uk/destinations/tour-operators.aspx> at least 48 hours before departure/arrival advising of the assistance required and also if you will be using any of your own equipment

i.e scooter or specialist wheelchair

- **OCS Direct Contact Details**

The OCS Helpdesk is located opposite Spar in the Terminal building.

You can also contact OCS by the following methods:

Telephone – 0121 767 7878 (24 hours a day)

E-mail – bhx.prm@ocs.co.uk

- **Help Points**

When you arrive at the Airport you can be assisted from one of the following Help Points. Any calls made from these points are directed to the OCS Help Desk

AREA	LOCATION
Car Park 5 – Accessible bus service to Terminal available	Next to the Disabled Parking Bays
Car Park 1	Next to the Disabled Parking Bays
Car Park 2	Next to the Disabled Parking Bays
Drop and Go Car Park	Next to the Disabled Parking Bays
Birmingham International Interchange	Next to the Air-Rail Link station platform
Outside Terminal	Opposite Local Area Bus Stops
Outside Terminal	Opposite Car Park Courtesy Bus Stops

- **For the Deaf**

There are staff who can use sign language and these can be contacted from the Special Assistance Help Desk. Induction Loop System – these and mini loop systems are installed in various locations around the terminals.

- **Going through Security**

All our Security Officers are trained in Equality & Diversity to enable them to understand sensitivities regarding disabilities. A private search area is available. Walking aids are provided to assist passengers through the Archway Metal Detector. Seating is available close to the AMD in the search area. Water is available if required.

If you need to take liquid medication in your hand luggage this will be screened using specific equipment.

- **Travelling with an Electric Mobility Aid**

At the time of booking your flight or up to 48 hours in advance of travelling, please contact your airline directly or via your travel agent to pre-book assistance.

You should also tell your airline if you intend to take your own mobility aid such as wheelchair or scooter. The airline will also require the make and model of your mobility equipment along with the weight and dimensions, this information is required to make your electric mobility aid safe for travel.

When you arrive at Birmingham Airport for your departure flight, please proceed to the OCS Helpdesk located on the ground floor. From this point OCS staff will assess your needs and will ensure that your electric mobility aid is safe for travel.

You can remain in your electric mobility aid right up to the aircraft door. However, OCS may ask you to transfer to one of their wheelchairs at the gate. By doing this your electric mobility aid can be taken to the aircraft side for loading in a timely manner. OCS will then board you on your flight.

On arrival at Birmingham Airport you will be met by a member of OCS staff who will collect your electric mobility aid from the aircraft hold. OCS will then assist you through the arrivals process.

If there is a problem with your electric mobility aid on arrival at Birmingham Airport, OCS will provide a courtesy wheelchair.

- **Car Parking for Disabled Passengers**

Blue Badge holders are entitled to up to 60 minutes free parking within the Drop and Go car park upon production of their Blue Badge and car parking ticket at the NCP Customer Service Desk which is located in the Meet & Greet Cabin situated in the Drop and Go Car Park. **Normal charges apply if the 60 minutes is exceeded.**

Disabled parking is also available in Car Parks 1, 2, and 5. Please note that car parking is charged at the normal rates for these car parks.

The Blue Badge scheme does not operate within the Airport site.

- **Car Parking for Disabled Passengers**

If you are parking in an off-site car park please check with the car park provider for accessibility.

- **Assistance Dogs**

Birmingham Airport accept registered assistance dogs if travelling on approved airlines and routes. Please contact the OCS Help Desk if assistance is required. The following link provides information on airlines and approved inbound routes to Birmingham.

https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/319053/pets-air-routes.pdf

No dogs are allowed in the terminal buildings unless assist dogs or travel dogs.

- **Toilet Facilities**

Toilets can be found throughout the terminal building and all have disabled facilities.

- **Adult Changing Room**

We have a dedicated Adult Changing Room which is located within the Departure Lounge (behind WH Smith Bookshop). If you require access to this room then this must be arranged through OCS at your initial booking.

- **Complaints**

We welcome customer feedback please follow the link below to give us your comments on the service you have received.

<https://online.bhx.co.uk/forms/contactus.aspx>

You can also contact the Civil Aviation Authority by following the link below.

<http://www.caa.co.uk/default.aspx?catid=2800&pageid=16102>

- **Quality Standards**

Quality Standards are published on www.birminghamairport.co.uk and are also available at the OCS Help Desk.

Performance Standards for the period April 2013 – March 2014

Total number of PRM's	109625
Number of flights that OCS assisted	40032
Percentage of Passengers Preadvised	74.80%
Number of compliments received per 1000 PRM's	0.0048
Number of complaints received per 1000 PRM's	0.0047

- **Useful Links**

<http://www.flying-with-disability.org/>

http://ec.europa.eu/dgs/energy_transport/videos/transport/2008_06_prm_en.htm

<http://www.disabledtraveladvice.co.uk/>

- **Walking Distances**

If you are uncertain whether you need special assistance, then you might find these approximate walking distances helpful.

Distances to OCS Helpdesk

From Drop and Go Car Park Assistance Point	205 m
From Car Park 1	230 m
From Car Park 2	250 m
From Car Park 3	250 m
From Car Park 5	744 m
From Bus Stop G	92 m
From Bus Stop H	106 m
From Bus Stop J	120 m
From Bus Stop K	133 m
From Bus Stop L	158 m
From Taxi Rank	125 m
From Ibis Hotel	290 m
From Etap Hotel	250 m
From Novotel Hotel	155 m
From train station to Birmingham Airport via Air Rail Link train and then onwards to Helpdesk	160 m

Distances from OCS Helpdesk (furthest point shown)

To Check in Desks 1- 40	82 m
To Check in Desks 41-50	120 m
To Check in Desks 51- 60	140 m
To Check in Desks 61- 70	160 m
To Check in Desks 71- 80	200 m
Check in Desks (Flybe)	160 m
Check in Desks (Air France)	180 m
Check in Desks (KLM & Eastern Airways)	200 m
Check in Desks (Thomson)	220 m
Special Assistance Help point	225 m

Distance from Security to Special Assistance Seating Area

From Security to Special Assistance Seating Area	130 m
From Security to Gate 16 Special Assistance Seating Area	300 m

Distances from Special Assistance Seating Area in Lounge

From Special Assistance Seating Area to Gate 7	400 m
From Special Assistance Seating Area to Gate 15	355 m
From Special Assistance Seating Area to Gate 56	95 m

From Special Assistance Seating Area to Gate 57	100 m
From Special Assistance Seating Area to Gate 58	115 m
From Special Assistance Seating Area to Gates 59-60	150 m
From Special Assistance Seating Area to Bussing Lounge	130 m
From Special Assistance Seating Area to Gate 54	130 m
From Special Assistance Seating Area to Emirates Lounge	130 m
From Special Assistance Seating Area to Gates 47/48	175 m
From Special Assistance Seating Area to Gate 46	230 m
From Special Assistance Seating Area to Gates 45/43/48	250 m
From Special Assistance Seating Area to Gate 42	300 m
From Special Assistance Seating Area to Gates 41/40	340 m
From Special Assistance Seating Area to Changing Places Toilet	75 m