

# Assisted Travel Information



Birmingham Airport has partnered with OCS Ltd to offer a wide range of assistance and support services to make your journey more comfortable through our Assisted Travel service.

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## Assisted Travel Team Contact Information

Telephone: 0121 767 7878  
E-Mail: [BHX.Feedback@OCS.com](mailto:BHX.Feedback@OCS.com)

## Requesting Assistance

To pre-book assistance, please contact your Airline or Tour Operator at least **48 hours** before departure/arrival advising of the assistance required and of any own equipment i.e scooter or specialist wheelchair. This information is then passed directly to our Assisted Travel team.

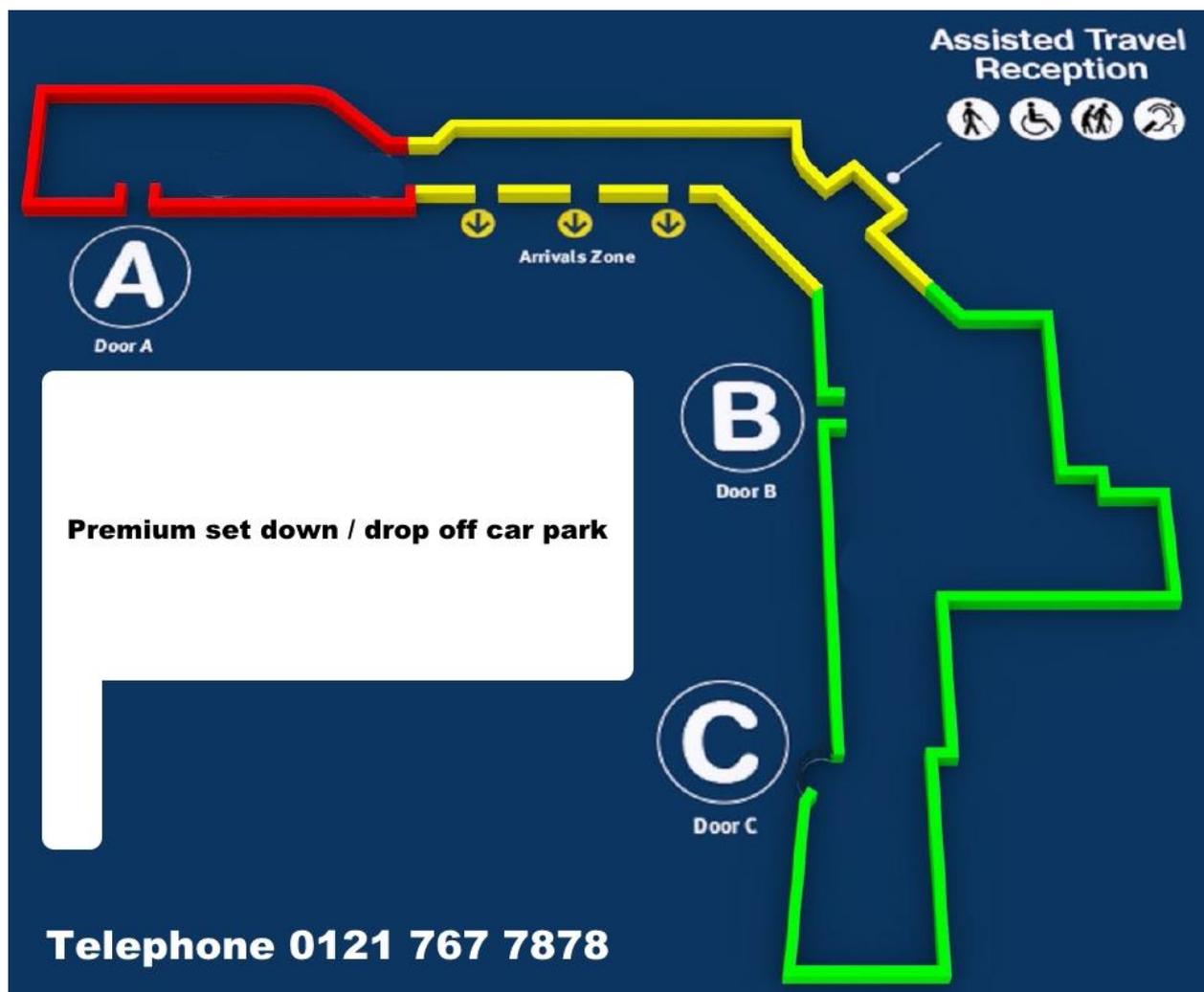
## Feedback Survey

Once you've completed your journey, we'd like to hear about your experience.

[AssistanceSurvey.birminghamairport.co.uk](https://AssistanceSurvey.birminghamairport.co.uk)

## Assisted Travel Reception

The Assisted Travel reception desk is located on the ground floor of the terminal building, opposite the Spar shop.



## Assisted Travel Help Points

When you arrive at the airport, our Assisted Travel team can meet you at your point of arrival. A list of external Help Points and locations are below.

Area	Location
Premium Drop Off / Set Down	Near to disabled parking bays
Free Drop Off / Set Down	Near to entry / exit barriers
Car Park 1	Ground floor - near disabled parking bays
Car Park 2	Ground floor - near disabled parking bays
Car Park 5 - Accessible Bus Shuttle Service	N/A
Outside Terminal	Between Entrance C and Arrivals door
Outside Terminal	Between Entrance B and Entrance C

## Car Parking for Disabled Passengers

Blue Badge holders are entitled to up to 60 minutes free parking within the Premium Set Down car park upon production of their Blue Badge and car parking ticket at the NCP Customer Service Desk which is located in the Premium Set Down Car Park. Normal charges apply if the 60 minutes is exceeded.

Disabled parking is also available in Car Parks 1, 2, 5 and the Free Drop Off / Set Down area. Please note that car parking is charged at the normal rates for these car parks.

## Accessible Entry / Exit Barriers

Car parks 1, 2 and 5 have both manual ticket collection / deposit and Automatic Number Plate Recognition (ANPR) systems. If you have difficulty in collecting or depositing tickets from entry / exit barriers, we recommend that you [pre-book parking here](#) to make use of the full ANPR system. Using the ANPR system will automatically raise entry and exit barriers.

## Off-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.

## Bringing Your Own Mobility Aid

At the time of booking your flight or up to **48 hours** in advance of travelling, please contact your Airline or Tour Operator to pre-book assistance.

You should also tell them if you intend to take your own mobility aid such as a wheelchair (including electric) or electric mobility scooter. If you will be bringing your own electric mobility device, you will be asked by your Airline or Tour Operator to provide the information below.

You can use your own mobility aid to the boarding gate or aircraft door if preferred. For arriving flights, our Assisted Travel team will provide your own mobility device at the arrival gate when made available by the airlines' contracted ground handling agent who are responsible for offloading all cargo from the aircraft holds.

## Eagle Hoist

We now offer an Eagle Hoist Model 4A for an alternative 'full carry' boarding solution. You can see a demonstration of a similar model here: <https://www.youtube.com/watch?v=uTPItEfxSeE>

This model is only compatible with the following aircraft types:

**B737 (all models), A318, A319, A320, A321**

The person requiring use of the Eagle Hoist must be seated in the following seats only:

**D,E,F – to the right side of the aisle when seated in the cabin.**

You can make a request for the Eagle Hoist by e-mailing our Assisted Travel team at [BHX.Feedback@OCS.com](mailto:BHX.Feedback@OCS.com). A minimum of 7 days' notice is required, and OCS will respond by e-mail to confirm if the request can be accepted or not.

### Conditions

1. It is the passenger's responsibility to ensure suitable seats have been allocated / provided by their airline in advance and that the aircraft type is compatible with the Eagle Hoist model.
2. Provision of the Eagle Hoist will be made in order of date requested (first come, first served).
3. Whilst every effort will be made to honour your request, Birmingham Airport and OCS do not guarantee that this specific equipment will be utilised on the date(s) of travel. It may be necessary for a standard boarding / deboarding method to be given, for example a manual lift using a traditional aisle chair.

## Electric Mobility Aids / Devices

Powered electric mobility devices can become a **safety risk to aircraft** if not correctly prepared for travel by ground staff. There are strict regulatory processes that ground staff must follow and you may be asked a series of questions throughout your journey. You may feel that you are repeating the same information, but ground staff all have certain roles and responsibilities in making your device safe for travel, and part of this is to have certain information reconfirmed at multiple stages of your airport journey. We recommend that you carry the following information to make the safety checks as quick as possible:

Information	Reason
Make & Model	The method to make your device safe for travel varies by make and model. This information is used by ground staff to verify the manufacturers safe method.
Weight	Every piece of weight carried in the aircraft cargo hold must be recorded to calculate the aircraft balance.
Dimensions	Different aircraft have different cargo door heights and widths. We use this information to ensure your device will be able to travel.
Battery Type	If the battery has to be removed to make the device safe to travel, the location in the aircraft where it can be stored separately varies by the type. Lithium batteries can only be carried in the cabin if removed, non-spillable batteries in the cargo hold, and wet-cell batteries (very rare) are strictly prohibited unless agreed with the Airline in advance. <b>Whenever a battery is removed, it must be stored in strong, rigid packaging to protect it from damage and short circuiting and you will be required to provide this.</b>
Method To Make The Device Safe (often referred to as 'inhibiting')	Most modern mobility aids now include the correct method to make safe for air travel in the instructions. You are required to provide this information however ground staff will help find this method if needed from online sources. Methods can include removing the key, disconnecting the control panel or removing the battery.



**Travel / portable mobility aids (packed in a case) must be declared to the Assisted Travel team and the airline check-in desk.  
Courtesy Electric Mobility Scooters**

We are pleased to be able to offer passengers the opportunity to use a courtesy electric mobility scooter for departing flights. These are issued from the Assisted Travel reception desk.

Courtesy mobility scooters can't be pre-booked in advance, are limited and are issued on a first-come, first-served basis. Our Assisted Travel team will take you through a quick demonstration and you will be asked to sign a form to say that you have been given this information.

You can use the scooter on your departure journey through the airport right up to the boarding gate.

## Site Distances

Car Parks to Assisted Travel Reception	
Premium Drop and Go	205 metres
Car Park 1	230 Metres
Car Park 2	250 Metres
Car Park 3	250 Metres
Car Park 5	744 Metres
Free Set Down area	650 Metres
Bus Stops to Assisted Travel Reception	
Bus Stop G	92 Metres
Bus Stop H	106 Metres
Bus Stop J	120 Metres
Bus Stop K	133 Metres
Bus Stop L	158 Metres
Taxi Rank to Assisted Travel Reception	
	125 Metres
Hotels to Assisted Travel Reception	
Ibis	290 Metres
Ibis Budget	290 Metres
Novatel	155 Metres
Hilton Garden Inn	320 Metres
Railway Station – via Air Rail Link train	
Birmingham International Interchange (BII)	160 Metres
From Assisted Travel Seating Area in Main Departure Lounge	
Changing Places Toilet	75 Metres

From Assisted Travel Reception to Check-in Desks	
To Check in Desks 1 – 40	82 Metres
To Check in Desks 41 - 50	120 Metres
To Check in Desks 51 - 60	140 Metres
To Check in Desks 61 - 70	160 Metres
To Check in Desks 71 – 80	200 Metres
To Check in Desks 120-130	160 Metres
To Check in Desks 110-120	180 Metres
To Check in Desks 101-110	220 Metres
From Security	
To Assisted Travel Seating Area in Main Departure Lounge	130 Metres
To Gate 16 Assisted Travel Seating Area	300 Metres
From Assisted Travel Seating Area in Main Departure Lounge	
To Gates 1-20	400 Metres
To Gates 49-53	150 Metres
To Gate 56	95 Metres
To Gate 57	100 Metres
To Gate 58	115 Metres
To Gate 59-60	150 Metres
To Gates 62-68	130 Metres
To Gate 54	130 Metres
To Emirates Lounge	130 Metres
To Gates 47/48	175 Metres
To Gate 46	230 Metres
To Gates 45/43	250 Metres
To Gate 42	300 Metres
To Gates 41/40	340 Metres

## Hidden Disabilities

Birmingham Airport offers passengers with hidden disabilities a complimentary lanyard or pin badge to enhance their journey whilst still travelling independently. The term 'hidden disabilities' covers a broad range of disabilities, conditions or diseases that may appear 'invisible' but the person may require extra support or be highly sensitive to the unusual airport environment. This scheme is regularly used by people with dementia, autism, ADHD, stomas and diabetes.



If using a sunflower lanyard or pin badge, **you will not receive any further assistance from our Assisted Travel team unless specifically requested.** As you journey through the airport, airport staff may invite you to use express lanes (at security or immigration when you arrive inbound), use enhanced training to make the security experience more comfortable or simply ask if there's anything they can help you with.

You may also see the sunflower symbol on signage, indicating the quickest routes through certain points: 

At the boarding gate, airlines may invite you to board the aircraft first, however this decision is down to the airline and their ground handling agent.

We recommend that you advise your Airline or Tour Operator at least 48 hours in advance of your departure/arrival if you require a lanyard / pin badge or any assistance. You can collect a lanyard and / or pin badge from our Assisted Travel reception desk on the day of travel. Alternatively, you can request these to be sent via post by contacting [Birmingham Airport directly here](#).



**We ask that only the person with the hidden disability wears the lanyard or pin badge so that our staff know exactly who requires additional support.**

## Hidden Disability Feedback Survey

We'd love to hear about your experience travelling through the airport, even if you didn't use a Sunflower Lanyard or Pin Badge. This will help us carry on improving our facilities and service to customers.

[SunflowerSurvey.birminghamairport.co.uk](https://SunflowerSurvey.birminghamairport.co.uk)

## Autism Assistance

We understand that an airport can be a very stressful environment with crowded areas, bright lighting, loud noises and strong smells. In addition to the hidden disabilities scheme above, we do offer a World Duty Free bypass route just before the entrance to World Duty Free from the security area. You will need a member of staff to access this route. Please contact a nearby security agent who will escort you through this route.



We have worked closely with Autism West Midlands and OCS Ltd to produce a video which details each step of the airport journey to enable people to experience the sights and sounds of the Airport before they travel. The video can be seen by following the link below:

<https://youtu.be/hmYMRNsUFZA>

This video is broken down into separate sections below

[Introduction](#)

[Departures](#)

[Checking In](#)

[Security](#)

[World Duty Free](#)

[Departure Lounges](#)

[Boarding and Taking Off](#)

[Arriving into Birmingham Airport](#)

Two booklets have been produced that can be downloaded from our website - the first booklet is for children with Autism and shows the journey through the Airport in pictures and words, there are boxes to tick throughout the journey and a few fun facts along the way! The second booklet contains top tips for adults with Autism and also for parents and carers.

[https://www.birminghamairport.co.uk/media/3755/booklet\\_parent\\_carers-final.pdf](https://www.birminghamairport.co.uk/media/3755/booklet_parent_carers-final.pdf)

[https://www.birminghamairport.co.uk/media/3754/booklet\\_childrens-final.pdf](https://www.birminghamairport.co.uk/media/3754/booklet_childrens-final.pdf)

Autism West Midlands also offer a guide on their website called 'A guide to travelling by plane' which you may find helpful if you are an adult with Autism looking for advice and guidance on travelling through the airport.

<http://www.autismwestmidlands.org.uk/helpadvice/downloads>

## **Sky Zone – Interactive Play Area**

The Sky Zone is a free interactive play area that will help keep children and young adults entertained before you fly. Open at all times and aimed at all ages, there are games for the youngest of our passengers through to ages 13 and upwards. The Sky Zone area is located by Gate 55, a very short walk from the main departures lounge. There are also great views of the airfield from this area!

Please ensure that any young or vulnerable person is always supervised.

[Skyzoneonline.co.uk](http://skyzoneonline.co.uk)

We've also launched skyzoneonline.co.uk, our digital platform full of interesting and exciting content waiting to be unlocked. It allows you to explore our airport, featuring animated videos and audio files explaining the inner workings of Birmingham Airport. People can watch and listen before they arrive at the airport, or whilst they're waiting for their flight in the departure lounge.

## **Hearing Impairments**

Induction loops are fitted to Help Points and at the Assisted Travel reception desk.

At Help Points, a SMS / Whatsapp number is displayed and can be used to contact the Assisted Travel team instead of the audio help point. This number is available 24 hours a day.

## **Fire Safety**

In the event of a full building evacuation, an audible alarm will sound. There will also be red flashing lights illuminated around the building which are active during an evacuation. If the red lights are illuminated, please make your way to the nearest signed fire exit or contact the nearest fire marshall / staff member who will be assisting with the evacuation.

## Visual Impairments

Our Assisted Travel team all receive training in assisting people with visual impairments. If required, we offer 1-2-1 assistance from the very beginning to the end of your journey.

You can contact the OCS Customer Service Manager by Whatsapp or SMS Text Message on 07747 100 590.

In 2018, we became the first UK mainland airport to install an ADi Access Roommate device – an automated audio description of disabled toilet facilities giving people greater independence. We now have 3 devices installed in the locations below:

- Before security, ground floor, near to the Assisted Travel reception area and check-in desk 1A
- After security, close to the main departures area adjacent to the Changing Places facility
- In international baggage reclaim, next to the Arvin Baggage Services desk

This logo is fitted to the outside of toilets with an ADi Access Roommate device:



## Fire Safety

In the event of a full building evacuation, a continuous audible alarm will sound. Please remain where you are, a fire marshal will come to escort you safely from the building.

## Assistance Dogs

Birmingham Airport is authorised to handle registered assistance dogs if travelling on approved airlines and routes. You must advise your Airline or Tour Operator in advance.

For further information, please follow the links below:

[https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/319053/pets-air-routes.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/319053/pets-air-routes.pdf)

<https://www.gov.uk/take-pet-abroad/guide-dogs>

Please note, only recognised assistance dogs are allowed in the terminal building.

## Security

There are strict regulatory procedures in place that our security team must adhere to for every passenger. Our security team all receive enhanced training to support passengers with disabilities which are designed to make the process as comfortable as possible, but all security checks must still be completed.

Here are some tips to help you prepare in advance:

- Any liquids, creams or gels must be placed into a compliant clear bag (these are available free of charge at the entrance to the security area). Any one container must not exceed 100ml and all must fit into **one clear bag per person**, and the bag must be sealed. Items to be placed in the clear bag include lipstick, mascara, liquid medication, hand gels, perfume / aftershave, deodorant (including 'stick' deodorants), toothpaste and hair gel.
- Electronic items need to be removed from your main bag and placed in a screening tray separately. This can include e-readers, large 'phablet' mobile phones, tablets and laptops
- You will need to remove your coat or jacket and place this in a screening tray
- If being screened through the metal detector archway, you will need to place metal objects in the screening tray

An additional clear bag is permitted for prescribed medications if required.

Wheelchair users can remain in their wheelchair and may receive a manual body 'pat down' (search). The security agent may also 'swab' your hands and shoes with a dry piece of cloth that is then placed in a machine to detect any prohibited substances.

A private search area is available on request, please ask the security agent if you'd prefer to use this facility.

If you have any sore / sensitive areas on your body or fitted medical devices / equipment (for example an insulin pump or ostomy bag), please inform the security agent if a manual search is required.

**Diabetes: Please note, some diabetes medical equipment must not be placed in the x-ray machine.**



**Any person selected for an enhanced security check must have the check completed. You may not be permitted to travel if you do not complete mandatory security checks as guided by the security team.**

## Toilet Facilities

Disabled access toilets are available throughout the terminal building, offering both right-hand and left-hand transfers.

Emergency cords are fitted to every disabled toilet.

Sharps / needle deposit bins are available in most disabled toilets.

## Changing Places Facility

We have a dedicated Changing Places toilet which is located within the Departure Lounge (behind the WH Smith Bookshop, to the right as you exit the World Duty Free area).

The Changing Places facility provides a safe, clean space for adult / child changing. It includes a powered hoist, adult bench and body washing facility as well as an accessible toilet. Slings are not currently provided.

This facility is secured by a key code lock to prevent malicious damage. The code to access this facility is '2345'.

**Please note, this facility can't be accessed with a RADAR key.**



## Frequently Asked Questions

### What assistance is available to and from the railway station?

We have partnered with Virgin Rail to offer seamless assistance between the airport and the railway station. If arriving by rail, Virgin Rail will assist you to the Air-Rail link Help Point and contact our Assisted Travel team. One of our team will come and meet you at this point. If travelling home by rail, our Assisted Travel team will assist you from the terminal to the railway station via the Air-Rail link.

### What time should I arrive at the airport for a departing flight?

We recommend that you arrive no later than 3 hours before your flights' scheduled time of departure. If requiring full assistance from the Assisted Travel reception desk to your flight, you should register with us **no later than 2 hours before your flight** departure time.

### Do all boarding gates have a lift or ramp to the aircraft?

No, if you have difficulty ascending or descending stairs, please register for assistance at our Assisted Travel reception desk. Whilst most of our gates have lifts or ramps to the aircraft level, some do not, particularly for Ryanair and Flybe flights. One of our Assisted Travel team will be available to escort you to the aircraft via a nearby lift if this is the case.

Some aircraft depart from 'remote' stands or may not be served by a jet-bridge (sometimes called an 'airbridge'). Our Assisted Travel team will be able to confirm what access is available for your flight on the day of travel and provide further support as required.

### Is there limited space in the ambulift vehicles?

Yes, and on busy flights our team may ask that **only one other person accompanies you** in the vehicle. Wherever possible, we will try to keep your entire group together.

### What mobility equipment is available for me to use?

Manual wheelchairs (including Bariatric models)  
Self-propelled wheelchairs  
Electric Mobility Scooters

In line with regulation EC 1107/2006, Birmingham Airport will loan mobility equipment to customers whose own mobility aid has been lost or damaged when travelling by air. Where possible, this will be on a like-for-like basis.