

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.

Contents:

Page 2	Contact Information	Page 11	Stomas
	Requesting Assistance		Page 12
	Your Feedback	Hearing Impairment	
	Assisted Travel Reception Location	Page 13	Visual Impairment
Page 3	Help Points		Assistance Dogs
	Car Parks	Page 14	Security
Page 4	Bringing a Personal Mobility Aid		Page 15
	Eagle Hoist / Lifter	Changing Places Facility	
Page 5	Electric Mobility Aids	Page 16	FAQs
	Courtesy Electric Mobility Scooters		
Page 6	Site Distances		
Page 7	Site Distances Continued		
Page 8	Hidden Disabilities		
Page 9	Autism Support		
Page 10	Sunflower Room - Calm Space		

Assisted Travel Team Contact Information

Telephone: 0121 767 7878
E-Mail: 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.

Your Feedback

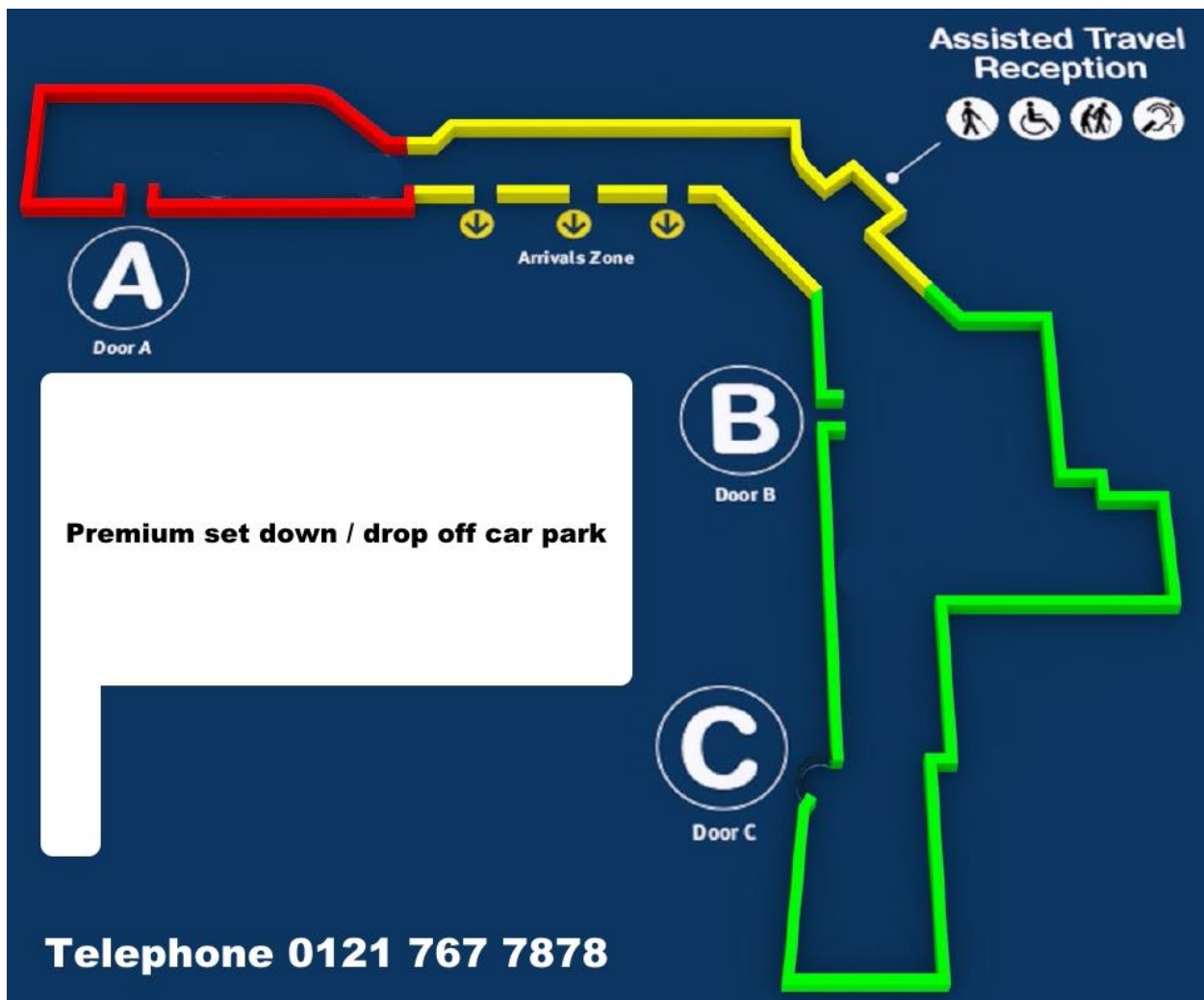
Once you've completed your journey, we'd like to hear about your experience through a short survey.

AssistanceSurvey.birminghamairport.co.uk

Alternatively, you can [contact us directly to share your feedback in more detail](#).

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
Birmingham International Railway Station	First floor, next to Air-Rail link entrance

Car Parking for Disabled Passengers

Blue Badge holders are entitled to up to **30 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 30 minutes is exceeded. **Please note, this car park can be used to pick up disabled passengers.**

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=uTPltEfxSeE>

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 or E – 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. 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. 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.
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

Arriving At The Airport

From	To	Distance	Time
Premium Drop & Go 30 mins free parking for Blue Badge holders. Can be used for disabled person pick up.	Assisted Travel Reception	140m	3 min
Car Park 1		280m	6 min
Car Park 2		220m	5 min
Car Park 3		235m	5 min
Car Park 5 (Accessible Bus Shuttle Available)		750m	15 min
Free Set Down Area		610m	13 min
Car Hire Village		535m	11 min
Bus Stop A		175m	4 min
Bus Stop B		150m	3 min
Bus Stop C		135m	3 min
Bus Stop D		110m	3 min
Bus Stop G		100m	2 min
Bus Stop H		100m	2 min
Bus Stop J		115m	3 min
Bus Stop K		135m	3 min
Bus Stop L		160m	4 min
Railway Station (Birmingham International via Air Rail)	160m	4 min	

Airport Hotels

From	To	Distance	Time
Ibis & Ibis Budget	Assisted Travel Reception	275m	6 min
Novotel		140m	3 min
Hilton Garden Inn		340m	7 min

Checking In

From	To	Distance	Time
Assisted Travel Reception	Check-in Desks 1 - 40	75m	2 min
	Check-in Desks 41 - 50	85m	2 min
	Check-in Desks 51 - 60	120m	3 min
	Check-in Desks 61 - 70	140m	3 min
	Check-in Desks 71 - 80	170m	4 min
	Check-in Desks 101 - 110	195m	4 min
	Check-in Desks 111 - 120	180m	4 min
	Check-in Desks 121 - 130	160m	4 min

Site Distances Continued

After Security

From	To	Distance	Time
Passenger Security Area	Assisted Travel Seating Area - Main Departure Lounge	160m	4 min
	Assisted Travel Seating Area - Gate 16 (for gates 1 - 20)	330m	7 min

Departures Lounge

From	To	Distance	Time
Assisted Travel Seating Area - Main Departure Lounge	Changing Places Toilet	60m	2 min
	Nearest Accessible Toilet	50m	1 min
	SkyZone Play Area & Multi-Sensory Pod	80m	2 min
	Sunflower Room (Quiet Space)	175m	4 min
Assisted Travel Seating Area - Gate 16 (for gates 1 - 20)	Nearest Accessible Toilet	50m	1 min
	SkyZone Play Area - Gates 1 - 20	60m	2 min

Boarding Gates


From	To	Distance	Time
Assisted Travel Seating Area - Main Departure Lounge	Boarding Gates 1 - 20	245m	5 min
	Boarding Gates 40 - 41	345m	7 min
	Boarding Gate 42	315m	7 min
	Boarding Gate 43	280m	6 min
	Boarding Gate 44	250m	5 min
	Boarding Gate 45	220m	5 min
	Boarding Gate 46	230m	5 min
	Boarding Gates 47 - 48	175m	4 min
	Boarding Gates 49 - 53	150m	3 min
	Boarding Gates 54 - 55	130m	3 min
	Boarding Gates 56 - 57	95m	2 min
	Boarding Gate 58	110m	3 min
Boarding Gate 59	150m	3 min	
Assisted Travel Seating Area - Gate 16 (for gates 1 - 20)	Boarding Gates 1 - 3	60m	2 min
	Boarding Gates 7 - 14	60m	2 min
	Boarding Gate 15	40m	1 min
	Boarding Gate 16	5m	0 min

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. Unfortunately, due to high demand we can no longer post Hidden Disability Sunflower Lanyards out to customers.



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

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/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>

Sunflower Room

We're now able to offer a calmer area which we've named the 'Sunflower Room'. This is an open-access space for passengers to use if the airport environment has become overwhelming.



The room contains two 3-seater sofas, a bean bag and a small selection of books to use whilst in the room.

You can find this room next to **Gate 47**, a short distance from the main departure lounge and the Sky Zone play area.

The room is also opposite a Costa store, WHSmith store and passenger toilets. A Flight Information Screen is located within a few metres of the room.

We kindly ask that passengers using this room respect the following conditions of use:

Share this space with other passengers who want to use it. Remember, not every disability is visible.

Leave the room as you'd wish to find it. If anything is spilt or the room needs cleaning, please inform a nearby member of staff.

Please leave the books in this room for other passengers to enjoy.



For safety and convenience, public announcements will sound in this room.

Stomas

If you have a stoma, the prospect of completing security checks may seem daunting. All of our security officers receive stoma awareness training and you should be confident that you will be guided through the security process with dignity and care.

You may want to consider using a sunflower lanyard or pin badge to subtly indicate to our staff that you have a hidden disability. More information is available on Page 7.

10 Top Tips

1. Plan and prepare in advance of your trip
2. Wrap clingfilm around liquid medication to prevent it leaking into other belongings
3. Pack enough stoma bags – better to have too many than not enough, and have extra in hand luggage in case your hold bag does not arrive at your destination
4. Liquid stoma glue will fit in a clear liquid bag and you should always remove it from your hand luggage
5. You can carry scissors in your hand luggage with a blade length less than 6cm and with rounded ends
6. At security, a private screening room is available – you can request this if selected for a manual body search
7. Wear loose clothing, remove belts and place these in the screening trays
8. Carry medication delivery notes on your person as this details what the medication is
9. There can be queues at security – always be comfortable before entering the security area
10. Pack spare clothes in your hand luggage

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. There are two Sky Zone areas - one is located by Gate 55, a very short walk from the main departures lounge (great views of the airfield from this location too!). The other is located next to Gate 3.

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/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 you 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

Accessible toilets are available throughout the terminal building, offering a choice of 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 WH Smith Bookshop). This facility includes;

- Pressalit Nursing Bench 3000 Height adjustable changing bench
- Voyager Duo Hoist system to lift the person between wheelchair, toilet and bench
- Space for the bench and toilet to be approached from either side



Pressalit Changing Bench Manual:

<https://media.pressalit.com/file.aspx?id=f3e5db34-7d5c-4f0d-a716-82df25c7044f>

Voyager Duo Hoist Manual:

<https://www.manualslib.com/manual/1203075/Bhm-Medical-Voyager-V5-Duo.html>

No slings are provided (for health & safety reasons). Customers should bring their own and these must be compatible with the loop system.

The protective paper sheet provided must be used on the changing bench. Soiled and disposable materials must be placed in the sanitary bin. It is the carer's responsibility for the safety of the user at all times, including the use of the hoist. The weight limit must not exceed 30 stone (200kg).

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.