

Aberdeen International Airport

IN PARTNERSHIP WITH



Information for patients from Orkney and Shetland travelling to and from NHS Grampian Hospitals and Aberdeen International Airport.

This leaflet is designed to provide information for patients and their escorts about the journey and if the planned flight returning to your home is delayed or cancelled by the airline for any reason.

It does not apply if the patient and escort miss the flight for any other reason.

SPECIAL ASSISTANCE

Special Assistance at Aberdeen International Airport is provided by G4S.

The assistance provided will meet your needs, as pre-advised through your airline, tour operator or travel agent. The main categories of assistance provided by G4S are as follows:

Wheelchair assistance:

Wheelchair assistance from agreed point (this may be arrival means of transport or at check-in for example) to the aircraft steps, where you are able to use the steps to the aircraft cabin. The number and incline of the steps varies depending on the size of aircraft. We are happy to provide further advice or information to allow you to make an informed decision as to the assistance you may require.

Wheelchair assistance to the aircraft cabin from agreed point: Wheelchair assistance will be provided to the aircraft door. G4S will use the Ambulift vehicle to transfer you from ground level to the aircraft cabin, from where you can walk to your seat. Alternatively an Aviramp may be used by the handling agent which will provide access to the aircraft (please see page 6).

Wheelchair assistance to the aircraft seat from agreed point: G4S will provide wheelchair transport to the aircraft and then use the Ambulift to reach the cabin. Finally an aisle chair will be used to transport you to your seat on board the aircraft before assisting you into your seat.

(It is likely that you can remain in your own wheelchair until you reach the aircraft or as described above).

Mobility assistance:

Electric mobility aids: Depending on the level of assistance required (as per above), G4S will agree with you as to when you will transfer from your mobility aid to a wheelchair or aisle chair so that your mobility aid can be loaded into the aircraft hold. G4S may ask you some questions about your mobility aid so that it is safely and securely loaded on to the aircraft by the airline.

Other assistance types:

Deaf/blind (or combination): G4S will agree with you the appropriate level of assistance you require to reach your seat on-board the aircraft.

Intellectual or developmental disability: Assistance should be pre-booked with the airline or tour operator. On meeting you at the airport, G4S will confirm the level of assistance you require to reach your flight*.

Assistance dogs: It is important that you pre-book this with your airline, to ensure that both the airline and destination airport are approved to carry assistance dogs.

*In some circumstances (intellectual or developmental disability for example), it may be beneficial to undertake a familiarisation visit to the airport in advance of the actual flight date. Please contact abzadm@aiairport.com to discuss and/or book a familiarisation visit. To receive assistance you must arrive at a designated point no later than two hours before the published flight departure time, or you must present yourself for check-in no later than one hour before the published departure time, unless otherwise advised by your airline, tour operator or travel agent.

FALCON COACHES MINIBUS IN DESIGNATED AREA IN SHORT STAY CAR PARK FORECOURT

- On weekdays transport to the airport from hospital will be provided for you. At present the service is contracted to Falcon Coach Hire. Ward staff will book this for you and let you know the pick-up time. At weekends you will be expected to pay for transport to the airport and seek reimbursement via your own Health Board. You should ensure that your Claims Form has been signed by hospital staff to confirm your attendance. Remember to keep your receipt.



Falcon Coach Hire pick up/drop off area, short stay car park in front of Terminal building.

DESIGNATED HELP POINTS

The designated help points at Aberdeen International Airport are located in the short stay car park and in the drop off forecourt area. Reserved yellow coloured seating is provided beside the forecourt telephones while you wait for assistance from G4S. All help points are clearly signposted.



Assistance Point in multi storey car park



Assistance Point Terminal Forecourt South



Assistance Point Terminal Forecourt North

SPECIAL ASSISTANCE DESK BEFORE SECURITY



Our special assistance desk is located inside the main terminal building immediately in front of the front door as you enter. It is manned by a member of our assistance team, G4S, when they are available. If the desk is not manned please use the phone to request assistance. The desk is clearly signposted. The special assistance area provides the following additional features:

- Reserved seating
- Space for wheelchair users
- Flight information screen

It will provide users and their companions with a central meeting point to co-ordinate the movement of those being assisted through the Terminal.



Eastern Airways Lounge – designated “quiet area”

There is a designated lounge area for NHS patients situated between gates 10 and 11 which allows for some privacy and quiet for any Orkney and Shetland hospital patient passengers who may wish to use this service. Access is permitted for patient and either their escort and/or carer.

Ambulift

Accessibility to and from the aircraft for passengers with impaired mobility is normally by a covered ambulift vehicle (our new ambulift is pictured above). In exceptional circumstances it may be necessary to use a stair-climbing chair. Contact your airline and G4S if you require the use of an ambulift for access to/from the aircraft.

Aviramp

The handling agent for Loganair at Aberdeen also provide an aviramp (pictured above) which helps to provide access to and from their aircraft.

Wheelchairs

Wheelchairs are provided free of charge for use throughout the terminal and can be found beside the special assistance area, landside before Security.

Toilets

There are unisex wheelchair-accessible toilets before and after security. Parents travelling with children are welcome to use the unisex toilets.

We also have a Changing Places facility airside at the Airport which aims to aid passengers with a wide range of physical disabilities such as spinal injuries, muscular dystrophy and multiple sclerosis, who often need specialist equipment and more space in order for them to use toilet facilities safely and comfortably.

Included within the Changing Places facility is a height adjustable bench, electronic hoist, non-slip floor and privacy screens. The facility can be accessed without the need for a key, and is alarmed should any passengers require assistance.

For further enquiries about special needs assistance at Aberdeen Airport please call **0344 481 6666**

MAP OF ABERDEEN INTERNATIONAL AIRPORT, MAIN TERMINAL BUILDING



SECURITY CHECKS

The safety and security of our passengers is our number one priority. All passengers must pass through security control before they enter the departure lounge.

Passengers using the special assistance service are allowed to use the Priority Security lane and G4S will facilitate this process.

Upon purchasing your ticket, simply present it to our helpful staff stationed on the Priority Security lane, and then proceed through security with the greatest of ease.

Before the x ray loading point you will need to remove all outer jackets and belts. Items such as mobile phones/cameras or other electrical devices along with metallic items (keys/purse) must be removed from trouser/shirt pockets for x-ray screening. If your shoes contain metal please remove them for screening but also note that a random element of passengers will also be requested by Security staff to remove footwear for x-ray screening.

Wheelchair users will inevitably activate the archway metal detector and our security staff are obliged to hand search passengers who activate the alarm. Therefore, passenger and chair will be searched. However, you can ask to be searched in private, away from the main security control area, if you prefer.

The requirement for physical body search will be reduced for those passengers who can walk through the Security archway (a distance of approximately five metres – a walking stick can be provided).

LIQUIDS – 100ML RULE

Only limited quantities of liquids may be carried through airport security into the departure lounge. This includes bottled drinks, suntan lotion, fragrances, cosmetics and toiletries.

The following restrictions apply to all liquids, creams, gels, pastes and aerosols taken through security control:

- Liquids may only be carried in containers holding 100ml or less
- Liquids carried in containers capable of holding more than 100ml will not be permitted through security - please pack them in your hold baggage
- Liquids bags must have a capacity no larger than 1 Litre and 20cm x 20cm (8in x 8in) in size
- The transparent, plastic bag must be sealed and presented separately to the security loading officer – unsealed bags containing excess amounts of liquids will not be permitted through security. Zip fastening bags are unacceptable to use for carrying liquids. Liquids must be placed in a bag with an air tight seal
- Only one liquid bag per person is permitted

Liquid medicines: Please provide evidence for the requirement of medication for your flight. This can be provided through GP letter, repeat prescription/prescription labels. Liquid medication may also be selected for security testing

MEDICINES

What quantities of liquid medication can I take with me?

Passengers are allowed to take essential medicines sufficient for the trip. Amounts under 100ml should be placed in a transparent, plastic bag with other liquids.

For amounts over 100ml, prior approval from the airline and departure airport, and supporting documentation from a relevant qualified medical professional (egg a letter from your doctor or prescription), are required.

All liquids should be presented at security for X-ray inspection. You may be asked to verify the liquid by tasting.

I carry insulin and hypodermic needles. Is this allowed?

Yes, you are allowed to carry both the insulin and needles.

I am concerned about the temperature of my medicine in the hold.

The hold areas of an aircraft have different temperatures and customers should speak to their airline to ensure the medication can be stored correctly. The airline may wish to have medicines verified by an airport pharmacist.

I would like to carry some non-prescribed medicine in tablet form, such as paracetamol. May I do that?

Yes, you can. There is no limit to what you carry in tablet or pill form, whether it is prescribed medication or not.

Can I carry an EpiPen in my hand luggage?

Yes.

I am asthmatic, can I carry an inhaler?

Yes you can, but any spare canisters must be in your hold luggage. You may be asked to verify the item.

I also have a spray, but for angina. Is this allowed?

Yes, you may carry essential medicines for the trip. You may be asked to verify the item.

May I carry a blood pressure monitor in my hand luggage?

Yes, provided it complies with your airline's hand luggage rules. Please contact your airline if in doubt.

Can I carry my homeopathic medication, which is in liquid form, in my hand luggage?

The rules for homeopathic medicines are the same as for other liquid medicines.

I need to carry a liquid wig spray. Can I have this in my hand luggage?

Yes, up to 100ml, and it has to be presented in the transparent plastic bag.

FAMILIES AND BABIES

Am I allowed to take a baby-bag as well as my own cabin bag, if my child is sitting on my lap?

Please confirm the arrangements with your airline, as different operators have different rules on hand baggage.

Am I allowed to take my child's pushchair to the gate?

Yes, you are allowed to take pushchairs, prams and buggies to the gate. These items will need to be X-rayed, though, and so your child/children will have to be lifted out at security. The security officers may make further checks of the pushchair.

Am I allowed to take children's puzzle books, games and stickers on board?

Yes, you are allowed to carry these in your hand luggage through security and you can also buy them in the departure lounge.

Can I take wet wipes on the plane?

Yes, you can carry wet wipes.

Can I take milk powder with me to make up a bottle of milk on the plane?

Yes, you can carry milk powder.

What about a bottle or carton of prepared milk or sterilized water, do they need to be a maximum of 100ml?

If you are travelling with an infant, these items can exceed 100ml and do not have to fit into the resealable bag. However, the amount must be sufficient for your trip only and you may be asked to open the containers and taste the contents. There are no limits for powder formula; bottled water is available in shops after security. Your airline can provide water during the flight.

Can you buy cartons of formula milk from the shops after security?

Yes, this is available from Boots which is airside after you pass through Security.

What happens if the baby can only tolerate non-dairy and needs soya milk or rice milk?

You may be asked to open the containers and taste the contents. The milk should be in bottles.

What about jars of baby food?

If you are travelling with an infant, you may be asked to open the containers and taste the contents of infant or baby food that you bring with you. Try to only carry what you need for the journey. The jars do not need to go into the resealable bag.

What about pureed food in plastic pots or containers?

For an adult, puréed food is treated as a liquid.

Can we take baby car seats (for use on the plane) through security?

Yes these may be carried through security and you should check with your airline when you check in for your flight.

Can we carry sandwiches and crisps for the children?

Yes, crisps are fine and sandwiches with any type of filling are also permitted.

Can we carry children's liquid ibuprofen and paracetamol in our hand luggage?

Yes, carry sufficient for the trip and less than 100ml. You may need to test the liquid medicine by tasting it.

CONTACT LENSES

I wear disposable contact lenses. Can I carry spare sets in my hand baggage?

You may carry a couple of spare pairs in your hand baggage. The packages need to be sealed. Beyond that, you should pack in your hold luggage.

Can I take contact lens solution?

Yes. Contact lens solution must be in a container 100ml or less inside a transparent, resealable plastic bag.

TOILETRIES

Can I take my lipstick and deodorants on board?

Yes, you can take on board all solid cosmetics and so a standard lipstick would be acceptable as would solid deodorants. You can also take atomiser/cream/roll-on deodorants in containers up to 100ml. These will need to go in a transparent resealable bag.

Can I buy cosmetics, toiletries and drinks after security?

Yes. If you are on a direct flight to your destination, you can “fly with everything you buy” after security. The exception is Australia where you cannot buy any liquids over 100ml. If in doubt, please ask a member of store staff.

DISRUPTED FLIGHTS

If you are travelling home following an in-patient stay or outpatient appointment and you know your flight has been cancelled:

- You should still go to the airport so that alternative travel arrangements can be made. It is important that you check-in at the appropriate time
- If you are en route to Balfour or Gilbert Bain Hospital or to a Care Home or if you have identified clinical or care needs and you require ongoing medical support you should inform the airline staff. They will contact the appropriate person within NHS Grampian on your behalf.

CANCELLED FLIGHTS

Under European Union law, Regulation 261/2004/EC, airline passengers have the following rights:

1. The following information applies if you get to the airport and discover your flight has been cancelled

You are also entitled to identical compensation to that offered when you are denied boarding, unless you were informed of the cancellation at least 14 days before the flight, or you were rerouted close to your original times, or if the airline can prove that the cancellation was caused by extraordinary circumstances.

In addition the airline must offer you the choice between:

- Reimbursement of your ticket within seven days
- Re-routing to your final destination under similar conditions
- And if necessary, care (phone call, refreshments, food, accommodation, transportation to the accommodation).

2. The following information applies if you get to the airport and discover your flight has been delayed:

You are entitled to care by the airline (phone call, refreshments, meal, accommodation, transportation to the place of accommodation) if the delay is:

- two hours or more for flights of 1,500 km or less;
 - three hours or more for longer flights within the European Union or for other flights of between 1,500 and 3,500 km;
 - four hours or more for flights of over 3,500 km outside the European Union.
- If the delay is more than five hours, and you decide not to continue your journey, you are also entitled to have your ticket reimbursed and be flown back to where you originally started your journey.

If you get to your final destination with a delay of three hours or more, you may be entitled to identical compensation to that offered when your flight gets cancelled, unless the airline can prove that the delay was caused by extraordinary circumstances.

Additionally, airlines can be held liable for damages resulting from delays.

3. The following information applies if you discover that your baggage has been lost or damaged:

If your baggage is lost, damaged or delayed, you may be entitled to compensation limited to about €1,220. However, airlines shall not be liable if they have taken all reasonable measures to avoid the damages or it was impossible to take such measures.

For damaged baggage, you must lodge a claim to the airline within seven days of receiving your baggage.

For delayed receipt of baggage, this period is a maximum of 21 days.

4. **If your flight has been cancelled and the airline suggests travelling by ferry:**

The airline will contact the ferry operator for you and book your passage and also provide transport to the ferry terminal. The airline will cover the cost as your flight ticket will be cancelled. They will provide a meal voucher and a cabin for you if one is available.

If you feel unable to travel by ferry due to your medical condition you should inform the airline staff who will contact NHS Grampian on your behalf.

If you have been discharged from hospital and you feel unwell or need medical advice you should inform the airline staff who will contact NHS Grampian on your behalf. Airport terminal staff and airline staff will assist you as much as they can but staff availability may be limited, particularly during peak times and bad weather.

If you are going to run out of your usual medication you should contact **NHS 24 on 111**. You will be asked to attend a designated Health Centre.

If you feel that the airline is not giving you the care and assistance you are entitled to politely remind the airline staff that you are a hospital patient and in need of particular care and consideration.

If the airline still fails to give you the care and assistance you need and are entitled to, keep the receipt for your overnight accommodation, transport to and from this accommodation and dinner to the value of £15. Write a letter to the airline asking for a full refund of these expenses (see "Useful Contacts" section at end of brochure).

For further enquiries about special needs assistance at Aberdeen Airport please call **0344 481 6666 (option 4)**.

SHOPPING ASSISTANCE

Passengers with reduced mobility who require assistance with shopping should contact the special assistance desk on arrival at the terminal building.

Aberdeen International Airport offers passengers travelling within the European Union a shopping collection service. This allows you to buy before you fly and collect on your return, saving you the trouble of carrying heavy or fragile goods to your destination and back.

USEFUL CONTACTS

Flight Information

Telephone 0344 481 6666 (option 1) or visit Aberdeen International Airport website www.aberdeenairport.com

AIAL Consultative Committee

If you have a complaint, or wish to provide feedback, about service received at Aberdeen International Airport, or from one of the operators there, you should first make direct contact with the Airport – either through sending a text to **80800** preceding your message with the word Airport (free service) or via **www.aberdeenairport.com** and click on Feedback.

If you feel that you have not had a satisfactory reply from them the Airport, you may raise the matter as a final stage with the Airport Consultative Committee by writing to the Secretary, email address above.

Contact details for Aberdeen International Airport Consultative Committee members are:

chairman@abzacc.org.uk

If your complaint is against an airline, the Consultative Committee is unable to intervene on your behalf, but you can raise the issue with the Civil Aviation Authority (CAA), telephone **020 7453 6888** or email **passengercomplaints@caa.co.uk**.

Expotel Travel Agent

0844 793 7453 (24hrs) – this is the travel agency used by NHS Scotland

G4S

01224 725767 – Aberdeen International Airport Special Assistance provider

Loganair

Caroline Tunney,

General Manager

Loganair Customer Services

Cirrus Building

9 Marchburn Drive

Paisley

NHS Grampian Hospitals - 0845 456 6000

CLAN Cancer Support

01224 647000 – to find your nearest centre

01224 651030 – CLAN housekeeper 9outwith office hours)

NHS Shetland Patient Travel Office - 01595 743305

NHS Orkney Travel Administration Team - 01856 888045

Gilbert Bain Hospital, Reception Desk - 01595 743000