



Access

A guide for passengers with a disability

Humberside Airport has a reputation for being a friendly, easy to use airport. We hope the following information will help you to plan your trip and provide a stress free start to your journey.

Facilities at Humberside Airport

Airport information

Main Switchboard: 01652 688456
Dedicated PRM Line: 01652 682080

We have a website full of handy tips and information located at www.humbersideairport.com.

Our information desk is staffed from 0500hrs to airport close, they will be happy to help you with any enquiries.

Booking your flight: we recommend that you discuss any special requirements you may have when you make your reservation. Customers using an internet booking service will find a relevant telephone number on their web pages.

Wheelchairs: are provided free of charge in the main terminal building.

Toilet facilities: there are fully equipped toilets in all areas of the terminal building.

Parking: disabled parking spaces are located in the short stay car park. There are help points located in this area, which are connected to our customer services staff - please call them if you need either a wheelchair or help with your luggage.

Passenger assistance lounges: located near departure Gate 3, this has been equipped to make your time here easier.

First aid room: is available for use, this may be used by customers for any procedure which requires privacy. Requests to use this room should be made, before security at the Information Desk, and after security via the telephone help points located in the Passenger Assistance Lounge.

Hearing loops: are located in the Passenger Assistance Lounge, at Check-in and the Information Desk.

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Telephones: a payphone is available in the terminal. A lowered unit may be found at the Information Desk and in the Passenger Assistance Lounge.

Assistance Dogs: are allowed into the terminal building, and may travel with airlines providing they comply with the Pets Travel scheme (PETS). For advice on flying with your assistance dog contact www.guidedogs.org.uk or www.hearing-dogs.org.uk.

The return journey: due to increased security measures vehicles are no longer allowed to park on the terminal front. However, there is a 'pick up' area located in the short stay car park, approximately 35 metres from the Arrivals area and all on one level.

Transport links: the nearest train station is Barnetby. Contact 08457 48 49 50 or www.nationalrail.co.uk.

Taxis: our on site taxi firm are able to provide services to passengers. We recommend you call the in advance on 01652 688132.

Buses: a complete guide to our bus services can be downloaded from our website www.humbersideairport.com (click on the heading To/From the Airport, and then the bus option).

Car Hire: to pre-book, including hand controlled cars, please contact: Avis or Europcar

Useful travel information links

DPTAC Access to air travel: guidance for disabled and less mobile passengers www.dptac.gov.uk

Access to air travel for disabled people – code of practice www.dff.gov.uk

Flying with a disability www.flying-with-disability.org

Humberside acknowledge the help, advice and support provided by the RNIB www.rnib.org.uk

Flight information may also be found on the airport website www.humbersideairport.com

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