

Statement of Intent

Introduction

Newcastle International Airport (NIA) is committed to providing an inclusive and accessible environment for all passengers, including those with reduced mobility (PRM).

We recognise the diverse needs of our customers and are dedicated to ensuring effective communication and seamless travel experiences for individuals with visual, auditory, cognitive, and motor impairments.

This document outlines our approach to:

- Supporting Persons with Reduced Mobility
- Provision of Resources and Infrastructure
- Assistance During Significant Delays or Disruptions
- Customer Feedback Process
- Passenger Assistance Procedures

1. Persons with Reduced Mobility

NIA is committed to meeting the needs of individuals with reduced mobility. Assistance is available to any person whose mobility is limited due to physical (sensory or locomotor), intellectual, or age-related impairments, whether permanent or temporary.

Excluded from this provision (unless related to physical capacity) are:

- Single parents travelling with small children
- Unaccompanied minors
- Ambulance flights and stretcher cases
- Passengers requiring immediate medical treatment

Further details are available under Regulation EC1107/2006.

2. Provision of Resources and Infrastructure

Staffing

NIA ensures adequate staffing levels to meet the standards outlined in the Service Level Agreement and CAA CAP 1228. All personnel are trained to handle passengers safely and with dignity.

Training includes:

- Operation of specialist equipment (e.g., wheelchairs, vehicles)
- Health and safety procedures
- Customer service and disability awareness
- Equality and diversity
- Manual handling and specialist lifting
- Fire evacuation using evacuation chairs

Car Parking

Designated assistance points are located near disabled parking bays in all car parks, connected directly to the security control room. Features include:

- Tactile drop-curbs
- Courtesy coaches with step-lowering features for wheelchair access
- Meet and greet service upon request

Access & Equipment

- Assistance Desk: Located on the main concourse for passengers requiring support.
- Toilets: Accessible facilities with alarm cords are available throughout the terminal.
- Changing Places: Facility available on the terminal concourse.
- Telephones: Payphones are available on the main concourse.
- Escalators & Lifts: All upper-level areas are accessible via lifts and tactile escalators.
- Airside Coaches: Low-loading ramped coaches and specialist minibuses are available.
- Ambu-lift Vehicles: Hydraulic lifts accommodate up to 13 passengers, including one PRM and one guest.
- Wheelchairs: Available at the Assistance Desk or upon airline request.

Information Accessibility

- Clear directional signage with pictograms
- Information available both audibly and visually
- Dedicated accessibility section on the airport website

3. Assistance During Delays or Disruptions

- Flight information screens are updated regularly.
- Public announcements are made at regular intervals.
- An airside information point provides real-time updates.
- Catering services will remain operational to meet passenger needs.

4. Customer Feedback

All feedback is logged and responded to within 28 days. If more time is required, an interim response will be provided.

- Appropriate departments take corrective action where necessary.

- Incident statistics are recorded and reviewed.

5. Passenger Assistance Process

Notification Requirements

Airlines and tour operators must notify Passenger Services via SITA at least 36 hours before departure/arrival, including the PRM category.

PRM Categories:

- WCHR: Requires wheelchair for distance; can ascend/descend steps.
- WCHS: Cannot use steps; can reach cabin seat independently.
- WCHC: Completely immobile; requires full assistance.
- BLND: Blind (specify if accompanied by guide dog).
- DEAF: Deaf (specify if accompanied by service animal).
- DPNA: Intellectual/developmental disability (specify details).
- MAAS: Meet and assist (specify details).

Check-In Process

- Check-in staff must ensure PRM details are recorded.
- Passengers without prior assistance notification will be directed to the PRM Assistance Desk.
- Passengers may retain personal mobility devices, which must be tagged for baggage reconciliation.

Assistance Desk

- Staffed during all check-in times.
- Modified for accessibility.
- Offers options for assistance from our team or proceed independently to the gate.
- Late arrivals (within 60 minutes of departure) may risk missing their flight.

Airside Assistance

- Passengers must be at the airside assistance area 60 minutes before departure.
- Assistance with toilet access is available (excluding personal care).

Arrivals

- Airlines must provide advance PRM information via PAL and CAL messages.
- Staff will assist passengers from the aircraft through immigration, baggage reclaim, and customs.
- Assistance extends to terminal frontage, car parks, metro station entrances, and nearby hotels (on request).
- Delays may occur if assistance was not pre-notified.