

## **Information for Disabled Passengers and Persons Requiring Assistance**

### **1. Company Policy – Persons with Restricted Mobility (PRMs)**

It is the policy of Skybus to make our services and facilities accessible to all persons, where reasonably practical, including those with disabilities or special needs.

Skybus employees will always try to accommodate passengers with a disability or special needs; however, due to the size and design of our aircraft and safety restrictions we may not be able to cater for all requirements. Please read the following information carefully, and contact the company for further information if necessary.

Further details are contained in our terms and conditions of carriage. These can be viewed on our web-site [www.islesofscilly-travel.co.uk/assistance.asp](http://www.islesofscilly-travel.co.uk/assistance.asp) or posted upon request.

### **2. Passenger Rights to Request Extra Assistance**

Passenger's have a right to request assistance at the airport, or on the aircraft due to a sensory, learning, psychiatric or mobility disability, as set out in [EU Regulation \(EC\) No 1107/2006](#). This help is also available to those people who require extra help due to their age, or due to a temporary illness or injury e.g. a broken leg in a cast.

The general rule is that airlines must not refuse to accept a reservation or to carry a passenger on the grounds of disability or reduced mobility. However, an airline may refuse to honour a reservation or permit a person to board an aircraft if:

- The passenger has not told the booking agent, tour operator or airline of disability requirements at least 48 hours before travel,
- or for safety reasons,
- or if the aircraft doors are too small.

Further detailed information is available on the UK Civil Aviation Authority website at: [Extra help for passengers with a disability or reduced mobility](#)

### **3. Before Travelling with Skybus**

Customers with special needs or disabilities should advise the company of any assistance they may require when making their booking, or at least 48 hours prior to departure by phoning 0845 710 5555. The company will endeavour to accommodate all requests for assistance where reasonably practical. Failure to inform the company of any special needs or disabilities may result in passengers not being able to travel.

Electric wheelchairs and buggies can be carried onboard the aircraft subject to prior arrangement and certain necessary safety precautions. Please contact the airport to obtain further information by telephoning: 01736 785231.

### **4. Skybus Aircraft Information**

Skybus operates from Land End, Newquay and Exeter Airports. The company operates De Havilland Twin Otter aircraft that carries a maximum of 19 passengers per flight, dependant on

the route and Britten Norman Islander aircraft which seat 8 passengers. Please note the following important information:

- There is no onboard toilet facility on our aircraft.
- There is no refreshment service during Skybus flights.
- There are no overhead lockers or luggage storage areas onboard our aircraft.

## **5. Aircraft Access and Egress**

The design and size of the aircraft require passengers to be able to use steps to board and disembark, there is no wheel chair access. Once aboard there is limited space to move around, seats cannot be adjusted and leg room is fixed.

It is not possible to lift persons with restricted mobility onto the aircraft, or assist with personal care. Be aware that you may need to take a travelling companion if you are unable to carry out safety requirements unaided such as using the seat-belt, or reaching an emergency exit unaided.

## **6. Lands End Airport Access and Facilities**

Lands End airport is owned and operated by the Isles of Scilly Steamship Group. Access to the terminal building is approximately 20 metres from the car park. Passengers can be dropped outside the terminal entrance and disabled parking is available adjacent to the terminal entrance. The entrance into the terminal building, and from the terminal to the aircraft have ramped access. All facilities within the terminal building are situated on the ground floor. There is a café within the terminal building, and disabled toilets. There is currently no hearing loop available.

Skybus operates an accessible minibus service, which can be pre-booked by contacting the Isles of Scilly Travel Centre on 0845 710 5555.

## **7. St Mary's Airport Access**

St Mary's airport is owned and operated by the Isles of Scilly Council. Access to the terminal building is approximately 10 metres from the car park. Passengers can be dropped outside the terminal entrance. All terminal facilities are at ground level and ramps provide easy access to all public areas, including wheelchair accessible toilet in the cafe. Wheelchairs are available on request as is any assistance that may be required both in the airside and non airside environment. Information for disabled passengers and persons requiring extra assistance is available at: <http://www.scilly.gov.uk/transport/airandsea/airport/>

Taxi and minibus transport services operate on the island and can be pre-booked to meet passengers on the quay. Further details are available from the Islands tourist information services at: [www.simplyscilly.co.uk/](http://www.simplyscilly.co.uk/).

## **8. Newquay Airport**

Newquay Airport is owned and operated by Cornwall Council. Information for disabled passengers and persons requiring extra assistance is available on the Newquay Airport website at: [Passenger Assistance](#), or by telephoning 01637 860600 or emailing: [nqyinfo@newquaycornwallairport.com](mailto:nqyinfo@newquaycornwallairport.com).

## **9. Exeter International Airport**

Exeter International Airport is owned and operated by Regional and City Airports Ltd (RCA). Information for disabled passengers and persons requiring extra assistance is available on the Exeter Airport website at: [Disability Advice](#), or by telephoning 01392 367 433 (and selecting option 8).

## **10. Assistance Dogs**

Subject to availability, assistance dogs are permitted on all Skybus flights and are accommodated free of charge. To ensure all necessary procedures are completed, passengers are required advise Skybus in advance if they will be travelling with a service dog

## **11. Medical Assistance and Personal Care**

Skybus employees are trained first aiders and will attend passengers in the event of injury or ill-health. Procedures are in place for calling the emergency services in cases of serious health concerns. Passengers who are prone to travel sickness are advised to take motion sickness tablets prior to departure, available from chemist shops or through your GP. The crew are not trained medics and cannot advise on, or administer personal medication.

Skybus employees are not able to assist with personal care such as toileting, breathing, feeding or lifting passengers. Passengers should be able to communicate with, and understand instructions issued by Skybus employees. Passengers requiring this type of assistance are required to travel with a companion who can provide them with all necessary help.

## **12. Request for Assistance or Further Information**

Please inform the company of any access requirements or assistance when booking, or at least 48 hours prior to departure by telephoning 0845 710 5555.