

Kent International Airport is committed to helping disabled passengers and passengers with reduced mobility travel from and to the airport. The following information is designed to give you some details about what you can expect.

Planning Your Journey

Kent International Airport has the responsibility for providing special assistance at the airport, as does each airline when you are on board the aircraft.

If you have a disability or you experience reduced mobility and need assistance at the airport, it is now necessary to inform your airline of your particular need at least 48 hours before you fly, ideally giving as much notice as possible for both your outbound and return journey. This will enable us to provide you with the assistance you require; otherwise we can only endeavour to make all reasonable efforts to assist you.

We recommend you arrive at the airport two hours before the published flight time and at the latest present yourself for check-in no later than one hour before the published departure time.

Before Leaving Home

We recommend you check your airline's terms and conditions for information about carriage of mobility equipment, medical equipment etc.

Departing from the Airport

Taxi

The taxi drop-off point is located right outside the Airport terminal. You are advised to make your own way to check-in, inform the Airport staff that you require assistance, indicating whether you have pre-booked or not, and you will be provided with assistance from that point onwards.

Own car

Designated disabled parking spaces are located outside the Airport terminal in the car park. You are advised to make your own way to check-in, inform the Airport staff that you require assistance, indicating whether you have pre-booked or not, and you will be provided with assistance from that point onwards. If you require assistance getting from the disabled parking area to the terminal, you are advised to announce yourself via the Help Point at the car park entrance when you will be asked to wait at the disabled parking area for collection.

Arriving at the Airport

If you require assistance upon arrival, then we will provide you with assistance from the aircraft through arrivals, including passport control and baggage reclaim, to either the point of your onward travel inside the Terminal or to the disabled parking area in the car park. As with departing from the Airport, you are strongly recommended to notify your airline in advance of travel of your exact assistance requirements.

In the Terminal

Wheelchairs

There are a number of wheelchairs available for temporary use should you require the use of one to assist you in moving around the Airport terminal. Please inform our staff of your request.

Reserved seating areas

There are two reserved seating areas in the Airport terminal – one before security for use by all passengers requiring special assistance and one after security in departures. Each seating area is clearly identified by the appropriate pictograms.

Toilet facilities

There are a number of disabled toilets in the Airport terminal. Each toilet is clearly identified by the appropriate pictogram.

Security checks

Safety and security of our passengers is our number one priority. All passengers must go through security before they enter the departure lounge. It is highly likely that wheelchair users will activate

the archway metal detector which will result in a hand search of the wheelchair and the passenger by the security staff. If you would prefer, you can be asked to be searched in private, away from the main security area.

Getting to your gate

If you require assistance from the departures lounge to the aircraft, you will be collected from the appropriate reserved seating area by Airport staff as part of the boarding process. At check-in, our staff will advise you of an estimated time for collection.

Guide dogs

We recommend that you contact your airline to confirm that assistance dogs are allowed to travel. It is also advisable to contact the authorities in the destination country because the carriage of animals can be complex and vary from country to country and airline to airline.

Help Points

The two main Help Points at the Airport are at check-in and at the car park entrance. Additionally, our staff are appropriately trained and here to help, so we would encourage you to speak with them should you have any questions or require further assistance.

Service levels

We are committed to providing the highest level of service in a timely manner.

Departing Passengers

If you have pre-booked assistance, once you have made yourself known upon arrival at the airport (via the Help Point at the car park entrance barrier), you should wait no longer than 10 minutes to be collected and taken to check-in.

If you have not pre-booked assistance, once you have made yourself known upon arrival at the airport (via the Help Point at the car park entrance barrier), you should wait no longer than 15 minutes to be collected and taken to check-in.

It is our intention that all departing passengers should reach their aircraft in time to enable timely boarding (dependent on the time at which you checked in).

Arriving Passengers

If you have pre-booked assistance, you should wait no longer than 5 minutes to be collected from the aircraft side upon arrival.

If you have not pre-booked assistance, you should wait no longer than 10 minutes to be collected from the aircraft side upon arrival.