

Need help at the airport?

Bristol Airport has introduced a scheme to help people with non-visible disabilities like Dementia, as well as visible ones.

How does it work?

Booking:

When booking flights with a travel agent or on-line, you will be asked your flight plans/destination.

After stating these requirements, you will then be asked if you require any special assistance e.g. help through the airport because you have a medical problem, like Dementia, and require help to navigate your way through the process.

At the airport:

When you arrive at Bristol Airport, report to the Special Assistance Desk within the Arrivals Concourse, where you will be asked what help you require and given a lanyard to wear and card. You will then be accompanied through the airport process until you are seated on the aircraft. You will not be fast-tracked, as this privilege was being abused, but you will have staff with you in case of difficulties.

Please remind your airline to contact your destination airport, to ensure that assistance is waiting for you.

When you get to your destination, the help you are offered may vary from country to country, airline to airline, but we are working with them in considering the requirements of people with disabilities, visible and non-visible.

