

## Special Assistance

**Kerry Airport is committed to making all their current facilities as user friendly as is reasonable practical, so as to accommodate the requirements, and needs, of any passenger with reduced mobility, or those who require special assistance. We are committed to making your journey as enjoyable and manageable as possible. Please contact the Customer Service Desk at Kerry Airport for more information on + 353 (0) 66 9764644.**

The **designated point** for assistance for outbound passengers at **Kerry Airport** is the Customer Service Desk. This is located inside the Terminal building, opposite the main door. On arrival at **Kerry Airport**, a person with reduced mobility will be met at the aircraft, and the assistance appropriate to their needs provided.

Kerry Airport is constructed on **one level**, therefore mobility within the terminal building is easily facilitated as there are no escalators / stairs etc.

### **PLEASE NOTE:**

In order for the Airline or your Handling Agent to provide the best service possible and to ensure that passengers needs are met, it is important that the passenger advise the airline that they are travelling with of their requirements where possible, 48 hours in advance of travel.

Passengers can call the following Airline Reservation Centres on the numbers listed below who will record all details of the passengers requirements.

### **AER ARANN PASSENGERS:**

0818 210 210	(From within Ireland – local rates apply)
0870 8767676	(From within United Kingdom – free phone)
00353 818 210 210	(Rest of the World – international rates apply)

### **RYANAIR PASSENGERS:**

01 2497761	(From within Ireland – local rates apply)
0871 2460003	(From within UK – Calls cost 10p per minute from a land line)
* 0180 – 3592899	(From within Germany – national rate from Germany)
0044 871 246 0003	(Rest of Europe – English Speaking Only)

During busy periods, passengers with reduced mobility may experience some delays, and we apologise for any inconvenience that maybe caused and ask for your patience.

## **People with Reduced Mobility or Require Special Assistance**

**Kerry Airport** is committed to providing an efficient service, at no cost, to ensure accessibility for any persons with reduced mobility within the Airport. If you experience any difficulty, or require any special assistance whilst at **Kerry Airport**, please contact a member of our staff or the Customer Service Desk.

## **Wheelchairs**

**Kerry Airport has a number of wheelchairs available for passengers. This service is free of charge.**

**Details are also available from the Customer Service Desk for:**

- Wheelchair accessible taxis
  - Wheelchair maintenance / repair companies
  - Wheelchair rental (The Kerry branch of the Irish Wheelchair Association)
- Should special assistance be required boarding your flight, please contact your airline in advance of your arrival at Kerry Airport.

## **Car Parking**

There are 11 spaces reserved for persons with reduced mobility in the short-term car park, which is only a short distance from the terminal building. Passengers who require assistance from the car park can contact our portering staff who will be happy to assist. Facilities for set down and pick-up are available for people with reduced mobility at the main entrance to the Airport.

## **Toilets**

There are toilet facilities in Kerry Airport for those with reduced mobility. These are indicated by signage.

## **Facilities for partially sighted**

Guide dogs and hearing dogs are the only dogs permitted inside the terminal building.

## **Security Check**

All passengers must pass through the security check before reaching the departures lounge. Such a search may be carried out using by hand or using hand held detectors. If required a private search area away from the main area can be provided.

## **Airline Needs**

Should extra facilities or special assistance be required after check-in, please contact your Airline to advise them accordingly in advance.