Liverpool John Lennon Airport

Faster. Easier. Friendlier.



Assisted Travel Guide

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1. Introduction

At Liverpool John Lennon Airport (LJLA), we are committed to ensuring that travel is accessible and seamless for all passengers, including those with disabilities or reduced mobility. In line with Regulation (EC) No 1107/2006, we provide free assisted travel to support passengers with visible and hidden disabilities, ensuring a comfortable and dignified travel experience.

This guide outlines the services available at LJLA, how to access them, and the rights of passengers with disabilities or reduced mobility. We work closely with our partners, airlines, the Civil Aviation Authority (CAA), and disability organisations to continually improve our services. For further details, visit Assisted travel | Liverpool John Lennon Airport

Our Promise

Our dedicated Assisted Travel team, managed by ABM, ensures that passengers requiring assistance receive support from arrival to departure, including during boarding and disembarking. We aim to provide a service that meets your individual needs, whether you have a physical disability, sensory impairment, or hidden condition. Please notify us at least 48 hours before travel to ensure a smooth experience.

Relevant Regulations

Under Regulation (EC) No 1107/2006, passengers with disabilities or reduced mobility are entitled to free assistance at UK airports. This applies when:

- Flying from a UK airport on any airline.
- Flying to a UK airport on a UK or EU-registered airline.
- Flying from a non-UK/EU airport to the EU on a UK carrier.

For more information, visit https://www.caa.co.uk/passengers-and-public/prm/

2. Who we are

Liverpool John Lennon Airport (LJLA) is one of the longest-established operational airports in the United Kingdom, situated seven miles southeast of Liverpool city centre and adjacent to the River Mersey.

Throughout its 90-plus year history, the airport has been Merseyside's aviation gateway, playing an important role in transporting people and goods across the country, continent and world.

Today, the airport connects Liverpool with more than 70 direct destinations across Europe and North Africa, with onward connections to North America offered by multiple airlines. Liverpool is also a focus city for easyJet, Ryanair and Jet2.com, with each airline having a base at LJLA.

The airport is also one of the area's major employers, attracting inward investment and bringing significant tourism benefits, helping to boost the region's economy. LJLA is a significant driver of prosperity in the region and the Northwest and North Wales as a whole, bringing an estimated £340 million per annum in GVA and supporting 5,200 jobs across the Liverpool City Region in 2019.

Liverpool John Lennon Airport is also known for its "faster, easier, friendlier" experience, characterised by its relaxed, hassle-free experience, where queue times for passengers to go through airport security are amongst the lowest in the industry, with one of the best airline punctuality records, too.

In 2024, Liverpool Airport was named the number one airport in the UK in Which?'s independent Best and Worst Airports survey for the second consecutive year.

As well as winning awards and high praise for the way it looks after its passengers, Liverpool John Lennon Airport has also received recognition for how it looks after its employees too, having received the 'We Invest In People Gold Accreditation Award' in early 2023.

3. Assistance: What's available and how to get it

If you require assistance, please notify your airline or travel agent at least 48 hours before your scheduled departure.

You can request assistance:
- When booking your flight online.
- Through your airline's 'Manage My Booking' section.
- By arriving at the airport and notifying our assisted travel desk.

Designated assistance points with intercoms are located throughout the airport, including in car parks and at the terminal entrance. Once you've made your request, our team will be ready to support you through check-in, security, and boarding.

Assistance levels include:
- WCHR: Wheelchair assistance, can walk short distances.
- WCHS: Wheelchair assistance, can't manage stairs.
- WCHC: Fully immobile, requires aisle chair.
- DPNA: Hidden disability assistance.
- BLND: Assistance for blind or partially sighted passengers.
- DEAF: Assistance for deaf or hard of hearing passengers.

If you have specific requirements, contact our team to discuss tailored support.



4. Your journey through the airport

Your journey at Liverpool John Lennon Airport is designed to be smooth and accessible from the moment you arrive.

Arrival:
Assistance begins at designated points including car parks, bus stops, the drop-off area, and entrance doors to the terminal. Call points are available to contact the assistance team on arrival, once you arrive inside the terminal, our assisted travel is located opposite Starbucks.

Check-in:
Assistance staff can help you get to the check-in desk and help with baggage if required. Please inform your airline or the assistance team of your arrival.

Security:
A dedicated reduced mobility lane is available for security screening. Assistance staff are trained to handle mobility aids and guide passengers through this process respectfully and efficiently.

Departure lounge:
There are reserved seating areas for passengers requiring assistance, these are located at gates 3/ 15 and facing Starbucks once you arrive airside, visual and audible flight information is also provided.

Boarding:
Depending on your needs, you may be escorted directly to the gate or boarded using ambulift or special equipment. Let the assistance team know if you require support with boarding or transferring to your seat.

We aim to make every stage of your airport experience as safe, efficient, and dignified as possible.

5. Travelling with a hidden disability

We understand that not all disabilities are visible. Liverpool John Lennon Airport supports the Hidden Disabilities Sunflower Scheme, providing discreet help for passengers who may need additional assistance, time, or understanding during their airport journey.

Sunflower lanyards are available free of charge from the Assistance Desk in the terminal. Wearing one signals to airport staff that you may require extra support.

We are members of Access Card: Making access easy an organisation providing a simple tool for you to voluntarily share that you have a disability or condition that may not be immediately apparent, and that you may need a helping hand from our assistance service partners.

The physical card acts as a photo ID that can be used to easily communicate your access requirements to events and venues, so that the venues can provide accessibility to the needs of their visitors.

The card shows a photo ID and translates a person's disability or impairment into symbols, effectively highlighting the barriers they face and the reasonable adjustments they might need.

The Access Card app provides you with a personalised directory of venues, with first-class accessibility information to help you plan your trips.

Please note that the access card and Sunflower lanyard are not a fast-track ticket through security but are designed to assist you through the process as smoothly as possible.

Our team are trained to recognise and respond appropriately to hidden disabilities. We encourage passengers to inform us in advance if they require tailored support or prefer a quieter route through the terminal. Wherever possible, we will accommodate your needs.

You can access our handy Accessibility Guide Video here: Your journey through Liverpool John Lennon Airport – This guide has been created to assist anyone travelling through our Airport, this will assist you with the layout and what to expect when travelling through Liverpool John Lennon Airport.

6. Registered assistance dogs

Liverpool John Lennon Airport welcomes registered assistance dogs. These dogs must be trained by an accredited organisation such as those registered with Assistance Dogs UK, IGDF or ADI.

If you are travelling with a registered assistance dog, please notify your airline as early as possible, and bring valid documentation. Assistance dogs must remain with their owner and be clearly identifiable.

Emotional Support Animals (ESAs) are not recognised under UK regulations and are not permitted to travel unless they meet the criteria for a registered assistance dog.



7. Mobility Aids

Liverpool John Lennon Airport accommodates passengers travelling with mobility aids including manual and electric wheelchairs, scooters, and other devices.

Please inform your airline of your mobility aid details (dimensions, weight, battery type) at least 48 hours before travel to ensure arrangements can be made.

Electric mobility aids must conform to aircraft specifications and may be subject to restrictions on battery type and size. Your aid may be stored in the aircraft hold, so we recommend removing any detachable parts such as cushions or footplates for safe storage in the cabin.

Assistance staff can help you transfer from your personal device to an airport wheelchair if required. The airport has a supply of manual wheelchairs and powered mobility aids available upon request.



8. Passenger feedback

We welcome feedback from all passengers, especially those who have used our Assisted Travel services. Your experiences help us improve and tailor our services to better meet your needs.

Feedback can be provided via our airport website, through customer service desks, or by contacting your airline directly. We may also request feedback through surveys or follow-up correspondence.

Constructive feedback, positive or negative, is used to review and update our accessibility practices and training.

You access our passenger assistance survey here or through our website - Liverpool Airport: Welcome to Liverpool John Lennon Airport



9. Working with disability groups

Liverpool John Lennon Airport actively engages with disability advocacy organisations and accessibility experts to ensure our facilities and services meet the diverse needs of our passengers.

We regularly consult with groups representing people with a range of disabilities to review our policies, customer experience, and staff training. These partnerships help us identify areas for improvement and implement best practices.

Our goal is to make the airport environment inclusive, supportive, and accessible for all travellers.

Accessibility Forum

The Accessibility Forum represents passengers travelling with disabilities, assisting us to offer a faster, easier, friendlier passenger journey for all airport users.

The Accessibility Forum meets twice a year, chaired by Simon Hosannah, CEO of Not Just Travel - Mac Travel.

Accessibility Forum members include the following organisations:

- Infinity Dogs
- Southport and Ormskirk Hospital NHS Trust
- Northeast Autism Society
- Thomas Pocklington Trust
- LCR Destination Partnership
- Epic Social Care
- IA Support
- Sight Loss Council
- Merseyside Society for Deaf People

We also have a number of LJLA passengers who attend our forum.

Minutes of the latest meetings can be viewed here: Working with disability groups | Liverpool John Lennon Airport

If you would like to contact the Accessibility Forum directly, please email your contact information to customerservices@liverpoolairport.com.

10. Performance standards

We monitor and report on our Assisted Travel performance in line with Civil Aviation Authority (CAA) guidance and standards.

Key performance indicators include:
- Percentage of assistance requests fulfilled on time
- Average response times at assistance points
- Customer satisfaction and feedback scores

Performance reports are reviewed regularly and submitted to regulatory bodies to ensure transparency and continual service improvement.

Regulation (EC) 1107/2006 of the European Parliament and of the Council requires that passengers with reduced mobility have the same opportunities for air travel as others, in particular that they have the same rights to free movement, freedom of choice and non-discrimination.

Liverpool John Lennon Airport is responsible for the service provision for customers with reduced mobility. Assistance is provided by our partners, ABM.

PRM refers to passengers with reduced mobility and includes but is not limited to mobility, visual, audio, cognitive and sensory impairments.



11. Complaints/ resolutions

We strive to provide high-quality assistance, but if something does go wrong, we encourage you to raise your concern as soon as possible.

You can make a complaint by contacting Liverpool John Lennon Airport directly via our website here - Contact us | Liverpool John Lennon Airport or by speaking with a member of the assistance team at the airport.

Complaints are handled in line with our resolution procedures, and we aim to acknowledge all complaints within five working days and provide a full response within 28 working days.

If you are not satisfied with the outcome, you may escalate the complaint to the Civil Aviation Authority (CAA) here - Make a report or complaint | UK Civil Aviation Authority or an independent ombudsman.

