

Flying with a hidden disability



General tips: Contact your airline or tour operator as far in advance as possible.

Ask to include DPNA (Disabled Passenger Needing Assistance) on the travel documents.

Books + cartoon video for children travelling by plane suziebooks.co.uk

Manchester Airport

Sunflower Lanyard

Available from Assistance Reception Areas | Check in Halls. Will give you access to family and priority lanes at security

Heathrow Airport

Sunflower Lanyard

Available by post up to 6 months in advance of travel by emailing special_assistance@heathrow.com or from Assistance desks.

T2: Level 5 check in hall behind check in Zone C

T3: Level 1 opposite Pret a Manger

T4: Level 3 check in hall opposite Zone

T5: Level 3 check in hall Zone A or G

Glasgow Airport

Sunflower Lanyard

Available from Assistance Desk ground floor at Check in Assistance Provider 0141 848 7700

GLA.PRM@OCS.co.uk Visual guide also on website

Liverpool John Lennon Airport

Sunflower Lanyard or Butterfly flyer

Email customerservices@liverpoolairport.com

No fast track access but staff awareness to offer assistance if needed

Edinburgh Airport

Sunflower Lanyard or Pin + pre booked only personal assistance

Available via email and booking form additionalneeds@edinburghairport.com

Pre travel visits can also be arranged up to security

Birmingham Airport

Sunflower Lanyard

Available from OCS Reception Desk / Assisted Travel Reception opposite Spar Shop Ground floor

0121 767 7878

Video and booklet on website

Gatwick Airport

Sunflower Lanyard

Available from Assistance Reception Areas | Check in Halls. Will give you access to family and priority lanes at security

Visual guides online

HiddenDisability@gatwickairport.com

North Terminal 01293 507500

Sensory room available in North terminal too

South Terminal 01293 507784

Leeds Bradford Airport

Sunflower Lanyard

Available from Special Assistance Desk by main entrance.

Special Assistance Team 0113 391 1607

prm@lba.co.uk

Easy read guide on website