

Advice for passengers or their carers with hidden disabilities travelling through London Southend Airport



Airport journeys can be stressful for many people, especially if you are unsure of what to expect on the day. Here you can find advice to help parents and carers who are travelling with children and vulnerable adults whose difficulties may not be immediately apparent to our staff.

Your right to special assistance is stipulated in EU law and applies when:

- You fly on any airline from an EU airport
- You fly on an EU registered airline to an EU airport

Passengers who want special assistance should give their airline 48 hours' notice of the help they require.

Help is available from the moment you arrive at an airport and can cover:

- Your journey through your departure airport
- Boarding the aircraft and during the flight
- Disembarking the aircraft
- Travelling through your destination airport

How can we help you further?

London Southend Airport, are actively looking at ways to further support customers with hidden disabilities such as impaired hearing, partially sighted, autism or dementia.

Any suggestions and feedback are always welcome.

Please feel free to send feedback to our Customer Service Delivery Manager leanne.dubovie@southendairport.com

Flying with Hidden Disabilities



Travelling through London Southend Airport





Special Assistance

We extend a warm welcome to all our passengers at London Southend Airport. For passengers who need extra assistance on their journey through the airport, we are here to help.

Before you fly

You should always pre-book with your airline if you require assistance at the airport. Please follow these simple steps:

- At the time of booking your flight or up to 48 hours in advance of travelling, please contact your airline directly or your travel agent to pre-book assistance.
- You should also tell your airline if you intend to travel with your own mobility aid such as wheelchair or scooter.
- Visit the airline website and familiarise with the aircraft cabin layout and features.
- Visit the airport website: www.southendairport.com/before-you-fly/special-assistance and familiarise yourself with the airport.
- If noise upsets you, make sure to have a music player loaded with your favourite tracks and headsets with you. Preferably, try to have an easy listening music list among your choices.
- Prepare your carry on luggage making sure you have items you need to feel comfortable like a full set of clothes and daily medications in case your flight is delayed or your checked luggage is lost.
- Make sure your carry on, checked luggage, and any other bags you may be traveling with like a laptop case are tagged with your name and contact information.
- Where possible, check in online.

At the airport (departure from London Southend Airport)

A discreet blue wristband is available to wear by those with hidden disabilities, and/or their travelling companions. These can be collected from the Ticket Desk on arrival (free of charge).

Airport staff, both air and landside, have been fully trained to identify the bands and offer additional help and support as and when required by those wearing it.



From Check-In to Departure Gate we are now able to provide even greater assistance and understanding for passengers with a range of needs. This may involve giving a passenger more time to process information such as requests for documentation, or preparing themselves for Security. Staff will be using clear speech and explaining to these passengers what to expect as they travel through the airport.

London Southend Airport works closely with a number of organisations such as; Guide Dogs for the Blind, Action for Hearing Loss and Dementia Action Alliance to improve the airport experience for our more vulnerable passengers.

Hearing loops are available throughout the airport.