

Know Your Rights

If you're a passenger with a disability you are legally entitled to support, commonly known as 'Special Assistance', when travelling by air.

This means airports and airlines must provide help and assistance, which is free of charge, and helps ensure you have a stress-free journey.

Special assistance is available to passengers who may need help to travel this includes passengers with hidden disabilities such as dementia as well as people with a physical disability.

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 Dementia.

Any suggestions and feedback are always welcome.

Please feel free to send feedback to our Head of Customer Service
hannah.lobao@southendairport.com



Dementia Awareness Week

15th - 21st May 2016



Living with Dementia and Traveling by Air



Flying With Dementia Checklist

If you have been diagnosed with Alzheimer's or Dementia you may wish to make use of this checklist to improve the quality of your journey.

Before you fly

1. If you have been diagnosed with Dementia or Alzheimer's, or you suspect you may be developing the condition, inform the airline at the time of booking and request the level of assistance that may best suit your needs, by example escort service through the airport. Make sure you write down and make at least three copies of a list containing your information and address, medicines you take regularly and their intake schedule, substances you are allergic to, the name and phone number of an emergency contact person, your flight schedule, your final destination, name and contact details of the people that will meet you at your destination. It is useful to make at least three copies of your Passport and any other travel document. Keep one copy of the list and ID with you, place a second copy in your carry on luggage, and the third in your checked luggage.
2. If you are confident you can function independently throughout the journey, or do not feel you need assistance at this time make sure to write down and make a minimum of three copies of a list containing the following information: your name and address, medicines you take regularly and their intake schedule, substances you are allergic to, emergency contact name and contact details, your travel plans, name and contact details of the people you will meet at destination. It is useful to make at least three copies of your Passport and any other travel document. Keep one copy of the list and ID with you, place a second copy in your carry on luggage, and the third in your checked luggage
3. Visit the airline website and familiarise with the aircraft cabin layout and features.
4. Visit the airport website:
www.southendairport.com/before-you-fly/special-assistance
and familiarise with the airport.
5. 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.
6. 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.
7. 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.
8. Where possible, check in online.

At the airport (departure from London Southend Airport)

9. Avoid arriving at the airport too early or too late. If you can check in online, arrive at the airport, two hours before your flight. The shorter the wait time, the less likely you will be to experience disorientation or irritation.
10. If appropriate, make staff aware of your condition as soon as you arrive at the airport and ask them to assist you boarding the aircraft. You can do this by either buzzing at the car park, or report to the ticket desk on arrival which is located to the right, next to the departures entrance
11. Don't be shy. If you experience disorientation, immediately seek assistance from airport staff, ask to be escorted to your departure gate.
12. Make your way to your departure gate as quickly as possible. If appropriate, purchase food and drinks after you cleared security to make your wait at departure gate more comfortable.
13. Once you have passed security and in the departure lounge, relax.... At London Southend Airport you are only ever 1 minute away from your gate.
14. If you request assistance, a member of staff will support you in the boarding process.

On board the aircraft

15. Try to make yourself as comfortable as possible.
16. Keep well hydrated.
17. If you become disoriented inform cabin crew immediately, making them aware of your condition. Airlines' flight attendants are trained to take good care of passengers with Alzheimer's or Dementia.
18. If you feel tired, disoriented or irritable at least one hour before landing, ask cabin crew to arrange for assistance at the arrival gate.
19. Wait to deplane after all other passengers have left the aircraft. An empty cabin is a friendlier environment to check that you have all your personal belongings before you get off the aircraft.

At the airport (destination)

20. Proceed from the arrival gate to Passport Control and baggage reclaim area.
21. When taking your luggage from the delivery belt, double check tags to make sure it is indeed your checked baggage
22. Arrival halls can be crowded and disorienting for all passengers. If you are meeting someone, arrange for a meeting point before you travel.
23. If you are not meeting someone at the airport, proceed to your chosen mean of transportation (Taxi, Bus, Train, etc).