

Dublin Airport wants all passengers to have a positive experience on their airport journey.

Assistance is available for passengers who feel that they, or a member of their travelling party, may need some support.

Please pre-book assistance at least 48 hours before travel, either directly with your airline or by using the PRM Assist app, available to download from the App Store or Google Play.

If you are travelling by car and want to park in an airport car park, dedicated parking spaces for passengers with reduced mobility can be pre-booked on the airport website dublinairport.com.

Dedicated parking spaces for passengers with reduced mobility are located in both the Short-Term Car Parks and the Express Red Long-Term Car Park.

Dropped kerbs adjacent to parking spaces enable easier access to the car park shuttle bus stop in the Express Red Car Park.

If you require assistance from the car park to the terminal, please call the Assistance Team at a Reduced Mobility Help Point using the call button or mobile phone. Help Points are located within the bus shelters adjacent to reduced mobility parking spaces.

The car park is serviced 24/7 by a wheelchair accessible shuttle bus. The bus driver will provide assistance to passengers with reduced mobility, including the deployment of a ramp to access the bus.

If you are getting dropped off at the airport terminal by car, there are designated set down spaces for passengers with reduced mobility directly outside both terminal entrances.

Help point phones are available through the airport journey to enable you to call for assistance. Airport staff will also be happy to provide help should you need it.

A series of induction loops facilitate the amplification of announcements for passengers with hearing difficulties. There is a Changing Places facility located in the Arrivals Hall in Terminal 1 and in the departures lounge of Terminal 2. There is also an Assistance Dog Relief Room in the departure lounge in Terminal 2.

When you enter the terminal building, flight information screens are positioned close to the entrance lobbies.

Flight screens at the entrance show flight number, flight time, airline and the appropriate check in desk if you need to check in or have baggage to check in.

The Reduced Mobility Assistance reception desks are located on the check-in/departures floor in both Terminal 1 and Terminal 2. If you have pre-booked assistance, please go to the reception desk before you proceed through Security Screening.

At the desk, the staff member will retrieve your booking and you will meet your assigned member of the Assistance Team who will accompany you through your journey to the departure gate.

A member of the Assistance Team will support you as you move through the airport in your own wheelchair.

This includes help with checking in baggage if you need to do so.

If there are level changes or floor changes, lifts are available and signposted.

At Security Screening, you will be assisted through the preparation for and completion of the security screening process.

The Assistance Team will help you prepare for the security screening process, placing your belongings into a security tray.

Your assistant will proceed through the security process with you and help you gather your belongings and get ready for the rest of your journey.

Once you are through the security screening process, you can check your departure gate details and flight status on the flight information screens.

The Assistance Team can help you with any purchases you wish to make providing there is sufficient time before your flight.

Once you reach your departure gate, an Assistance Team member can support you through the boarding process if required.

Passengers directed to Gate 335 will take a shuttle bus to access Gates 335A to 335F.

Please follow the guidance of the Assistance Team and airport staff when using a shuttle bus.

Should you require assistance to board, you will use a specially designed vehicle called an ambi-lift which will enable you to board the aircraft easily and safely.

The ambi-lift contains standard seats as well as positions for securing wheelchairs.

The ambi-lift is raised to the door of the aircraft and locked in place to enable easy transfer into the aircraft.

We wish you a pleasant onward journey.

For more information on the services referred to in this video please visit www.dublinairport.com/reduced-mobility

