

Bournemouth Airport Second Special Assistance Consultative Forum for 2024

**26 February 2025**

 **Bournemouth Airport Representatives:**

* C H (Customer Service Director)
* D B (Terminal Duty Operations Manager)
* C A (Special Assistance Supervisor)

**Attendees:**

* S M (Enablemytrip) Chairman
* T B (Passenger)
* H B (Passenger)
* A B (Passenger)
* P C (Diverse Abilities)
* S E (Carer Diverse Abilities)
* R M (Cranfield University)
* P T (Bournemouth Blind Society)

**Apologies:**

* C W - Chairman (PINNT)
* P B (Guide Dogs Association)
* L K (Guide Dogs Association)
* N C (Autism Unlimited)
* H S (Diabetes Support Group)
* N V (Diabetes Support Group)

**Meeting commenced at 11h00**

 **CA** - Welcomed the guests, introduced himself and explained that it is a CAA regulation to hold the forums twice yearly, this being the first for 2025.
The aim of each forum is to give passengers and various charitable organisations the opportunity to ask questions and provide feedback on any Special Assistance that they, or someone they know may have received on their journey through Bournemouth Airport.
CH - Advised that the Special Assistance team now had 20 trained Ambulift drivers ready for the busy Summer season. A request from TB at the previous Consultative Form, the airport had purchased a new paediatric wheelchair, in addition to 10 brand new wheelchairs.

CA also mentioned thatthe entire special assistance team had been trained to use the pro-move sling to transfer fully confined passengers from a wheelchair to their seat.

**CA** – Introduced – **SM** (External Chairman)

**SM** – Welcomed guests and explained that having a daughter who required special assistance when travelling, he often encountered challenges when travelling from various airports around the world.
He complimented Bournemouth Airport on the outstanding service he received when travelling to Barbados on a recent holiday.

Guests introduced themselves.

**CA** then introduced **CH –** Customer Services Director at Bournemouth Airport.

**CH** - explained that the airport had undergone a huge amount of development over the past 12 months. Passengers were excited and were already enjoying all the new facilities that the airport had to offer.
Jet2.com started operating on the 04 February 2025 and the Bournemouth Airport team were looking forward to a busy and successful Summer.

**CH** – **Asked if anyone wanted to share any thoughts / discuss any ideas / or ask any questions**

**SM** -asked if there was any chance of an airbridge being used at Bournemouth Airport.
**CH** – explained that the airport has no plans for airbridges
**RM** – asked at what point we get information from airlines on the level of special assistance booked?
**CA**- explained that we are notified by a system called SITA which delivers information of the passengers needing assistance.
SITA is continually checked by the special assistance team.

**SM** – asked if Jet2.com had had an aisle chair on board their aircrafts?
**DB** – After calling Jet2. Com – it was confirmed that there were 2 Aisle Chairs on board each flight.

**TB** – asked if air tags were allowed in the hold
**CH** – confirmed that these were accepted.

**SM** – asked if Bournemouth Airport used an Eagle Lift.
**CH** - explained that although they were incredibly helpful when transferring a fully confined passenger, the quick turnaround times at Bournemouth Airport wouldn’t make it possible to utilise these.

**FEEDBACK ON POINTS RAISED AT THE November 2024 FORUM**

* **TB** – Asked about the possibility of a shelf in one of the bathrooms.
**HB** often required changing before a flight and not having an ‘adult changing shelf’ was a challenge.
**CH** – explained that the airport had undergone some major refurbishment so whilst this was taking place, it was difficult to arrange the above, However, in the longer- term development, this facility would certainly be planned for.

**CH and CA** – thanked everyone for being at the forum and reiterated that Bournemouth Airport will always strive to make travel for Special Assistance passengers as comfortable and as stress free as possible.

Next meeting planned for **November 2025**