

BOURNEMOUTH AIRPORT ASSISTANCE CONSULTATIVE GROUP

21ST May 2018

Attendees Tracey Hilsden – Bournemouth Airport
Paul Bright – Bournemouth Airport
Philip Tarrant – Bournemouth Blind Society
Karen Wilmhurst – Autism Wessex

Subjects discussed

- Purpose of group
- Hidden disability lanyards
- Organised familiarisation visits during November – January
- Ryanair change in hand baggage
- Hearing loops
- Bournemouth Airport website
- Importance of booking correct assistance
- Signage on disabled toilets being changed
- Problems experienced by hearing impaired passengers re tannoy announcements
- Positive feedback relating to hands on staff training and the passenger journey document
- Sight impaired passengers find signage is too high at all airports
- Problems encountered by electronic screen readers and the importance of easy to navigate websites
- Airline restrictions
- Feedback on Bournemouth Airport & CAA annual report
- Replace signage on carpark PRM phone

Next meeting 20th November 2018 (TBC)