

# Flying with a hidden disability



General tips: Contact your airline or tour operator as far in advance as possible.

Ask to include DPNA (Disabled Passenger Needing Assistance) on the travel documents.

Books + cartoon video for children travelling by plane [suziebooks.co.uk](http://suziebooks.co.uk)

## Manchester Airport

Sunflower Lanyard

Available from Assistance Reception Areas I Check in Halls. Will give you access to family and priority lanes at security

## Heathrow Airport

Sunflower Lanyard

Available by post up to 6 months in advance of travel by emailing [special\\_assistance@heathrow.com](mailto:special_assistance@heathrow.com) or from Assistance desks.

T2: Level 5 check in hall behind check in Zone C

T3: Level 1 opposite Pret a Manger

T4: Level 3 check in hall opposite Zone

T5: Level 3 check in hall Zone A or G

## Glasgow Airport

Sunflower Lanyard

Available from Assistance Desk ground floor at Check in Assistance Provider 0141 848 7700

[GLA.PRM@OCS.co.uk](mailto:GLA.PRM@OCS.co.uk) Visual guide also on website

## Liverpool John Lennon Airport

Sunflower Lanyard or Butterfly flyer

Email [customerservices@liverpoolairport.com](mailto:customerservices@liverpoolairport.com)

No fast track access but staff awareness to offer assistance if needed

## Edinburgh Airport

Sunflower Lanyard or Pin + pre booked only personal assistance

Available via email and booking form [additionalneeds@edinburghairport.com](mailto:additionalneeds@edinburghairport.com)

Pre travel visits can also be arranged up to security

## Birmingham Airport

Sunflower Lanyard

Available from OCS Reception Desk / Assisted Travel Reception opposite Spar Shop Ground floor

0121 767 7878

Video and booklet on website

## Gatwick Airport

Sunflower Lanyard

Available from Assistance Reception Areas I Check in Halls. Will give you access to family and priority lanes at security

Visual guides online

[HiddenDisability@gatwickairport.com](mailto:HiddenDisability@gatwickairport.com)

North Terminal 01293 507500

**Sensory room available in North terminal too**

South Terminal 01293 507784

## Leeds Bradford Airport

Sunflower Lanyard

Available from Special Assistance Desk by main entrance.

Special Assistance Team 0113 391 1607

[prm@lba.co.uk](mailto:prm@lba.co.uk)

Easy read guide on website