



BELFAST INTERNATIONAL AIRPORT

Belfast International Airport Site Visit Update

	Suggestion	Update	Next Steps
	<i>Arriving at the airport</i>		
1	Review the airport website and pre-travel information to ensure passengers who are blue badge holders are informed about the process for booking airport car parking.	BIA is considering alternative location where this information could be advertised on the website to make it much clearer. Following feedback from participants this information to be available in leaflet form to place on notice boards etc. BIA to forward as PDF, this would enable them to place in their desired locations.	
2	Review the accessible parking bays to ensure there is adequate space to allow users to safely exit and enter the vehicle, including from the rear of the vehicle.	On review, we believe all our disabled spaces accessible This area was reviewed by ParkMark and deemed suitable for blue badge holders.	
3	Consider a sticker on the car park barrier alerting passengers that once pressed staff will assist them.	Additional signage has been placed on the entry/exit points to direct customers towards the help button as requested We would recommend these customers to pre book. This would allow their vehicle to be recognised on entry by the	



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		ANPR therefore no contact with staff would be needed. However, staff can view the cameras to identify if the customer is having issues and if required, a member of the team can assist.	
4	Make signage clearer around the accessible drop off area to deter other vehicles from stopping there.	All spaces in this area have now been newly realigned and clearly identified as disabled bays, no parking zones etc.	
5	Investigate if access to the pavement at the accessible drop off area could be improved.	Under review	
6	Review position of assistance points and ensure consistency of location.	Under review	
	Check-in		
7	Investigate the possibility of adding the recognised symbol for disability above the assistance desk.	Special Assistance Desk has been reconfigured to facilitate closed office space. Signage to include recognised symbols for disabilities has been approved as part of the overall Vinci Signage Review	



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	Security Screening		
8	All security staff should undergo regular disability awareness training.	All staff receive initial and refresher Disability Awareness Training	
9	Ensure a consistent approach is taken by all staff when assisting passengers with assistance dogs. Consider including information about the security screening process when travelling with an assistance dogs on the airport's website.	To be actioned	
10	Investigate the possibility of introducing an alert system e.g. lanyard system so airport staff are aware that bags may contain medical equipment and to be discreet when searching these.	Already in place	
11	Review the size and positioning of passenger information signs to ensure they are clearly visible.	Vinci Signage Review	
Departure Area			
12	Improve way-finding through the airport departure lounge, for example, by using bright coloured flooring and clear signage, including signage at eye level.	Vinci Signage Review currently ongoing	
13	Review the location and amount of dedicated seating for passengers with a disability, including reserved spaces for wheelchair users.	Under review	



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14	Work with service delivery partners to investigate the possibility of a staffed passenger information point airside.	Under review	
15	Improve the signage promoting the quiet area and develop passenger information, including on the airport website highlighting its availability.	Vinci Signage Review currently ongoing	
16	Investigate the possibility of increasing the font size of the current flight information screens.	See below	
17	Explore the installation of additional flight information screens, including screens at eye level.	PRM Screen installed	
Gate area			
18	Place a sign in advance of the stairwell to alert passengers there are no toilet facilities at the boarding gate.	Signage in place	
19	The airport should consider if there is a way that colour contrasting could be introduced.	Under review	
Arrivals/Baggage Reclaim			
20	When re-developing the airport consider the levels of lighting and construction materials used and consult with passengers with a disability in design work.	Under review	



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21	Review the balance of advertising and airport signage to ensure that passenger information signage is clearly visible	Under review	
22	Consider if it is possible to introduce a 'quiet route' to assist passengers through arrivals.	Under review	
23	Consider the possibility of a quiet room for passengers within the departure lounge area.	Under review	