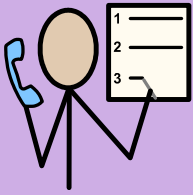


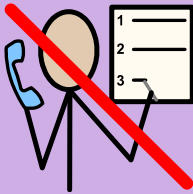
# Landing at the Airport with Special Assistance or Additional Needs

**Easy Read**

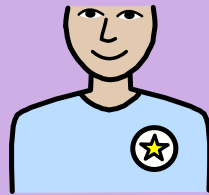
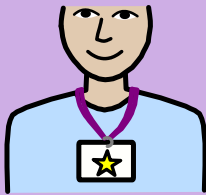
# Landing at the Airport - Easy Read



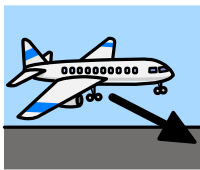
Before you travel, you can book assistance at Edinburgh Airport through your airline or travel agent.



If you did not book assistance, staff will always help you.



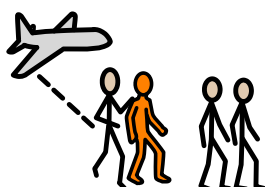
You can get a lanyard or pin to help our staff recognise that you need additional assistance.



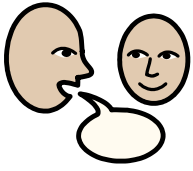
When the plane lands, all the passengers will get off the plane.



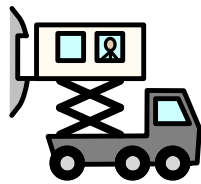
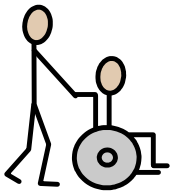
It is safer for you to wait until other passengers have got off the plane.



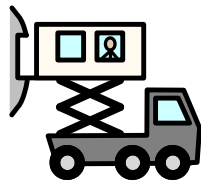
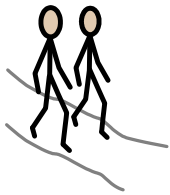
Once everyone has left the plane, staff will help you leave.



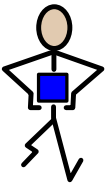
You can leave earlier if you want to. Tell the staff you don't want to wait and will make your own way.



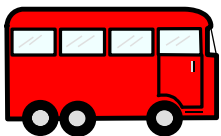
Staff can help you from the plane using an Aviator Aisle Chair and/or an Ambulift vehicle, Aviramp or S-Max Chair.



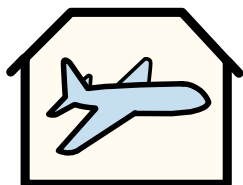
If using the Ambulift vehicle you should only have the minimum number of travelling companions needed to join you in the vehicle.



If you have a mobility aid you need returned at the door make sure to tell our team and the cabin crew, staff will bring it to you.

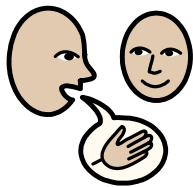


If your flight requires a bus to the terminal, you may leave the aircraft and board the bus with the other passengers.

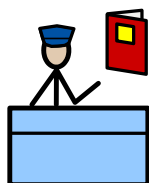


You might enter the airport by a different entrance to the other passengers.

# Landing at the Airport - Easy Read



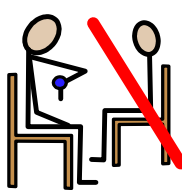
You can ask staff or use a call point to ask for assistance.



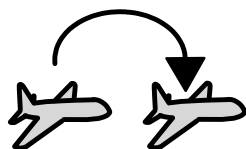
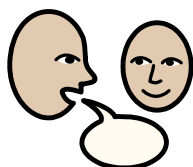
Staff will assist you with border control.



Staff will assist you with baggage reclaim and provide reasonable assistance in transporting your baggage through the airport.



The same staff might not be able to wait with you if they are very busy helping other customers, but they will make sure you are in an area where you can get assistance.



If you have a connecting flight, tell staff and they can assist you with your transfer.