



CAA Accessibility Assessment Report: Glasgow Prestwick Airport – CAP3264 August 2026

Background and objectives

1. The UK Civil Aviation Authority (CAA) enforces Assimilated Regulation (EU) No. 1107/2006 on the rights of disabled persons and those with reduced mobility when travelling by air (“the Regulation”). This applies to all UK departures and flights to the UK on UK or EU carriers. This regulation ensures equal access to air travel, including rights to free movement, freedom of choice, and non-discrimination.
2. For airport obligations under the Regulation, the CAA conducts oversight through two workstreams:
 - **Airports Accessibility Framework (CAP1228):** a standardised method of assessing UK airports in the provision of assistance to disabled and less mobile passengers. This framework sets out a rating approach to assess the provision of assistance by airports, which considers both legal obligations of airports (to ensure minimum standards are maintained) and good practice (to drive continuous improvement in the provision of assistance). The CAA publishes an annual report assessing UK airports against this framework every summer.
 - **Periodic “Deep Dive” accessibility assessments of individual airports across the UK:** these assessments review all aspects of the provision of assistance to disabled and less mobile passengers against airport obligations set out under the Regulation and all relevant guidance. The assessments look to identify examples of good practice to drive improvement across all UK airports, as well as making observations and identifying findings of improvements that need to be made at the individual airport.
3. This programme of airport accessibility assessments and the subsequent progress of findings and observations is about improving the experience of disabled and less mobile passengers when travelling through UK airports. The issues identified, such as the availability and visibility of assistance call points, clarity of information, accessibility of infrastructure, staff training, and the provision of independent journey options, directly affects a passenger’s ability to travel with confidence. This work supports better consumer outcomes by

ensuring that disabled and less mobile passengers can access air travel on an equal basis, with greater independence, choice, and confidence.

4. To improve transparency and share good practice, airport accessibility reports are published annually alongside the Accessibility Framework results.
5. This report presents the findings of the CAA's assessment of Glasgow Prestwick Airport.

Methodology

6. The CAA assesses airports against the following regulations and guidance:
 - Assimilated Regulation (EU) No. 1107/2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air ("UK Regulation (EU) No. 1107/2006")
 - CAP2241 Interpretative guidelines on the application of UK Regulation (EU) No. 1107/2006 ("CAP2241")
 - ECAC Doc. 30 Part 5 and annexes 5-A-5-L ("ECAC Doc. 30")
 - CAP1228 CAA guidance on quality standards ("CAP1228")
 - CAP1228A CAA guidance on data collection under CAP1228 ("CAP1228A")
 - CAP1411 CAA guidance on hidden disabilities ("CAP1411")
 - CAP2374 CAA guidance on assistance service at UK airports ("CAP2374")
 - Department for Transport REAL Training: introduction and aviation modules ("DFT REAL Training")
 - Department for Transport Inclusive Mobility: A guide to best practice on access to pedestrian and transport infrastructure¹ ("DFT Inclusive Mobility")
7. To undertake an assessment, the CAA seeks information from an airport in the form of a standard questionnaire. Following receipt of a response, the CAA will ask follow up questions, request additional information and documentation, and undertake site visits and interviews. These are set out in Appendix A.

¹ Inclusive Mobility. A Guide to Best Practice on Access to Pedestrian and Transport Infrastructure

8. The table below sets out a timeline of the collection of information and site visits undertaken as part of the assessment of Glasgow Prestwick Airport.

Data type	Description of the data	When was the data collected
Questionnaire response	Information on: ▪ airport structure, ▪ charging, ▪ airport assistance, ▪ designated points, ▪ seating, ▪ training, ▪ quality standards, ▪ non-visible disabilities, ▪ personal mobility equipment, ▪ airport infrastructure, ▪ survey of assistance service users.	August 2025
	Online	Glasgow Prestwick Airport's website ²
Site visit	Walk through of passenger journey	October 2025
Site visit	Performance checks	September 2025

9. The final report was shared with Glasgow Prestwick Airport on 4 July 2026.

² Special Assistance - Glasgow Prestwick Airport

Findings and Observations

10. Where the CAA identifies an area of non-compliance with legislation or, in its view, guidance which should be followed to ensure compliance, a finding will be raised. Airports should ensure their accessibility forums, and the CAA, are kept up to date with findings and the actions they are taking to resolve them.
11. An observation is raised where the CAA identifies an area in which the airport should consider taking action to avoid future non-compliance with legislation, or situations where recommendations are not being followed. We expect airports to take this advice seriously and act on it appropriately. They should also consult their accessibility forums or disability organisations to decide their appropriate next steps. The CAA will request information on actions taken.
12. A summary of findings and observations for the accessibility assessment of Glasgow Prestwick Airport are set out below.

13. Designated points

Area: Signage

Issue level: Observation (Rectified before publication)

Comments: ECAC Doc. 30 Section 5.13 recommends that designated assistance points are clearly marked using standardised and internationally recognised signage and symbols.

During the site visit, we noted that designated call points on the train station platforms were labelled 'assistance' but did not include recognised disability symbols or clear signage indicating that they were designated assistance points for disabled and less mobile passengers.

Update: Following engagement with the CAA, Glasgow Prestwick Airport has installed disability symbol signage at the designated call points on the train station platforms to improve visibility and recognition.

14. Infrastructure

Area: Seating

Issue level: Observation (Rectified before publication)

Comments: ECAC Doc. 30 Annex 5-K Section 4 recommends that seating should be provided at designated points where passengers may be required to wait for assistance.

The CAA observed that there was no seating available at the drop-off / pick-up designated point.

Update: Following engagement with the CAA, Glasgow Prestwick Airport has installed seating at the designated drop-off / pick-up point.

15. Infrastructure

Area: Signage

Issue level: Observation (Rectified before publication)

Comments: DfT Inclusive Mobility guidance recommends highly visible, clear, and vertical signage for accessible parking spaces to ensure independent access.

We observed that the accessible parking bays did not include raised signage.

Update: Following engagement with the CAA, Glasgow Prestwick Airport has installed raised signage at Blue Badge parking bays to improve visibility.

16. Website

Area: Information on how to complain

Issue level: Observation (Rectified before publication)

Comments: ECAC Doc. 30 Annex 5-J Section 3 recommends that airports provide clear information on complaints processes, including contact details and expected response times.

While contact options were available via a webform, phone number, and email address, we identified that the website does not clearly set out how passengers could make a complaint regarding assistance services.

Update: Following engagement with the CAA, Glasgow Prestwick Airport has updated its website to include a dedicated feedback section within the 'Special Assistance' pages. This includes a link to the complaints webform and information on the complaints process, including expected response times.

17. Website

Area: Information on security

Issue level: Observation (Rectified before publication)

Comments: ECAC Doc. 30 Annex 5-J Section 3 states that information on arrangements for mobility and medical equipment and the availability of private search rooms should be provided on airport websites.

While some information on security arrangements was provided, a hyperlink to further information on the screening of medical equipment was not functioning at the time of review.

Update: Following engagement with the CAA, the broken hyperlink has been corrected. The updated webpage now includes information on the screening of medical equipment and the availability of a private search room.

18. Website

Area: Information on mobility equipment

Issue level: Observation (Rectified before publication)

Comments: ECAC Doc. 30 Annex 5-J Section 3 states that information on the return of mobility aids on arrival, information on the preparation of mobility aids for carriage, and arrangements if passenger's device is lost or arrives damaged should be provided on airport's website.

We noted that information on travelling with mobility equipment was incomplete. Information on preparing equipment for travel, repatriation on arrival, and procedures for lost or damaged equipment was not available.

Update: Following engagement with the CAA, Glasgow Prestwick Airport has updated its website to include information on processes for assisting passengers whose mobility equipment is lost or damaged on arrival.

19. Website

Area: Information on assistance dogs

Issue level: Observation (Rectified before publication)

Comments: ECAC Doc. 30 Annex 5-J Section 3 recommends that information for passengers travelling with assistance dogs, including processes and facilities is clearly provided to passengers.

During the website review, we noted that there was no information on the availability and location of assistance dog relief areas on the airport's website.

Update: Following engagement with the CAA, Glasgow Prestwick Airport has added information on travelling with assistance dogs to its website, including guidance on accessing relief areas and links to relevant government guidance.

20. Website

Area: Title and imaging

Issue level: Observation (Rectified before publication)

Comments: ECAC Doc. 30 Annex 5-J Section 1.2 recommends that standardised symbols are used to improve visibility and accessibility of information.

We noted that the hyperlink to the 'Special Assistance' pages did not include recognised accessibility iconography, such as an international wheelchair symbol.

Update: Following engagement with the CAA, Glasgow Prestwick Airport has added a recognised accessibility symbol to the 'Special Assistance' link on the homepage to improve visibility and usability.

Good practices

21. Through its accessibility assessments, the CAA identifies good practice in airport assistance processes, equipment and infrastructure. Publishing these reports helps share good practice across airports, airlines, service providers and passengers.
22. The following examples of good practice were identified during the assessment of Glasgow Prestwick Airport:

23. Airport assistance

Glasgow Prestwick boards passengers using a boarding ramp, providing step-free access suitable for many disabled and less mobile passengers. Where a wheelchair is required, staff use a powered chair to assist movement up the ramp and control speed when descending. High lifts are also available if the boarding ramps are unsuitable.

24. Website information

CAP2374 encourages airports to provide clear information on layouts to help passengers plan their assistance needs. This includes details on facilities such as seating, lifts and ramps.

Glasgow Prestwick has partnered with AccessAble to provide a comprehensive online accessibility guide. This includes accessible information (web and mobile) on key facilities and infrastructure. The guide is linked from the website, helping passengers make informed decisions.

The airport provides an Accessibility Guide showing airside and landside layouts, including step-free routes. A Sensory Story provides step-by-step information on the sights and sounds of the airport.

25. Training for security personnel

The Regulation and ECAC Doc. 30 require staff who interact with passengers to receive appropriate disability awareness and equality training. The CAA expects this to include both general awareness and practical support skills.

Glasgow Prestwick delivers in-person disability awareness and equality training to all staff, including security personnel. Website information confirms that staff also receive training on specific disabilities and health conditions, such as stoma awareness.

26. Surveys of service users

Under the CAA's Quality Standards Framework (CAP1228), airports must collect feedback from assistance users, typically via email surveys. Glasgow Prestwick uses a tablet at the landside assistance desk to capture feedback, helping to automate the process. The survey is also promoted across the airport and via the website. This approach supports a higher-than-average response rate.

Appendix A – Collaboration with members of staff and summary of works undertaken

A1. Interviews were facilitated by the CAA team and tailored to the subject matter. Some interviews took the form of presentations of system processes and outputs by Glasgow Prestwick Airport staff.

A2. Pre visit questionnaire and attachments

Topics Covered:

- Airport structure,
- Charging,
- Airport assistance,
- Designated points,
- Seating,
- Training,
- Quality standards,
- Non-visible disabilities,
- Personal mobility equipment,
- Airport infrastructure.

Work performed:

- Questionnaire was completed by Glasgow Prestwick Airport.
- The questionnaire was reviewed by the CAA before the site visit.
- Reviewed answers and provided more detail and explanation where required.

A3. Walk through of the passenger journey and checks of equipment

Topics Covered:

- Designated points,
- Seating,
- Non-visible disabilities,
- Airport infrastructure,
- Seating,
- Signage.

Work performed:

CAA checked:

- Useability and serviceability of designated points.
- Access points to the airport e.g., car parks.
- Equipment levels e.g., wheelchairs available for self-mobilisation.

- Observed signage in landside and airside areas.
- Seating and other facilities designed for disabled and less mobile passengers.

A4. Airport tour

Topics Covered:

- Airport infrastructure,
- Quality standards,
- Non-visible disabilities,
- Independent travel,
- Airport equipment,
- System demos (included walking through the journey for an arriving and departing passenger on a PDA),
- Further explanation of processes and policies.

A5. Compliance review

Topics Covered: Website review

Work performed: The CAA conducted a desktop review of Glasgow Prestwick Airport's website in line with guidance on website in ECAC Doc. 30 Annex 5-J.