

CAA Accessibility Assessment Report: Edinburgh 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 or 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 equitable 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 Edinburgh 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 ("the Regulation")
 - 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 Edinburgh 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, ▪ service level agreements between Edinburgh Airport and their service provider, ▪ survey of assistance service users.	August 2025
CAA observations	Disability equality and awareness training	November 2025
Online	Edinburgh Airport's website ²	October 2025
Site visit	Walk through of passenger journey	August 2025
Site visit	Performance checks	August 2025
Training observations	Observation of disability awareness and equality training session for staff who provide direct assistance.	October 2025

9. The final report was shared with Edinburgh Airport on 4 August 2026.

² [Special assistance and additional needs | Edinburgh 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 Edinburgh Airport are set out below.

13. Designated points

Area: Entry and exit points

Issue level: Observation (Rectified before publication)

Comments: During the site visit, entry and exit points to the airport were checked for designated points in line with requirements in the Regulation and recommendations in ECAC Doc. 30 Section 5.11.3, Annex 5-C, and Annex 5-K.

We observed that there were no designated points, call points, or directions to the hosted area / nearest designated point at the bus drop off area.

Update: Following engagement with the CAA, Edinburgh Airport has installed signage at the local bus drop-off area directing passengers to the nearest designated call point. Additionally, the sign includes a phone number which passengers can use to request assistance.

14. Designated points

Area: Seating

Issue level: Observation

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

During our site visit, we noted that designated call points at the taxi rank and mid-stay car park did not have accessible seating located nearby.

Update: Following engagement with the CAA, Edinburgh Airport has committed to installing accessible seating at the designated point in the mid-stay car park. Installation is scheduled for completion during Summer 2026.

Accessible seating has been added to the taxi rank, and the airport will install signage to the seats. The signage is due for completion during Summer 2026.

15. Designated points

Area: Signage

Issue level: Observation (Rectified before publication)

Comments: ECAC Doc. 30 Annex 5-K states that designated call points should be clearly visible.

During our site visit, we noted that the designated call point in the drop-off area was difficult to locate as it faced away from the main passenger flow. Additionally, once passengers enter the terminal near check-in zones A, B and C, there were no signs for the assistance area or designated call points.

Update: Following engagement with the CAA, Edinburgh Airport has added enhanced signage within the drop-off area to improve the visibility and prominence of the designated call point.

Since the site visit, Edinburgh Airport has introduced a new landside hosted assistance area adjacent to check-in zones A, B and C. The area is clearly signposted and includes guidance on how passengers can request assistance when staff are not present.

16. Infrastructure

Area: Signage

Issue level: Observation

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

The CAA observed that the accessible “Blue Badge” parking spaces were located close to key facilities. They were not clearly identified with vertical signage in the multi-storey and surface car parks.

Update: Following engagement with the CAA, Edinburgh Airport has committed to improving signage within car parks to ensure that Blue Badge spaces are clearly identifiable through both vertical signage and road markings. Implementation is planned for Summer 2026.

17. CAP2374 - Independent journeys

Area: Signage

Issue level: Observation (Rectified before publication)

Comments: CAP2374 recommends that walking distances are included on signage between key points to help encourage independent journeys (without the support of staff) to be made if the passenger is able and willing to do so.

During the site visit, the CAA noted that there were areas where such information could support independent travel. These included the vehicle drop-off area at immigration, and the baggage reclaim seating area.

Update: Following engagement with the CAA, Edinburgh has committed to incorporating walking distance information into additional signage as part of an ongoing signage improvement programme.

18. CAP2374 - Independent journeys

Area: Equipment

Issue level: Observation (Rectified before publication)

Comments: CAP2374 states that airports should ensure that wheelchairs are available for passengers to use in key locations around the terminal.

We observed wheelchairs that were available for passengers to use at the landside hosted assistance area; however, additional locations were identified where availability could support independent travel, including the drop-off area, immigration, vehicle drop-off point, and baggage reclaim.

Update: Following engagement with the CAA and subsequent trials, Edinburgh Airport has introduced additional wheelchair bays at key locations across the airport to support independent travel.

19. Non-visible disabilities

Area: Signage

Issue level: Observation (Rectified before publication)

Comments: Paragraph 10 of CAP1411 recommends that airports have routes to bypass shopping areas which the general passenger flow is automatically guided through. ECAC Doc. 30 section 5.13.18 states that facilities which are reserved or designed for disabled and less mobile passengers should be appropriately signed.

The CAA observed that the duty-free bypass route was signposted as “staff only,” which may cause confusion for passengers travelling independently who have been advised to use this route.

Update: The airport has now enhanced signage at the duty-free bypass, including the introduction of a sunflower symbol³, to improve clarity for passengers travelling independently.

20. Training

Area: Assistance dogs

Issue level: Observation (Rectified before publication)

Comments: Annex 5-G of ECAC Doc. 30 includes assistance dogs processes and facilities as a learning topic for Modules 1 and 2.

Training materials for staff providing direct assistance did not include information on the location of assistance dog relief areas.

Update: Following engagement with the CAA, operating procedures are being updated to include the location and use of assistance dog relief areas. As an interim measure, this information has been communicated to staff through toolbox talks.

³ The sunflower symbol is an internationally recognised symbol for non-visible disabilities.

21. Training

Area: Security staff

Issue level: Observation (Rectified before publication)

Comments: Section 5 of DfT REAL Training guidance sets out that customer-facing staff, including security personnel, should receive classroom-based training. Testing and assessments should take place in the form of classroom-based activities, oral and written exercises, or a written test under exam conditions.

Edinburgh Airport advised that disability awareness training for security staff was delivered via e-learning modules, rather than in-person training.

Update: Edinburgh Airport has commenced the rollout of enhanced in-person disability awareness and equality training for security staff. The training has been developed with input from the airport's Accessibility Forum and external stakeholders such as Spinal Injuries Scotland and incorporates lived experience content. Additional content to add more lived experience relating to neurodiversity is planned in the coming months.

22. Training

Area: Staff providing direct assistance to disabled and less mobile passengers

Issue level: Observation (Rectified before publication)

Comments: Article 11 of the Regulation requires that airports provide disability equality and disability awareness training to all personnel working at the airport. ECAC Doc. 30 Annex 5-G, Module 1 provides further information on the required training provision for disability equality and disability awareness training that should be provided to all staff who deal directly with the travelling public, for them to be made aware of, and where appropriate, be able to meet the needs of assistance passengers. In addition to the requirements set out in Module 1, ECAC Doc. 30 Annex 5-G; Module 2 relates to the training provision for staff that provide direct assistance to disabled and less mobile passengers at the airport, and DfT REAL Training provides additional recommendations.

The CAA identified that training materials did not include all aspects of Module 1 and Module 2 from ECAC Doc. 30 Annex 5-G, and the DfT REAL Training. This included:

- Information on the Regulation.
- The social model of disability was not used in the training. The social model of disability recognises that people are disabled by societal barriers such as

those within the built environment, operational processes, and customer service interactions, rather than disability arising solely from an individual's disability or medical condition.

- It was not clear that disabled people had been involved in the development or content of the training.

Update: After this was raised by the CAA, Edinburgh Airport's assistance service provider has updated their training to include the DfT's REAL Training values and additional videos have been incorporated into the content to support the lived experience approach to training. Additional group discussions and tasks were added to the training module to support the changes in this area.

23. Training

Area: Internal trainer requirements

Issue level: Observation (Rectified before publication)

Comments: DfT REAL Training Programme Manual for Trainers Section 4 includes requirements for internal trainers and organisations which use the 'train the trainer' method. These requirements include holding appropriate qualifications, experience in the industry, and working with or lived experience of disability. Additionally, ECAC Doc. 30 Annex 5-G Section 9 includes requirements for internal trainers and train the trainer courses.

The CAA identified that internal trainers had not received training aligned with DfT REAL Training and ECAC Doc. 30 requirements, including appropriate qualifications and lived experience of disability.

Update: Following engagement with the CAA, internal trainers have completed accredited disability awareness and equality training delivered by an external provider in line with DfT REAL Training requirements.

24. Website

Area: Information on mobility equipment

Issue level: Observation (Rectified before publication)

Comments: ECAC Doc. 30 Annex 5-J Section 3.8 sets out that information should be provided for those travelling with mobility equipment, including as a minimum: information on using own equipment until boarding and repatriation of personal mobility equipment at the aircraft side; preparing equipment for travel; and for lost and damaged equipment on arrival.

We identified that the website information on travelling with mobility equipment is incomplete, including the absence of guidance on damaged or lost equipment.

Update: The airport's website has been updated to include information on travelling with mobility equipment, including preparation requirements and processes for damaged or lost items. This information is provided on the 'Mobility Equipment' subpage.

25. Website

Area: Information on the helpline for disabled and less mobile passengers

Issue level: Observation (Rectified before publication)

Comments: A dedicated helpline for disabled and less mobile passengers was not identified on the airport's website, as recommended in ECAC Doc. 30 Annex 5-J Section 3.11.

Update: A dedicated helpline for assisted travel enquiries has been added to the airport's website, including contact details, opening hours, and alternative contact options. Information has been added to the 'Customer Support' page, which is linked to from the 'Special Assistance and additional needs' landing page.

26. Website

Area: Information on how to complain

Issue level: Observation (Rectified before publication)

Comments: ECAC Doc. 30 Annex 5-J Section 3 states that information on how to complain should include the arrangements in place for disabled persons and persons with reduced mobility to complain to the airport about the assistance provided, including contact details.

We identified that the website did not include a dedicated complaints category for assistance services.

Update: The airport's complaints webpage has been updated to include an 'Assisted Travel feedback' category, improving accessibility for passengers wishing to raise concerns about assistance services.

27. Website

Area: Information on security

Issue level: Observation (Rectified before publication)

Comments: ECAC Doc. 30 Annex 5-J recommends that airport websites provide clear and comprehensive information on security arrangements. This information should include, as a minimum, whether there are any special arrangements for passengers in relation to security, in relation to mobility and medical equipment, and whether private rooms are available for security searches.

We identified that information relating to security arrangements for disabled passengers and less mobile passengers was not on the airport's website.

Update: The airport has enhanced its website to include detailed information on security arrangements for disabled and less mobile passengers, including dedicated lanes and available facilities.

28. Website

Area: Title and imaging

Issue level: Observation (Rectified before publication)

Comments: ECAC Doc. 30 Annex 5-J Section 1.2 sets out suggested international standard images for disability signage which should be used in website links.

We noted that the link was titled 'Special Assistance and Additional Needs' but during the assessment a relevant image was not included on the Edinburgh Airport homepage.

Update: The airport has updated its homepage to include a clearly identifiable symbol in line with international standards

29. Website

Area: Layout

Issue level: Observation (Rectified before publication)

Comments: ECAC Doc. 30 Annex 5-J recommends that information on assistance is provided on a single web page, or a single landing page which is one click away from the homepage.

We noted that the homepage link to accessibility information did not include a recognised accessibility symbol.

Update: The website has been restructured so that all accessibility-related information is accessible from a single landing page, improving clarity and ease of navigation.

Good practices

30. Through its accessibility assessments, the CAA identifies examples of good practice in airport assistance services, including processes, equipment, and infrastructure. Publishing these findings supports the sharing of effective approaches across airports, airlines, service providers, and passengers.

31. The following examples of good practice were observed at Edinburgh Airport:

32. Designated points of arrival

Designated assistance points at Edinburgh Airport have user-focused information. Each point includes a simple map, guidance on how to request assistance, and clear information on the walking distance to the landside hosted assistance desk. This supports passenger independence while ensuring that those who require support can easily access it, in line with ECAC Doc. 30 recommendations for clarity and usability.

33. Training

Edinburgh Airport has a structured approach to accessibility training through its ground handling licence-to-operate conditions, which explicitly require compliance with the Regulation (. Embedding regulatory requirements within contractual and licensing frameworks helps ensure consistent standards of assistance across service providers and reinforces accountability.

34. Waiting times for assistance

On departure, designated assistance points display a commitment that assistance will be available within 10 minutes. This target is more stringent than the waiting time expectations set out in ECAC Doc. 30 and CAP1228, demonstrating a proactive approach to minimising waiting times and improving the passenger experience for disabled and less mobile passengers.

35. Signage

Large, prominently positioned signage on the terminal exterior clearly identifies the assistance desk. The signage is visible from car parks and drop-off zones, supporting wayfinding for passengers arriving at the airport and reducing potential barriers to accessing assistance services.

36. Accessibility Forum

Edinburgh Airport operates an active Accessibility Forum (EAAF), with measures in place to support meaningful participation. This is a requirement of CAP1228. Attendees are reimbursed for travel costs, and payment is offered for attendance. This approach helps ensure sustained engagement; values lived experience; and aligns with good practice in inclusive stakeholder consultation as encouraged by the CAA.

37. Information for non-visible disabilities

Edinburgh Airport provides a 'social story' resource to support passengers with non-visible disabilities or those who may benefit from additional preparation before travelling. This resource helps users understand the airport journey step-by-step, reducing anxiety and improving accessibility for a wider range of passenger needs.

Appendix A – Collaboration with members of staff

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 Edinburgh Airport staff.

Summary of works undertaken

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 Edinburgh Airport.
- The questionnaire was reviewed by the CAA before the site visit.
- We reviewed answers and requested 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 such as car parks.

- Equipment levels such as 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 tablets / phone).
- Further explanation of processes and policies.
- Explanation of facilities and future development plans.

A5. Follow up

Topics Covered:

Follow up sessions, observations, and interviews on:

- Training of staff providing direct assistance to disabled and less mobile passengers.
- Training of security staff
- Training of customer facing airport staff.

Work performed:

Information provided on training for:

- Staff who provide direct assistance to disabled and less mobile passengers, including observations of training sessions.
- Security staff.
- Customer facing airport staff.

A6. Compliance review

Topics Covered: Website review

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

A7. Compliance review

Topics Covered: Training of staff who provide direct assistance to disabled and less mobile passengers.

Work performed: Observations of the disability and equality training modules for new starters. Training was reviewed in line with training guidance in ECAC Doc. 30 Annex 5-G and DfT's REAL Training.