



# Accessibility Handout

Version 1.0

# Publication Authorisation

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# Revision History

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# Introduction

Welcome to the Isle of Man Airport Accessibility Handout. Our dedication to embracing equality and diversity drives us to continually adapt and ensure the highest standards are met to accommodate all passengers. This handout is designed to evolve as needed, providing information to facilitate a seamless journey through our airport. If you have any suggestions on what can be added or if anything requires clarification do not hesitate to contact me on:

[Kelly.quirk@gov.im](mailto:Kelly.quirk@gov.im)

## Section 1 Getting to and from

Isle of Man Airport is located in the South of the island at Ronaldsway near Castletown, 6 miles (11km; 6.9 mi ) southwest of Douglas, the island's capital. Whether you're planning to travel by bus, taxi or a car we will help you to reach your destination.

### 1. Bus Vannin

Bus Services 1, 1A, 2A, 11, 11A & 12 operate daily between Onchan, Douglas (including the Promenades), Santon, Ballasalla, Castletown, Port Erin, Port St. Mary and intermediate bus stops.

Monday to Saturday during daytime and early evening buses operate every 15 minutes with reduced frequencies during late evenings. On Sundays buses operate every 20 minutes during the daytime and early evening.

For bus and Isle of Man Steam Railway information contact The Isle of Man Transport on +441624662525.

General website [www.bus.im](http://www.bus.im) and for detailed bus times to and from the airport <https://www.iombusandrail.im/timetables-routes-and-fares/bus-timetables/>

If you're in need of bus timetable or have any questions about transportation, you can also visit our Information desk conveniently located on the ground floor of the terminal. Our friendly staff will be more than happy to assist you. They can provide you with info about the next departure times and answer any questions you may have.



### 1.2 Taxis

There is a taxi rank situated outside the terminal building. Taxis are available to meet all flights, all fares commencing from the Taxi Rank will be metered. The approximate metered daytime fare to central Douglas is £23, Ramsey £48, Peel £28, Port Erin £16. These may vary depending on the number of passengers luggage carried and traffic.

On all local and UK Bank holidays metered fares are time and a half.

Taxis can also be pre-booked with most operators at a fixed fare.





### 1.3 Patient transfer

Patient Transfer specializes in arranging airport transportation for individuals residing on the Isle of Man who need to travel to the UK mainland for medical appointments or other purposes.

If you find yourself in need of transportation to the Airport for your upcoming appointment, please contact Patient Transfer on:

Email: **patient.transfers@gov.im**

Address: Patient Transfer Office, Crookall House, Demesne Road, Douglas, IM1 3QA

For transport to or from an appointment in the UK, please telephone +44 1624 642673 (Open 9am to 5pm Mon to Fri [excluding Public Holidays]. Closed for lunch 1 to 2pm.

If you require urgent assistance outside of the normal Patient Transfer operating hours, please contact the Air Ambulance Service Co-ordinator on +44 1624 650000)

### 1.4 Parking

For short visits (drop off) there are two drop off/collection spaces for people with reduced mobility immediately at the front of the terminal adjacent to the main entrance.



Isle of Man Airport has around 580 parking spaces. The different zones are colour-coded to help you find a space.

Our car park is open 24 hours a day 365 days a year.

Standard tariff (green bays) over 420 spaces

Premium tariff (red bays) over 160 spaces

If you are a blue badge holder you can either park in the dedicated disabled bays in the Premium or Standard parking, or any space within our car parks that is convenient.

If you are in the car park for an hour or less, this is free - please just display your parking disc and blue badge clearly in the vehicle window.

If you are staying for over 1 hour you can pay for your parking by using the RingGo app, using the code **35794**, or at the Airport Information Desk (credit/debit card only). No matter where you are parked you will only pay Standard tariff as long as your blue badge is displayed.



## How do I pay for my parking?

The quickest and easiest way to pay is through a mobile phone or device using the RingGo app, which can be downloaded free from the Apple or Google Play stores.

Anyone who doesn't have a smartphone can call **01624 825717** and use a pre-registered payment card. Payment can also be made online using a pre-registered card at [ringgo.co.uk](http://ringgo.co.uk)

In each instance above, drivers planning to use the car park are encouraged to register in advance. Users should download the app and provide the necessary details, including payment information, or visit [ringgo.co.uk](https://ringgo.co.uk) and complete the process online.

Anyone displaying a parking disc can park for free up to 15 minutes or 30 minutes depending on if you are in the Premium or Standard zone, so it will still be possible to organise payment while moving through the airport.

Another convenient option is to visit the information desk located inside the Isle of Man Airport building. Simply provide your vehicle registration and make your payment using a payment card. Please note that cash payments are not accepted at the desk.

### 1.4A Map of car park and disabled bay parking



# AIRPORT PARKING

Quick, close & easy





### WAYS TO PAY

-  Download the app  
*Ring Go*
-  [www.ringgo.co.uk](http://www.ringgo.co.uk)
-  01624 825717
-  Information Desk

<b>PREMIUM RATE – 35800</b> UP TO 15 MINUTES FREE (WHEN PARKING DISC IS DISPLAYED)		
16 MINS TO 2 HRS ..... £3.00	UP TO 24 HRS ..... £17.00	UP TO 7 DAYS ..... £54.00
UP TO 4 HRS ..... £5.00	UP TO 2 DAYS ..... £24.00	EACH ADDITIONAL DAY (OR PART OF) ..... £5.00
UP TO 6 HRS ..... £6.00	UP TO 3 DAYS ..... £31.00	MAXIMUM CHARGE PER SESSION FOR 90 DAYS ..... £120.00
UP TO 8 HRS ..... £8.00	UP TO 4 DAYS ..... £37.00	
UP TO 12 HRS ..... £12.00	UP TO 5 DAYS ..... £43.00	
UP TO 16 HRS ..... £16.00	UP TO 6 DAYS ..... £49.00	

BLUE BADGE HOLDERS – 35794. UP TO 60 MINUTES FREE FROM TIME OF ARRIVAL WHEN PARKING DISC IS DISPLAYED THEN STANDARD RATE APPLIES

<b>STANDARD RATE – 35801</b> UP TO 30 MINUTES FREE (WHEN PARKING DISC IS DISPLAYED)		
30 MINS TO 2 HRS ..... £2.50	UP TO 24 HRS ..... £15.00	UP TO 6 DAYS ..... £44.00
UP TO 4 HRS ..... £4.00	UP TO 2 DAYS ..... £20.00	UP TO 7 DAYS ..... £50.00
UP TO 8 HRS ..... £6.00	UP TO 3 DAYS ..... £26.00	EACH ADDITIONAL DAY (OR PART OF) ..... £5.00
UP TO 12 HRS ..... £7.50	UP TO 4 DAYS ..... £32.00	MAXIMUM CHARGE PER SESSION FOR 90 DAYS ..... £90.00
UP TO 16 HRS ..... £9.00	UP TO 5 DAYS ..... £38.00	

Please remember to pay before you travel



Disabled Parking Blue Badge Scheme

Department of Health and Social Care  
Third Floor Murray House  
Mount Havelock  
Douglas  
Isle of Man  
IM1 2SF  
Telephone: +44 1624 686325

The blue badge rules require the user to leave the permit in the window of the car, this is a problem for persons using the airport as they may require the permits at their final destination. A badge has been developed which is recognised when parking at the Isle of Man only, you can contact airport administration on:

**Admin.Airport@gov.im** for further information

Section 2 Terminal Building and Facilities

The route to the terminal is clear and has drop down curbs and tactile paving to indicate the location of crossings.  
On arrival into the terminal, we kindly request that you proceed to the Menzies check-in desk or ticket desk. Our dedicated staff at these locations are here to assist you with any questions or support you may need. We have established a designated seating area for your convenience. Should you require the use of a wheelchair we have a specific area set aside for wheelchair assistance as well.



## 2.1 Terminal Toilets.

There are disabled use toilet facilities situated in the check in hall and on the first floor near to the top of the escalator. There are also toilet facilities in the Departure lounge.

There are no signs to indicate disabled toilets facilities. The toilets are open to non disabled passengers. We are actively working to improve signage within our airport to make it more user-friednly and inclusive.



As part of our commitment to accessibility we have installed toilet alarm kits in our facilities. These alarm kits are a valuable feature that provides an extra layer of assistance and security for individuals with disabilities. The disabled toilet kits consist of a pull cord or button located within easy reach of the toilet and are designed to be accessible for individuals with reduced mobility in the event that someone requires assistance or encounters an emergency while using the facilities, they can simply activate the alarm by pulling the cord.



## 2.2 Landside Scenic Lift

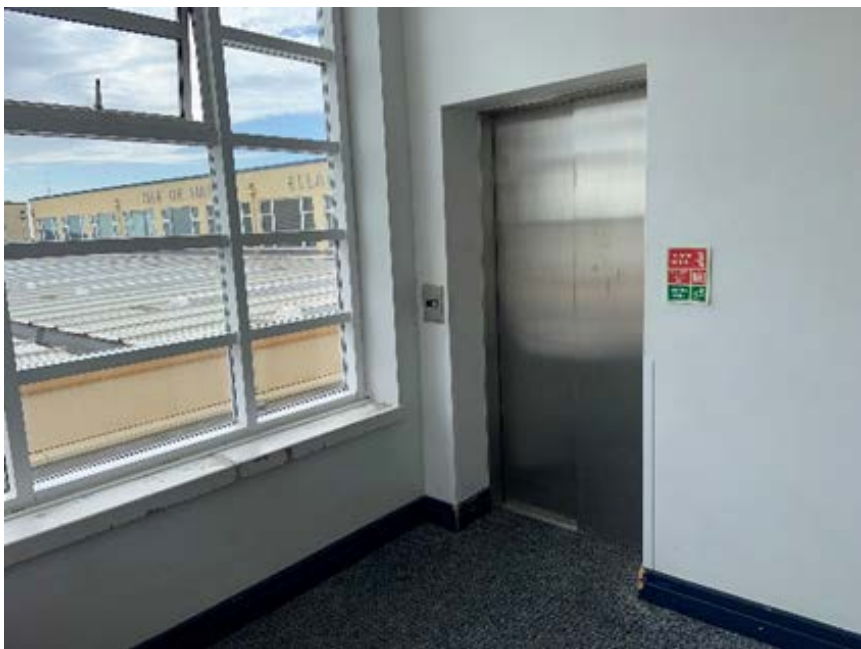
There is a lift on the ground floor of our facility. This lift is designed to take passengers to the first floor, where the security area is located. Please be aware that the lift can accommodate one wheelchair at a time.





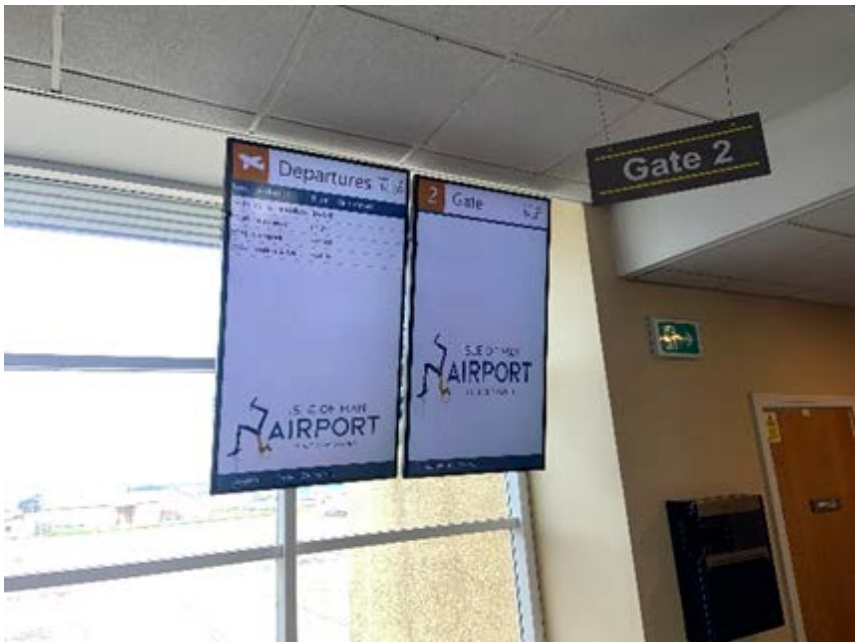
2.3 Airside lifts

There are 2 lifts airside located near Gate 1 and Gate 2. Passengers who require assistance in reaching the pre-boarding area, commonly knowns as the Holding lounge are escorted using these lifts. Menzies trained staff will assist and guide passenger who may need to utilize these lifts.



2.4 Departure Lounge

Passengers are left in a location near to gate one with close access to the disabled toilets and the nearest point of access to the lift. There are two available lifts in the case of one of them being out of service. Any passengers with visual impairment are left to wait near gate 2 with access to a Flight Information Screen to keep updated. There are also regular announcements over the Public Address System indicating any delays/changes to gates etc.



2.5 Quiet Room

If you find yourself at the airport ahead of schedule, facing a flight delay, or simply seeking a quiet and peaceful space, we are delighted to present our dedicated Quiet Room. Tailored to accommodate individuals with reduced mobility and hidden disabilities, this room awaits you on the first floor, before the security checkpoint area.





## 2.6 Holding lounge

From the main lounge, all wheelchairs are escorted to the holding lounge before bulk boarding begins, where dynamic decisions are made based on current conditions. In the event of a busy holding lounge, passengers are efficiently escorted to the aircraft ahead of the main bulk of passengers, ensuring a controlled entry process. This process is overseen by the Menzies airside dispatch agent. Additionally, the journey to the stands is facilitated by a covered walkway, providing protection from the elements. For wheelchair users requiring a full lift, Menzies operate an enclosed scissor lift (Ambulift) for certain types of aircraft.



## Section 3 Checking –in

### 3.1 Airlines - Booking Travel

All airlines have a section to “click” if special assistance is required, this then takes you to a further screen of information. EasyJet allow Special Assistance Ticket purchases to use the priority check in line. Loganair do not have such a facility at IOM Airport.

To book special assistance with EasyJet or Loganair, please follow the guidelines below:

#### **easyJet:**

Log in to Manage Bookings- If you’ve already made a booking with EasyJet, you can login to your ‘Manage booking’ portal on their website or app. Then, you can add your specific accessibility requirements to your booking.

Alternatively, you can reach out to EasyJet dedicated ‘Special assistance team’. Provide them with your booking reference number and they will assist you in adding your requirements to your booking. For more detailed information and to access these services please visit EasyJet official website.

#### **Loganair:**

When booking your flight with Loganair, you have the option to complete a special assistance form during the booking process. You can also contact Loganair directly by phone. For specific detail and contact information please visit their official website.

### 3.2 Travelling with your own mobility equipment

Please contact your Airline at least 48 hours before departure/arrival advising of the assistance required and of any own equipment such as a wheelchair (including electric) or electric mobility scooter. This information is then passed directly to our ground handling agent Menzies. You can use your own mobility aid to the boarding gate or aircraft door if preferred. For arriving flights, our ground handling agent will provide your own mobility device at the arrival gate when made available by the airlines’ contracted ground handling agent – Menzies who are responsible for offloading all cargo from the aircraft holds.





3.3 Baggage and Passports

At the check in counter, your baggage will be weighed to ensure it meets the airlines weight restrictions. After weighing your bag will be labelled with tags to ensure it reaches your destination. Once baggage is labelled it will be transported to the aircraft separately.

Menzies Ground Handling Staff are made aware of any special assistance bookings and their requirements a day before the flight (if available) and they use this information to edit the seat configuration to suit the passenger’s needs.

All special assistance passengers are required to check in at the desk with no requirement to print boarding tickets and go directly through security.

At this point the passenger’s needs are confirmed against the original booking. Solo travelling passengers must confirm that they are able to use bathroom facilities and be able to be self-supporting whilst travelling through the airport.

Passengers are then escorted to the scenic lift, through security by Menzies staff into the departure lounge where they are invited to wait until the time of boarding when they will be collected again by Menzies staff and prepared for departure.

Section 4 Security

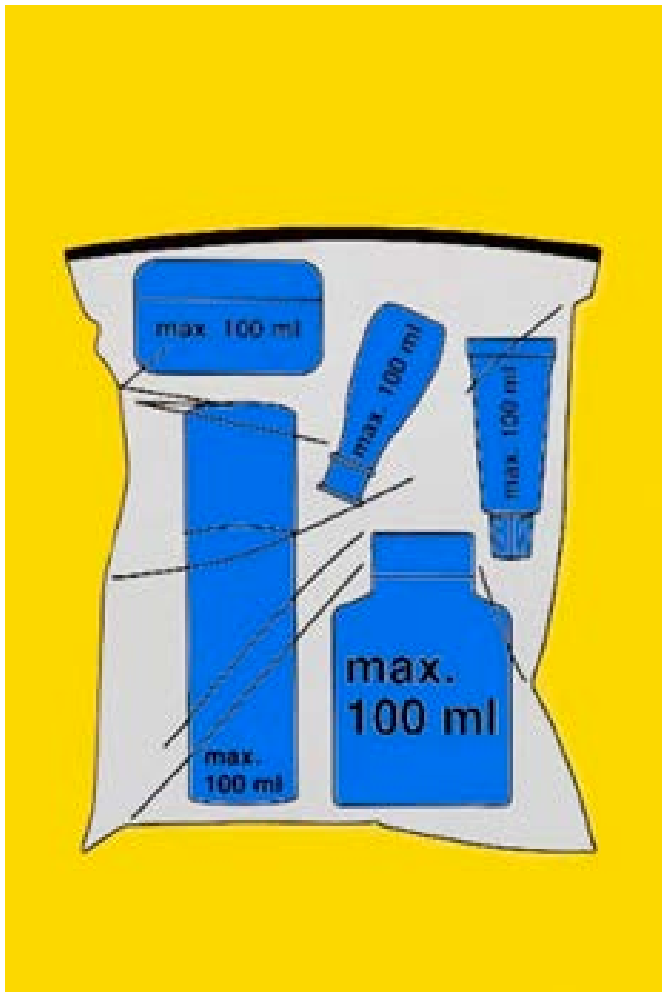
People with visible and non-visible disabilities requiring assistance must make themselves known to the Security Officer. You may require this to be addressed discreetly, we are happy to help.

The Security Officer where required will help you get prepared for screening, if you require assistance lifting baggage onto the x-ray belt please ask we are happy to help.

You will be asked to remove all coats, jackets and hats, if you feel this may make you feel uncomfortable please ask for the supervisor who will offer a search in a private location.

Please remember to remove all large electrical items and liquids from your bag before screening

Any medication larger than the 100ml limit must be accompanied by a doctor’s letter; this will be checked by your Security Officer.





Ensure the security officer is aware of any medical devices carried and its location, you will not be asked to remove this from your person for screening. If any spare devices are being carried these should be removed from your luggage for screening.

If you are selected for search the Security Officer will make reasonable adjustments if necessary, this should be achieved by discussion with you the passenger.

People with visible and non-visible disabilities must be aware the Security Officer is under a legal obligation to satisfy as far as reasonably practicable there are no prohibited articles

#### **4.1 Personal Protective Equipment (PPE)**

Feel free to wear your own personal protective equipment (PPE) during screening. Our Security Officers may request you to briefly show your face for identification purposes. If you prefer, you can ask our security officers to wear gloves and masks during the screening process. Just let the security officer know your preference, and they will accommodate accordingly.



If you are requested to remove your shoes for screening, rest assured that we provide foot coverings to maintain cleanliness and hygiene for your feet throughout the process.

#### **4.2 Carry of Medication**

For liquid medication over 100ml you should carry documentary evidence to confirm the need of the medication or in the form of a letter from a medical practitioner or medical company, this will be checked by the security officer.

Medical devices (including spare devices, spare insulin pump or Continuous Glucose Monitoring) may not be screened through x-ray machines. These will be screened by an alternative method.

#### **4.3 Screening**

All persons and items carried entering a Security Restricted Area will be subject to screening, this may include additional checks carried out by a Security Officer. Additional screening may be carried out on your body that may feel a little intrusive and personal but remember the Security Officer is just carrying out their job. If you have any sore / sensitive areas on your body or fitted medical devices / equipment (for example an insulin pump or ostomy bag), please inform the Security Officer if a manual search is required.

If this search is not something you would like to take place in public ask for a private search. Our officers are happy to help.

Items which are selected for additional screening may require the Security Officer to empty the contents of your bag, a request can be made to conduct this on a private area.

If you have any concerns please do hesitate to speak to the Supervisor.

Any further information please do not hesitate to contact the Isle of Man Security Department on **01624 821712**.

## Section 5 Passenger Processing Equipment

If you or someone you know who is travelling has reduced mobility, assistance is available to help you pass through the airport. Assistance can be booked in advance when making your reservation, or alternatively requested at check-in. Mobility assistance is currently provided at the Airport by Menzies Aviation on behalf of all the airlines.

Menzies staff members are ready to assist passengers with wheelchairs both arriving and departing, help with hand luggage and hold luggage if required.

### 5.1 Standard and Power Assisted Wheelchairs

At present Menzies Aviation provides 18 standard wheelchairs and 4 power assisted wheelchairs. The standard wheelchairs are self-propelled or pushed and the power assisted wheelchairs are used to assist the agent in pushing passengers up inclines.



### 5.2 Ambulift

The Ambulift is used as a boarding vehicle for disabled passengers, passengers with reduced mobility (PRM) or disabled air-travellers, mainly people using wheelchairs or elderly people with difficulties in climbing stairs.





### 5.3 AviRamp Lite

AviRamp is the world's only mobile jet bridge designed to provide access for all passengers to aircraft with gentle slopes of just 7.5 - 8° rather than using steep stairs.



### 5.4 Aisle Chair

The aisle chair is a small wheelchair that is used to transport immobile passengers from their own wheelchair to a seat on the aircraft. Aisle chairs are used during enplaning and deplaning.





## 5.5 SMAX Chair- Stair Climber

Used if the Ambulift is unserviceable the SMAX chair with the help of two members of staff enables us to safely navigate aircraft steps with passengers in either direction.



## 5.6 Eagle Hoist

The Eagle Hoist is used to lift customers (using a sling) from a wheelchair. Staff then use the Eagle Hoist to negotiate the aircraft aisle, straddle the aircraft seat and lower the customer into the seat.



## Section 6 Special assistance and Evacuation

We are committed to ensuring a safe and accessible environment for all our guests. If you have booked special assistance, please be aware that our dedicated staff are here to assist you in the event of an emergency evacuation.

Here is what you need to know:

Listen to announcements made over the public address system or guidance from members of staff providing critical information and instructions in the event of an emergency.

We have trained personnel who are ready to assist you in case of an emergency. These staff members will help you safely evacuate the building and provide necessary support. Ferno evacuation chairs are located near all stairwells for your safe evacuation



## Section 7 Arriving Special Assistance Passengers

When arriving at the Isle of Man if you are requiring special assistance, please remain seated until all other passengers have departed from the aircraft.

This is mainly due to available staffing levels involved in operating the Ambulift and preventing congestion within the aircraft.

Menzies staff will escort the passengers through the arrival process, ensuring a smooth transition from the aircraft to the baggage claim area. They will assist you in collecting your luggage and escort to the front of the Terminal if required.



## Section 8 Hidden Disabilities

Isle of Man Airport actively supports the Hidden Disabilities Programme, which is easily identified by the sunflower logo



### 8.1 Sunflower lanyard Scheme

Managed by the Patient Transfer Service, a scheme is available where persons with hidden disabilities can wear a lanyard that clearly identifies the person as someone who may need additional help whilst within the airport. The lanyards are available at the Airport Information Desk and are issued without question or judgement. These lanyards are recognised by security and will ensure that the person is dealt with compassion and understanding.

If using a sunflower lanyard or pin badge, you will not receive any further assistance from our Ground handling team unless specifically requested.

At the boarding gate, airlines may invite you to board the aircraft first, however this decision is down to the airline and their ground handling agent.

You can collect a lanyard and / or pin badge from our Information desk on the ground floor, situated opposite the main entrance doors. We ask that only the person with the hidden disability wears the lanyard or pin badge so that our staff know exactly who requires additional support.

### 8.2 Assistance dogs

Our terminal building welcomes guidance dog, also known as service dogs, to accompany individuals with reduced mobility and hidden disabilities. These trained dogs provide essential support to their owners, aiding them in navigating their surroundings and performing various tasks.

To ensure smooth and hassle free travel experience, passengers intending to travel with a guidance dog are kindly requested to inform their respective airline in advance.

This notifications allows the airline to make necessary arrangements to accommodate both passenger and the guidance dog during the journey.



Passengers travelling with a guidance dog should ensure that the dog is wearing appropriate identification, such as a harness or vest, clearly indicating their role as a service animal. This identification helps our staff and fellow passengers recognize the dog's purpose.

### 8.3 Travelling with dementia

Travelling through airports with dementia requires careful planning and patience. We can offer you some practical tips and advice for smoother and less stressful journey for both the person with dementia and their caregivers.

Plan ahead – give yourself plenty of time to prepare for the trip and start packing well in advance.

- Communicate with your healthcare provider. Discuss your travel plans and any necessary medications or medical considerations
- Contact the airlines in advance and inform them of your situation and request special assistance
- Arrange for a wheelchair or mobility aid if needed
- Arrive early at the airport with ample time to spare
- Follow signage to guide you through check-in, security and departure gates
- Dress comfortably with easily removable shoes and avoid excessive jewellery or accessories.
- Inform security personnel about medications and carry them in their original containers
- Be patient, security procedures may take longer so allow extra time and maintain a calm demeanour
- Find a quiet spot, look for a less crowded area to wait before boarding
- Inform the cabin crew of your situation and any specific needs
- Wait until the plane is empty before disembarking

Share your experience and learn from others who have travelled under similar circumstances.

At Isle of Man airport we understand the unique needs of individuals living with dementia. That's why we are diligently working to train our staff to recognise and provide support to those who may require it during their travels.

Visit the Alzheimer Society website to access more valuable information, resources and support for people travelling.

**<https://www.alzheimers.org.uk/get-support/staying-independent/holidays-and-travelling>**

We believe that every traveller deserves a positive and memorable experience.

### 8.4 Travelling with autism

Living with Autism Spectrum Disorder can present unique experiences and challenges. It usually comes with unique strengths such as exceptional attention to detail, creativity and specialized interests. It's a unique journey and it's important to embrace and celebrate the individuality of each person with autism.

The National Autistic Society website at <https://www.autism.org.uk/> provides information support services and useful tips and guidance for with children for adult with autism.

Isle of Man airport is starting a journey to create a more inclusive and autism-friendly environment. We are working to train our staff to better understand and accommodate the needs of individuals on the autism spectrum.

We do offer Sunflowers Lanyards to assist travellers who may be accompanying someone with autism or those who have autism themselves. The Sunflower Lanyards is a discreet way to signal to our staff that you may require additional support during your time at our Airport. If someone you're travelling with could benefit from a Sunflowers Lanyards they are available at our Information desk located on the ground floor. Our kind staff will be more than happy to provide you with one.

We also offer airport visits designed to support children and adults with autism. Participants will have the opportunity to explore various areas of the airport, including check-in, security, departing areas and even boarding gates. This experience helps individuals become more familiar with the airport layout.

If you're interested in visit before travel get further info by emailing:

**[airport.servicedeliverymanger@gov.im](mailto:airport.servicedeliverymanger@gov.im)**

## **8.5 Travelling if you are blind or with visual impairment**

When booking your flight notify the airline about your visual impairment. This is preferably done 48 hours before travel. Upon arrival at the airport proceed to check in counter or designated assistance area. Even if you haven't pre-booked assistance, Menzies staff will do their best to accommodate your needs.

Our Menzies staff will escort you through the airport, helping you navigate walkways, escalators, elevators and other facilities.

Accessible restrooms are available throughout the airport. Our staff can guide you to the nearest one upon request.

Arriving at your departure gate Menzies will assist you with boarding procedures and ensure you are safely seated on the aircraft

Pay close attentions to all announcement made via our Tanoy system to stay informed with the flight updates. Flights times can change rapidly, with delays and cancellations all being potential outcomes.

## **8.6 Travelling if you are deaf or with hearing impairment**

If you're deaf or hearing impaired and wish to contact request special assistance, please notify your airline preferably 48 hours before your flight. We're here to help you every step of the way – please advise Menzies staff member when you arrive in the terminal.

At the airport, keep an eye on the flight information screens located throughout the Airport. These screen display essential information about your flights departure time, gates and any





## 8.7 Visits to the Airport

If you would like to arrange a visit to discuss how we can help you or take a tour through the Airport to prepare you or a family member for travel do not hesitate to contact us on:

01624821712 or email [Airport.ServiceDeliveryManager@gov.im](mailto:Airport.ServiceDeliveryManager@gov.im)



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