

## Registered Community Carriers and Approved Airports

Last updated: 18<sup>th</sup> January 2013

Community Air Carriers have a legal obligation under EU Law to accept disabled persons with reduced mobility on their flights and should not refuse transport on the grounds of disability or lack of mobility except for reasons which are justified on the grounds of safety and prescribed by law. Airlines must register with AHVLA and may then transport recognised assistance dogs travelling under the Pet Travel Scheme (PETS) into any approved Airport. A list of approved airlines and airports can be seen below. We recommend you contact your chosen airline to check that they can accept recognised assistance dogs on your chosen route.

Airports and Airlines can find guidance on these new requirements at:

[www.defra.gov.uk/wildlife-pets/pets/travel/pets/assistance-dogs/](http://www.defra.gov.uk/wildlife-pets/pets/travel/pets/assistance-dogs/)

Please note these requirements only apply to carriers based in the European Community. Carriers based in Third (non-EU) Countries will still need to obtain RMOP approval to transport animals travelling under the Pet Travel Scheme to the UK.

Approved Airport	PRM Provider	Contact Details
<b>Aberdeen</b>	G4S Transport & Borders UK Ltd	Tel: 01224 725767 Mob: 07818 012599 Fax: 01224 725768
<b>Birmingham</b>	OCS Ltd	Tel: 01217 677722 Mob: 07786 126105 Fax: 01217 803884
<b>Blackpool</b>	Blackpool Airport	Tel: 01253 472525 Mob: 07870 493842 Fax: 01253 405009
<b>Bournemouth</b>	Bournemouth Airport	Tel: 01202 364170 Mob: 07768 620451 Fax: 01202 364118
<b>Bristol</b>	OCS Ltd	Tel: 01275 473402 Mob: 07774 135975 Fax: 01275 473667
<b>Cardiff</b>	MITIE	Tel: 01446 712602 Mob: 07825 842063 Fax: 01446 712577

<b>Dundee</b>	Dundee Airport Ltd	Tel: 01382 662200 Mob: 07747 461107 Fax: 01382 641263
<b>Durham Tees Valley</b>	Durham Tees Valley Airport	Tel: 01325 331008 Mob: 07768 155678 Fax: 01325 331039
<b>Edinburgh</b>	THS	Tel: 01313 443323 Mob: 07836 793120
<b>Exeter</b>	Exeter International Airport	Tel: 01392354907 Mob: 07753969307 Fax: 01392354969
<b>Glasgow</b>	Premi-Air	Tel: 01418484510 Mob: 07717752081
<b>Humberside</b>	Humberside Airport	Tel: 01652 688456 Mob: 07718 524072 Fax: 01652 680524
<b>Inverness</b>	Dalcross Handling	Tel: 07950 226000 Mob: 07748 322298 Fax: 01667 464129
<b>Leeds Bradford</b>	OCS Ltd	Tel: 01133 911607 Mob: 07823 534632
<b>Liverpool John Lennon</b>	OCS	Tel: 0151 907 1231 Mob: 07810 558278 Fax: 0151 907 1230
<b>London City</b>	Securitas	Tel: 0207 646 0146 Mob: 07912 773317
<b>London Gatwick</b>	Gatwick Airport Ltd	Tel: 01293 508529 24hr Control Room: 01293 507500 Mob: 07767 005069
<b>London Heathrow</b>	Omniserv	Tel: 02087572700 Email: <a href="mailto:lhrcustomer@airservcorp.com">lhrcustomer@airservcorp.com</a>
<b>London Luton</b>	OCS Ltd	Tel: 07850774800 Email: <a href="mailto:ltprm@ocs.co.uk">ltprm@ocs.co.uk</a>
<b>London Southend</b>	London Southend Airport	Tel: 01702 538500 Mob: 07766 140915 Fax: 01702 538501
<b>London Stansted</b>	ISS	Tel: 01279 662090 Mob: 07879 811705 Fax: 01279 662082 Email: <a href="mailto:stn.prm@uk.issworld.com">stn.prm@uk.issworld.com</a>
<b>Manchester</b>	OCS	Tel: 0161 489 5326 Mob: 07958 876886 Fax: 0161 489 3222

<b>Manston</b>	Marta Easton	Tel: 01843 823600 Mob: 07912 194390 Fax: 01843 824802
<b>Newcastle</b>	Terminal Operations Department	Tel: 01912 143175 Fax: 01912 716080 Mob: 07764 335104 Email: <a href="mailto:enquiries@newcastleinternational.co.uk">enquiries@newcastleinternational.co.uk</a>
<b>Newquay</b>	Cornwall Airport Ltd	Tel: 01637 861058 Mob: 07973 497067 Fax: 01637 860942 Email: <a href="mailto:nqyinfo@newquaycornwallairport.com">nqyinfo@newquaycornwallairport.com</a>
<b>Norwich</b>	Wilson James	Tel: 01603 420633 Mob: 07921 055373
<b>Prestwick</b>	Prestwick Handling	Tel: 08712 230700 Mob: 07879 487404 Fax: 01292 511387
<b>Robin Hood</b>	Initial Air Services	Tel: 01302 625010 Mob: 07795 527396 Fax: 01302 625054
<b>Southampton</b>	Servisair	Tel: 08447 817777 Mob: 07860 412490 Fax: 02380 627149 Email: <a href="mailto:sou.ops@servisair.com">sou.ops@servisair.com</a>

<b>Name of carrier</b>	<b>Address</b>	<b>Telephone and fax number</b>	<b>Website and email address</b>
<b>City Jet</b>	Swords Business Campus, Balheary Road, Swords, County Dublin, Republic of Ireland	Tel: +44 (0) 8716 633777	<a href="http://www.cityjet.com">www.cityjet.com</a>
<b>Easyjet</b>	Hangar 89, London Luton Airport, LU2 9PF	Tel: +44 (0) 8431 245454	<a href="http://www.easyjet.com">www.easyjet.com</a> <a href="mailto:easyjet@mailnj.custhelp.com">easyjet@mailnj.custhelp.com</a>
<b>KLM Royal Dutch Airlines</b>	Amsterdamseweg 55, 1082 GP Amstelveen, The Netherlands	Tel: +44 (0) 8712 310000	<a href="http://www.klm.com">www.klm.com</a>

<b>Lufthansa German Airlines</b>	Terminal 1, Room 529, London Heathrow Airport, Hounslow, TW6 1EZ	Tel: +44 (0) 208 607 5700	<a href="http://www.lufthansa.com/uk/en/Homepage">www.lufthansa.com/uk/en/Homepage</a>
<b>Norwegian Air Shuttle ASA</b>	PO Box 115, Oksenøyveien 3, 1330 Fornebu, Norway		<a href="http://www.norwegian.com">www.norwegian.com</a>
<b>Ryanair</b>	Dublin Airport, County Dublin, Ireland	Tel: +44 (0) 8712 460003	<a href="http://www.ryanair.com">www.ryanair.com</a>
<b>Scandinavian Airlines System (SAS)</b>	SAS Hanger 1, 195 87 Stockholm, Sweden	Tel: 0871 267760 (UK callers only)  Tel: +44 (0) 208 9907000	<a href="http://www.flysas.com/en/">www.flysas.com/en/</a>
<b>TAP Portugal</b>	Chapter House, 22 Chapter Street, London, SW1P 4NP	Tel: +44 (0) 8456 010932	<a href="http://www.flytap.com">www.flytap.com</a>
<b>Thomson Airways Ltd.</b>	Wigmore House, Wigmore Place, Wigmore Lane, Luton, LU2 9TN	Tel: +44 (0) 2476 282828  Fax: +44 (0) 2476 282844	<a href="http://www.thomson.co.uk">www.thomson.co.uk</a>
<b>Twinjet Aviation</b>	Essex House, Proctor Way, London Luton Airport, Luton, Bedfordshire, LU2 9PE	Tel: +44 (0) 4582 452888	<a href="http://www.twinjet.co.uk">www.twinjet.co.uk</a>  <a href="mailto:jets@twinjet.co.uk">jets@twinjet.co.uk</a>