From:
To: Manston Airpor

Cc:

**Subject:** Answers from Save Manston Airport association to Examination Questions SE.3.7

**Date:** 25 May 2019 17:53:57

Attachments: [0] Local Airports are preferred -v2.pdf

[1a] Walk times to Gate - Table - Daily Mail - 2016-09-27.png

[1b] Elderly air passengers missing flights after being forced to walk almost a MILE to gates. Daily Mail

Online.pdf

[2] UK airport passengers face 1km walk from check-in to departure World news The Guardian.pdf

[3] SMAa Statements - 2019-01-05 - Manston rather than other Airports.pdf

Dear Planning Inspectorate,

Our apologies that this is a day late, we hope that you can still accept it. It has taken a while to disseminate the questions, and collate the replies:

Airports like Manston are preferred by many, at least partly due to the long walking distances at airports like Heathrow, Gatwick and Stansted:

Answers from Save Manston Airport association to Examination Questions SE.3.7

Dr. Beau Webber

Chairman, Save Manston Airport association.

-- Kentforlife.net - the email service for alumni of the University of Kent

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Airports like Manston are preferred by many, at least partly due to the long walking distances at airports like Heathrow, Gatwick and Stansted:

Answers from Save Manston Airport association to Examination Question SE.3.7

#### **Tourism**

The Applicant's answer to question SE.2.12 provides justification for overnight stay figures related to the airport, and states that smaller airports with easy access and short walking distances between surface transport drop off and aircraft boarding tend to attract older or less mobile passengers, and that this market segment may travel to the airport from greater distances to take advantage of the benefits of them to flying to and from Manston airport. The answer also states that such passengers may tend to stay overnight.

- i. Provide evidence that smaller airports with short walking distances attract older or less mobile passengers.
- ii. Provide evidence that older or less mobile passengers may travel greater distances than the average specifically to use smaller airports.

As Manston Airport is currently closed, it is difficult to establish actual evidence that older people (and those with children) in Thanet actually do choose an airport with less walking distance.

Now that Manston is closed they do not have many such opportunities of flying from smaller airports in the South East, of course, because there are nearly all large! However there are multiple quotes from people that chose to use Manston when it was open, or wish they now could, or, most importantly, who are no longer able to fly at all because they or members of their family cannot negotiate airports like Heathrow, Gatwick or Stansted.

There are examples below where people have started using City airport, but that has limited long-haul destinations.

Of course the elderly will often be travelling by train, and may have already have had to walk about a mile at London station interchanges. Return taxi from Thanet to Heathrow is now about £220, and for the elderly to try to get to airports further afield is in itself an exhausting journey, plus prohibitively expensive, given that many such journeys involve one or more nights in a hotel near the airport.

Below are comments received, not all fully on subject, when people are questioned on this matter. However all these replies throw light on what people think on this subject:

"I met many people who were travelling to Manston who lived closer to Gatwick who still found the total journey time considerably less than LGW or LHR."

"With HR it meant hotel overnight the night before and taxi there and back. I also needed assistance due to my mobility and sight problems. Overall a lot of extra money and stress."

"I have my family in UK and I have had to stop travelling by air to Stansted as I can no longer do the walking involved to get to and fro the departure/arrivals lounges."

"The last time I took mum abroad from Gatwick because Manston had closed - she said to me - 'never again' it was too traumatic and she never ever left this country to go on holiday again."

"I will avoid Gatwick Easy Jet flights if I can due to the long walkways and escalators and will always try to fly from London City ..."

"So much better than the long walks at Gatwick (that seem to be getting longer and longer) my husband has copd and really can't make these walks anymore ,also my grandson has Autism and finds the walking disoriatating..Manston is so much easier .."

"Manston has many advantages one is that walking distances are so short! Using Gatwick(now listed by airport users as one of the worst airports in Europe) on two occasions on returning to the UK the time taken to exit the airport, having disembarked was longer than the flight! Travellators broken down , resultant walking distances incredibly long, not good if you have arthritis!"

"My father and his partner would benefit greatly from being able to fly from Manston. They love to travel, but at other airports are often compelled to have to use wheelchairs (!) because of the long walking distances :( At Manston they wouldn't have to do this! :)"

"Have used Manston a couple of times and was the easiest trips I have ever had even taking into consideration changing at Schipol. I fly from Gatwick several times a year at it is definitely getting worse. Often you have to negotiate stairs at the gate and then walk across the tarmac to the plane! I cannot imagine being able to do this much longer."

"My disabled husband will not fly again until he can fly from Manston Airport." "There are just not enough disabled airport trucks at Gatwick."

#### Full quotes and more details below.

The key problem for many people – not only the very elderly - is the following walking distances – not all of the path from coach or train station to gate is covered by transport for those with mobility problems.

#### HOW FAR DO YOU HAVE TO WALK THROUGH AIRPORTS?

Maximum distances from check in or special assistance desks to gates at the larger UK airports London Stansted - 3,822ft (1,165m)

London Luton - 2,952ft (900m)

Manchester - 2,697ft (822m)

London Gatwick - 2,559ft (780m)

Glasgow - 2,461ft (750m)

Edinburgh - 695m (2280ft)

Birmingham - 1,739ft (530m)

## HOW FAR DO YOU HAVE TO WALK THROUGH AIRPORTS?

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[1b] Elderly air passengers missing flights after being forced to walk almost a MILE to gates \_ Daily Mail Online.pdf

http://www.dailymail.co.uk/news/article-3809255/Elderly-air-passengers-missing-flights-forced-walk-MILE-departure-gates.html#ixzz4LTlmGqKp

This is a key newspaper article that indicates either there is a concern at the walking distances at UK airports, or perhaps that there does need to be MORE concern among the elderly about it, as they are missing their flights [2]: [2] UK airport passengers face 1km walk from check-in to departure \_ World news \_ The Guardian.pdf https://www.theguardian.com/world/2016/sep/27/uk-airport-passengers-face-1km-walk-from-check-in-to-departure

Attached a spreadsheet, with comments by people who specifically want to use a local airport like Manston as opposed to Heathrow and Gatwick, for multiple reasons :

16 statements, signed by over 500 people, with a total of 3594 agreement with statements.

Posn.	Supporters	Statement
5	519	: I want to fly to Europe from Manston Airport
9	474	: I want to fly to and from locations in the UK, from Manston Airport
13	426	: I want to fly from Manston Airport for holidays
24	342	: I want to fly to Schiphol, Amsterdam, from Manston Airport, to fly internationally.
33	276	: I want visitors to be able to fly to Manston and thus boost our tourist industry
		: Less M25 congestion/fumes/pollution, & lengthy, expensive road journey,
37	261	travelling to/from Heathrow etc.using Manston for business or hols.
40	246	: I want KLM to return. Flights from Schipol
54	191	: I want the convenience of flying from my local airport
55	188	: With Manston open again i wont have to book a hotel for early flights from Gatwick & Heathrow
59	169	: I want to fly directly to Kent for leisure
62	122	: I want Manston Airport again operational as it will benefit my Business
64	115	: I want to fly from Manston Airport for work purposes
		: With foreign visitors able to fly into Manston Airport,
70	90	may open up our area & encourage new foreign businesses, providing local employment
71	88	: I want my customers to be able to fly directly to Kent
73	71	: I want to fly directly to Kent for work reasons
80	16	: I live/work outside the UK and want to use Manston to fly to Kent and the UK
	3594	

[3] SMAa Statements - 2019-01-05 - Manston rather than other Airports.pdf

#### Specific additional related comments when asked about this matter:

Christine Redmond < Subject: Flying from Manston/ Gatwick.with Disability

My husband and myself have not had a flying holiday together since Manston Airport passenger terminal closed.

My husband will not fly again until he can fly from Manston Airport.

We have flown together from the passenger terminal at Manston many times. We had a Taxi (costing £4) to pick us up from our house in Ramsgate 30 minutes before Check-in. Just a short walk and a short queue to Passport Control etc . Then a short walk through to the Boarding area and another short walk onto the plane. All this takes approximately 1.5 hrs. On our return... the time to landing at Manston Airport to arrival at our home was approximately 30 minutes.

Our last trip together from Gatwick turned into a painful time for him. Previously he had undergone 6 unsuccessful operations on his damaged knees and he now has permanent disability that causes difficulty for him to stand, sit, or walk for any length of time.

By Taxi from our house to Gatwick terminal to boarding our plane, took approximately 8.5 hrs of sitting, standing and walking.

3.5 hrs taxi journey to the Gatwick Terminal (to allow for traffic)

Check-in at the Airport at least 3 hours before the flight.

It took about I hr for my husband to walk to the Boarding Lounge.

Then 1 hour at least, sitting, then queuing, to board our flight.

This was far too tiring for my husband. The consequence was that our holiday was ruined before we arrived at our destination, for the rest of the holiday he could barely walk and the pain in his knees kept him awake throughout of our holiday. And then of course, at the end of our holiday we had to do the whole traumatic walk back through Gatwick to Passport Control, then to the Luggage Coliection Hall to find the correct carousel for our flight, then walking/pushing a heavy luggage trolley through the Customs Hall....then a 2 hr + journey back to our house.

It is now out of the question for my husband to fly from Gatwick or Heathrow, simply because of the distance to and from these airports, especially having to travel on the most congested roads in the UK. Added to this, the sheer size of the Airport is exhausting when walking from one side to the other for the elderly and disabled.

There are just not enough disabled airport trucks at Gatwick. The halls are always packed with pedestrians making it too dangerous to have them driving through the crowds.

#### **Gillian Emans:**

we were booked to fly KLM from Manston to Dulles Airport USA but it closed just before. We had to rebook via HEathrow and Virgin AND Manston fare was a bit cheaper! With HR it meant hotel overnight the night before and taxi there and back. I also needed assistance due to my mobility and sight problems. Overall a lot of extra money and stress. Gillian

#### **Paul Letham:**

Reasons for using Manston for quicker turnarounds and walking...the company i use to work for had flights booked from Manston prior to closing due to learning disabilities as it was so more less stressful than a journey to London etc, some had difficulty walking too

#### **Coleen Taylor:**

All positive experience flying to Barcelona from Manston but now having made contact with family long since lost living on the north how marvellous it would be to meet up with them more often without the trudge of a 6-7 hour drive and only then when the roads are not hampered by treacherous weather conditions. Bring our airport back!

#### **Gerri Drury**:

We have been lucky enough to fly from Manston on a few occasions, once with yugotours many moons ago to split, to Spain too a few times with eujet, Amsterdam and America with klm. We flew back into MSE 4 days before that person shut our airport. Manston was brilliant to use, so so easy once in the terminal only a short walk to the plane

and for us less than a 10 minute taxi ride away. Manston saved us a lot of money re pre night holiday hotels, petrol,
and time spent sitting on the m25 car park. We were just about to book up again to go to the Caribbean when it
closed 2. Great thing flying with klm was you could get to anywhere in the world with them and you only paid high
taxes on the Manston to Amsterdam leg. When KLM come back to Manston we must promote the connection to th
rest of the world more as I think many people only thought they only went to Amsterdam. Hopefully we'll be in one
of the first flights out when it reopens 🗲 🗆 🗲 🗆

#### **Audrey Simmonds:**

I have my family in UK and I have had to stop travelling by air to Stansted as I can no longer do the walking involved to get to and fro the departure/arrivals lounges. I am in my mid seventies and all my family live in Kent and it is upsetting I can no longer visit them without a long journey by ferry and other transport. I am and always will be a Save Manston Airport supporter.

#### **Lindsay Scott:**

I will avoid Gatwick Easy Jet flights if I can due to the long walkways and escalators and will always try to fly from London City as first choice due to easy of getting there and being a smaller more efficient airport. It has to be effective and efficient due to its location and the footfall. Haven't traveled from Luton since my first awful experience and Stansted is okay if you are driving but even there they have extended the departure gates and you can end up standing around waiting for flights with no seating which is not helpful, especially for people who have

#### **Eddie McManus:**

My retirement job was to collect and deliver cars . I frequently used Manston to travel north to Manchester . Cheaper and quicker than train . Sometimes the Flight would be full of drivers carrying trade plates . Could get anywhere in the north using the rail connections at Manchester .

#### **Kevin Webb**:

I was a regular business flyer with KLM to AMS and many places beyond. Living in Thanet it was possible to hold down a global role for a technology company because of Manston. I've tried the up at 2am, off to Heathrow for first flight of the day routing from Thanet and its a drain and certainly not sustainable on the body. I met many people who were travelling to Manston who lived closer to Gatwick who still found the total journey time considerably less than LGW or LHR. Manston was simply epic and deserves to live again.

#### **Polly Dryden**:

I was also lucky enough to fly from Manston, which was always a pleasure. No need for hours on motorways which you never knew if you were going to get stuck on and which meant and now still does going the night before, just to be sure and more expense. Speed of going through the bag drop process etc and if course the arrival back to be within 15 minutes of home! Heaven.

#### Jennifer Clery:

So much better than the long walks at Gatwick (that seem to be getting longer and longer) my husband has copd and really can't make these walks anymore ,also my grandson and finds the walking disoriatating..Manston is so much easier ..

#### John Knight:

A few years ago I took the train to Scotland to see my daughter, Time taken 7 hour 30 mins, cost £190. Later in the year again a trip to Scotland, but this time from Manston Airport, Time taken 90 mins, Cost £75. I should add that at the end of the train journey I was shattered.

#### Irene Ann Done:

Moved down to Broadstairs just as Manston closed! So sad, was looking forward to using Manston lots! Where could be more convenient. We have the runway! Use it! Looking forward to the time it opens again asap.

#### Pam Baker:

We flew to Jersey, Split and Madeira from Manston best place to fly from living Ing Birchington you only had to leave home 5 minutes before check in time and you were home 5 minutes after you checked out I haven't flown since waiting for it to open again  $\rightarrow \Box \rightarrow \Box \rightarrow \Box$ 

#### **Michael Topliss:**

Manston has many advantages one is that walking distances are so short! Using Gatwick(now listed by airport users as one of the worst airports in Europe) on two occasions on returning to the UK the time taken to exit the airport, having disembarked was longer than the flight! Travellators broken down , resultant walking distances incredibly long, not good if you have arthritis!

#### Nick Toy:

My father and his partner would benefit greatly from being able to fly from Manston. They love to travel, but at other airports are often compelled to have to use wheelchairs (!) because of the long walking distances :( At Manston they wouldn't have to do this! :)

#### **Ken Pickett:**

Took my son and future daughter in law to Manston to fly to Manchester while they were at Lancashire University. So much easier than driving them up. Some of the plane passengers were commuters -builders who lodged (and spent their money) in Thanet flying up every weekend to jobs in the North! This seemed to be a regular occurance at the time!

#### Jean Phipps:

Since Manston closed I don't go abroad anymore as Gatwick puts more time and money on the journey

#### **Angela Pavey:**

No brainier! Shut my front door and 1 1/2 hours later walking through my family's door middle of Amsterdam! Via MANSTON,!!!!

#### Margaret Cook:

Family live near Amsterdam Three quarters of an hour to Schipol was wonderful from Manston. Many hours a day travelling to Gatwick in crowded roads two hour wait at Airport takes all day to get to Schipol. Want Manston flying again.

#### **Diane Smith:**

I have family living in northern Germany and in southern Germany

. When they were able to fly into Manston via Amsterdam it was so easy to pick them up. With the demise of Manston they now have to fly into Stansted. A 200 mile round journey. As I am in my 70's this is a difficult and stressful journey and occasionally proves too much and we have to pay out over £100 for a taxi. Also my husband is and we have to have assistance when flying from Gatwick this always involves a lot of hanging around as they do not have enough staff to deal with the large numbers that need assistance. But when we flew from Manston it was just out of the taxi. Walk a few yards and everything was there. We were devastated when Manston closed.

#### **Alison Richardson:**

So much easier to fly from Manston.....getting to Gatwick/Heathrow/ Stanstead etc is such a journey! Never know if there will be hold ups...costs more for fuel...more air pollution using the car! Costs for parking! More traffic jamming the roads as many have to travel so far!

Manston so easy to get to, wish I could fly from there to visit my son in university, the cost of travel to the north of the country is so prohibitive, takes hours and imparts an enormous amount of stress!

5 minutes to the airport! What an amazing thought!

Strangely as it may seem, I miss the planes! I used to live under the flight path with no worries. We had concord fly over a few times, amazing to see!!

#### **Jenny Solley**:

I am not a good traveller by car so Manston being just up the road from me is ideal for me and I so miss seeing and hearing the planes I live at Newington we always had the airport and want it back

#### **Chris Hirst**:

Manston is less hassle easy to get to 5 mins from where I live! Never a long walk to get to the plane . Would welcome it back with open arms.

#### Susanne Chase:

It was so helpful to be close to the airport for travelling for myself and so many others. It should definitely be opened again

#### **Chrissie Retallick:**

Took mum to Amsterdam - - no Miles of walkways for her - just straight out to the tarmac and straight on the plane - plus I dropped her outside the terminal building parked the car in the very cheap terminal car park was back to her in 5 minutes. The last time I took mum abroad from Gatwick because Manston had closed - she said to me - 'never again' it was too traumatic and she never ever left this country to go on holiday again.

#### **Angie Smith:**

I loved flying from manston to Spain the security was so good and used to have a meal before the flight and I used to love seeing the planes  $\rightarrow \Box$  taking off and landing now have to drive to London's airports last time a 3 hour delay because of traffic very stressful.

#### **Debbie Forrester:**

I loved flying from Manston, as only 10 minutes away, and no motorway driving and traffic jams to contend with, less stress to star your journey. Plus the southeast needs an airport.

#### Linda Judd:

Loved flying from Manston - 15 - 20 mins drive easy parking a no hassles so easy and quick. And no LONG walks.

#### **Dina Dale**:

Manston would be a huge benefit to me as I have which prevent me from walking very far without assistance and not having to travel to London airports would be of great benefit.

#### Irene Escott:

We need Manston even if it can only be used to get us to Skipol. From there we can fly almost anywhere. This would be far quicker than trudging all the way to Heathrow or Gatwick. I do not understand the objections about 'night flights' disturbing resident's sleep. If it reopened for cargo flights we have been assured these will be daytime. Why will the objectors not believe this. When I first moved to Thanet I lived under the flight path from Manston. Did it disturb me? NO. Do these objectors fly abroad from Heathrow and Gatwick? Do they think about the residents living under those flight paths.

Are they campaigning for H and G to be shut down? I doubt it. Why do the people near and in Ramsgate think they are a special case?

#### **Carole Copeland:**

I wouldn't be able to use any of the large airports now.



I can't wait around on my feet if no seats.

#### **Angela Stevens**:

Re Manston, we used to either drive 5 minutes to the airport from our house in Guildford Lawn, by the library, which was directly under the flight path, yet caused us no problems, and park in the airport car park for the week, when it was only £10 for the week. Or, when they started charging £20 for a week, we got a taxi each way for £5. Once we had landed back at Manston, I used to ring for a taxi while David collected our cases. By the time we'd collected them, the taxi was waiting outside and we were home within 5 minutes and the kettle was on. An hour and a half to

Gatwick. Up to 3 hours to get to Heathrow! Checking in was a delight at Manston. David drove 5 minutes to Manston Airport, checked our cases in, then came home for breakfast. We later returned half an hour before our flight was due to take off, went through Security and sat in the departure lounge for just 10-15 minutes before boarding our aircraft. Perfect!

Walking what seemed like only 20-30 metres to or from the plane at Manston Airport, to or from the terminal building, was a dream compared to walking miles along the maze of corridors at Gatwick and Heathrow.

#### **Philip Hunt:**

I travel abroad at least 6 times a year & find all of the London airports except City airport extremely challenging in terms of distances to terminals. I flew from Manston on numerous occasions and it was so easy & convenient & a pleasure to fly.

#### Roy Neale:

Using Manston on KLM I can be nearly 4 hours ahead on a flight to Canada or anywhere in the world without a 2 hour drive and up to 3 hours waiting to take off from either Gatwick or Heathrow.

#### **Martin Barker**:

I have used Manston an a few occasions. The beauty of the short walk to the plane and the incredibly fast check in is a major benefit when you have like us.

Having to walk a the monster distances at London airports is a nightmare.

#### **Kenneth Norrington:**

I recently came back from the Midlands using the M25 via the Northern route. The traffic was slow due to congestion. I imagine the Southern route feeding Heathrow and Gatwick would have been just as bad or even worse. And that was without an accident.

#### **Michael Topliss:**

Manston has many advantages one is that walking distances are so short! Using Gatwick(now listed by airport users as one of the worst airports in Europe) on two occasions on returning to the UK the time taken to exit the airport, having disembarked was longer than the flight! Travellators broken down , resultant walking distances incredibly long, not good if you have arthritis!

#### **Veronica Cox**:

The current space at Manston means that check-in, security and departures are all under the same roof on the level. Arrivals also come into the same building. Car parking is a stones throw away.

#### **Linda Stubbings**:

I Have and gatwick is very hard without overnight at hotel before travel and not.possible without using assist.

#### **Margaret Sole**:

For me personally, who has a problems with walking to far, I would say, that when I flew from Manston it was so much easier. From Gatwick, I travel up the day before & stay overnight in a Hotel. (More expense) I have to book special assistance to take me through security, then down to the plane for departure. When I went to Tunisia this year, it took a good 8 mins in the golf cart buggy to get to the plane, which was practically down by the North Terminal & not even on a stand. I should imagine that the walking would have taken a good 15 mins at a steady pace. In all honesty, had I been walking it would have taken me about 30 mins with a few stops for a breather.

I also had special assistance when I returned & they took me out to the pick up points outside of the terminal, this took about 15 mins, after I took out the time it took to go through passport control & customs.

I have used Manston on quite a few occasions, and I would say 100% better than Gatwick or Heathrow.

#### **Beau Webber**:

I am increasingly worried that walking ability will limit my ability to attend international conferences, and go on holidays by plane.

At the larger airports like Heathrow, Gatwick and Stansted, I am increasingly finding it difficult to reach the Gate in good time, after the Gate has been announced.

When I am no longer able to drive, as a retired person I may be limited in my ability to pay for a taxi to and from those airports, and using trains, I will already have had to walk about a mile at London station interchanges.

In contrast, at Manston, a £5 taxi gets one to the airport in less than 10 minutes, and the total distance from taxi drop-off to check-in to plane boarding was little more than 100 yards, with a tea room to sit down in on the way.

#### **Anita Rothermel:**

Have used Manston a couple of times and was the easiest trips I have ever had even taking into consideration changing at Schipol. I fly from Gatwick several times a year at it is definitely getting worse. Often you have to negotiate stairs at the gate and then walk across the tarmac to the plane! I cannot imagine being able to do this much longer.

#### <u>Martin Harrison-Smith</u>:

I have used manstoñor internal flights to Scotland many times it is easier less stressful than traveling to Gatwick or Heathrow and will be a very large assets to the area when reopened sooner the better.

#### **Linda James**:

If I need to go abroad I have to use Gatwick or Heathrow where if I was leaving on a 07.30 flight I would have to leave home at 1.30 in the morning using a Taxi or staying overnight at great expense. Having bad to the appropriate desks and then to the gate can be horrendously long and difficult for someone with mobility problems.

#### **David Davidge**:

I have family and friends who go abroad they end up booking a room at a hotel room for a night before they go same when returning you cannot trust the moter ways cause of the distance one accident could cause you to loose your flight if you live local to Manston 5 minutes up the road hour or so before your flight not 6hrs like London also return trip the same almost

#### **Brenda Chubb:**

we use Stansted (because we find Gatwick just to daunting) but have to rely on assistance because of the distance we have to walk.. We used Manston on several occasions and found that it was so much easier with less walking..it was also far less stressful having not had to do a 2 hr journey to get there.. taking into account the 2hrs to the airport and 2 hrs before check-in both ways we lose 8 hrs of our holiday... from door to Manston 5/10 mins far less stress, and can manage the walking to plane.

#### Michael Grantham:

In my submission to PINS I said it had cost me thousands of pounds since Manston closed in extra travel cost and time travelling to different airports instead of flying from my local airport. I have just actually calculated the total cost and I arrive at £12,500 over the four years since it closed. I think that is conservative as I reckon I missed some flights.

The point is if it cost just me, a one man business, that kind of money, what did it cost East Kent for all its businesses that were forced to travel from other airports? What about all the families that had to fly for their holidays from other places? I rather suspect the cost to the local economy runs into millions!

#### **Tina Brown**:

well i have problem and the only way i have been able to have aholiday was in 2013 when manston was up and running via klm as i cannot walk more than 20 to 50 metres without discomfort

Dr. Beau Webber Chairman, Save Manston Airport association. Privacy Policy | Feedback Like 15.9M

Saturday, May 25th 2019 3PM 16°C @ 6PM 16°C 5-Day Forecast



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## Elderly air passengers missing flights after being forced to walk almost a MILE to the departure gates

- · Many travellers with difficulty walking only request assistance at airport
- It may be too late and see them forced to walk to their departure gates
- Maximum check-in to departure distances include 3.822ft at Stansted
- Others are 2,952ft at Luton, 2,697ft at Manchester & 2,461ft at Glasgow

#### By MARK DUELL FOR MAILONLINE

PUBLISHED: 07:52, 27 September 2016 | UPDATED: 17:38, 27 September 2016



















Elderly air passengers are at risk of missing flights because they are being forced to walk almost a mile to the departure gates, it was revealed today.

Travel organisation Abta warned that many travellers who have difficulty walking only request assistance once they arrive at the airport, which may be too late.

This can lead to them having to make their way across terminals on foot from checkin desks to reach the departure gates - or miss their flight.





Manager Managera Maroportes







**BRITISH AIRWAYS** 





#### **DON'T MISS**

Kendall Jenner displays her lithe figure in a bikini as she joins her glam mum Kris and stunning best pal Bella Hadid on luxury yacht in Monaco



▶ Kelly Brook PICTURE **EXCLUSIVE: Model** exhibits her incredible hourglass curves in floral bikini as she relaxes aboard a yacht with beau Jeremy Parisi in Majorca



Joe Swash blinks away tears of happiness as he sees his newborn son for first time... as partner Stacev Solomon shares sweet video of the new family

Mel B and Emma **Bunton jet into London** as Scary is the ONLY Spice Girl to address first night criticism... as Ginger, Baby and Sporty Walking through Glasgow Airport: Travel organisation Abta warned many travellers who have difficulty walking only request assistance once they arrive at the airport, which may be too late

The maximum distances from check-in or special assistance desks to departure gates according to Abta include 3,822ft (1,165m) at London Stansted Airport.



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Other long distances include 2,952ft (900m) at London Luton, 2,697ft (822m) at Manchester, 2,461ft (750m) at Glasgow and 1,739ft (530m) at Birmingham.

Abta's director of destinations and sustainability, Nikki White, said: 'The travel industry is committed to making holidays and other travel arrangements accessible for everyone.

For most, travelling through airports is a fairly straightforward process, but for those who may find walking longer distances harder to manage, larger airports can present a challenge.

We would encourage anyone who may need assistance to inform their tour operator or airline no later than 48 hours before they travel so that their journey through the airport will be as

## HOW FAR DO YOU HAVE TO WALK THROUGH AIRPORTS?

Maximum distances from check in or special assistance desks to gates at the larger UK airports

London Stansted - 3,822ft (1,165m)

London Luton - 2,952ft (900m)

Manchester - 2,697ft (822m)

London Gatwick - 2,559ft (780m)

Glasgow - 2,461ft (750m)

Edinburgh - 695m (2280ft)

gush over divisive reunion show

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Elizabeth Hurley, 53, flaunts her washboard abs in a nautical striped bikini as she soaks up the sun in yet another saucy post

TOWIE's Chloe
Meadows exhibits her
ample cleavage and
hourglass curves in
bejewelled bikini as she
soaks up the sun in

Megan Barton Hanson lauds her 'thick thighs' in smouldering bikini snap... after admitting 'painful' insecurities led to her extensive surgery

Stacey Dooley sports a casual chic ensemble as she and Strictly beau Kevin Clifton head out in London after enjoying a lunch date comfortable as possible, and they will be able to board their flight with plenty of time to spare.' Birmingham - 1,739ft (530m)

Abta added that airports have 'invested considerable sums in terms of foot passenger transport aids such as moving walkways and shuttles, however, there may still be lengthy walks at larger airports throughout the world'.

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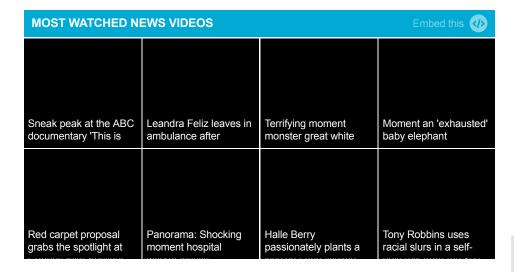














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## The Guardian



This article is more than 2 years old

# UK airport passengers face 1km walk from check-in to departure

Abta warns that long distances may prevent travellers who have difficulty walking from catching their flight on time

**Press Association** 

Tue 27 Sep 2016 00.01 BST

Passengers at UK airports have to walk up to a kilometre from check-in desks to reach departure gates, research shows.

Travel organisation Abta warned that many travellers who have difficulty walking only request assistance once they arrive at the airport, which may be too late. This can lead to them having to make their way across terminals on foot or miss their flight.

The maximum distances from check-in or special assistance desks to departure gates according to Abta include 1,165 metres at Stansted airport, 900 metres at Luton airport, 822 metres at Manchester airport, 750 metres at Glasgow airport and 530 metres at Birmingham airport.

Abta's director of destinations and sustainability, Nikki White, said: "The travel industry is committed to making holidays and other travel arrangements accessible for everyone.

"For most, travelling through airports is a fairly straightforward process, but for those who may find walking longer distances harder to manage, larger airports can present a challenge.

"We would encourage anyone who may need assistance to inform their tour operator or airline no later than 48 hours before they travel so that their journey through the airport will be as comfortable as possible, and they will be able to board their flight with plenty of time to spare."

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Posn.	Supporte	ers Statement
	5	519: I want to fly to Europe from Manston Airport
	9	474: I want to fly to and from locations in the UK, from Manston Airport
	13	426: I want to fly from Manston Airport for holidays
	24	342: I want to fly to Schiphol, Amsterdam, from Manston Airport, to fly internationally.
	33	276: I want visitors to be able to fly to Manston and thus boost our tourist industry
	37	261 : Less M25 congestion/fumes/pollution, & lengthy, expensive road journey, travelling to/from Heathrow etc.using Manston for business or hols.
	40	246: I want KLM to return. Flights from Schipol
	54	191: I want the convenience of flying from my local airport
	55	188: With Manston open again i wont have to book a hotel for early flights from Gatwick & Heathrow
	59	169: I want to fly directly to Kent for leisure
	62	122: I want Manston Airport again operational as it will benefit my Business
	64	115: I want to fly from Manston Airport for work purposes
	70	90: With foreign visitors able to fly into Manston Airport, may open up our area & encourage new foreign businesses, providing local employment
	71	88 : I want my customers to be able to fly directly to Kent
	73	71: I want to fly directly to Kent for work reasons
	80	16: I live/work outside the UK and want to use Manston to fly to Kent and the UK