

## **Arrivals and Security Lodge**

The Arrivals Lodge is normally approached by vehicle.

Depending on the side of the Arrivals Lodge the car approaches, the driver or front seat passenger of the car converses with staff to give details of booking, receive electronic wristbands, etc. If the person in the car closest to the window is unable to do this, another member of the party may do so, but it may be necessary for them to leave the vehicle and approach the window. Please exercise care in doing this as this is a high traffic area.

Unfortunately, technology does not currently exist that allows effective use of an induction hearing loop for this process. Guests will find it easier to communicate with staff with the engine of the vehicle switched off.

If necessary and requested, staff will leave the arrivals lodge and approach the car direct.

An accessible toilet is available in the Arrivals Lodge.

The Security Lodge is attached to the Arrivals Lodge and is manned 24 hours a day. Our Security staff are happy to give assistance as requested. The entrance to the Security Lodge has a downward slope leading to the entrance.

Security may be contacted on 4111 from an internal telephone (01842 894111 on a mobile telephone). They will attend the location where assistance is required to assist where possible.