

## What you need to know before travelling to / from London City Airport with own mobility aid

### 1 Types of aircrafts operating to/from London City Airport

- **Embraer E-Jets:** The most common aircraft, specifically the E170, E175, E190, and the newer E195-E2.
- **Airbus A220-100:** Operated by Swiss and KLM, favoured for its efficiency and low noise.
- **ATR 42 / ATR 72:** Propeller aircraft often used by Aer Lingus and other regional carriers.

### 2 Hold door dimensions for aircrafts operating to/from London City Airport

- **Embraer E190/E195:**
  - Forward Hold Door: Approx. 70 x 28 inches (178 x 71 cm)
  - Aft Hold Door: Approx. 71 x 48 inches (182 x 122 cm)
- **Airbus A220-100 (Often operated by SWISS):**
  - Forward Hold Door: Approx. 36 x 34 inches (91 x 86 cm)
  - Aft Hold Door: Approx. 45 x 34 inches (114 x 86 cm)
- **ATR 42:**
  - Hold Door (Standard): 122 cm High × 65 cm Wide.

### 3 Weight Restrictions for mobility aids

- **Ambulift/Aisle Chair Limit:** 150kg.
- **Mobility Items Allowed:** Up to two items (e.g., electric wheelchairs) per passenger free of charge.
- **Powered Wheelchairs:** You will need to provide the weight and dimensions of your chair and information on how to isolate the battery.

Note\*\*: It is strongly advised to notify your airline at least 72 hours before travel, especially for large/heavy items

## 4 Types of wheelchairs/mobility aids available at LCY

Staxi Wheelchair – Capacity: 600lbs / 272kg



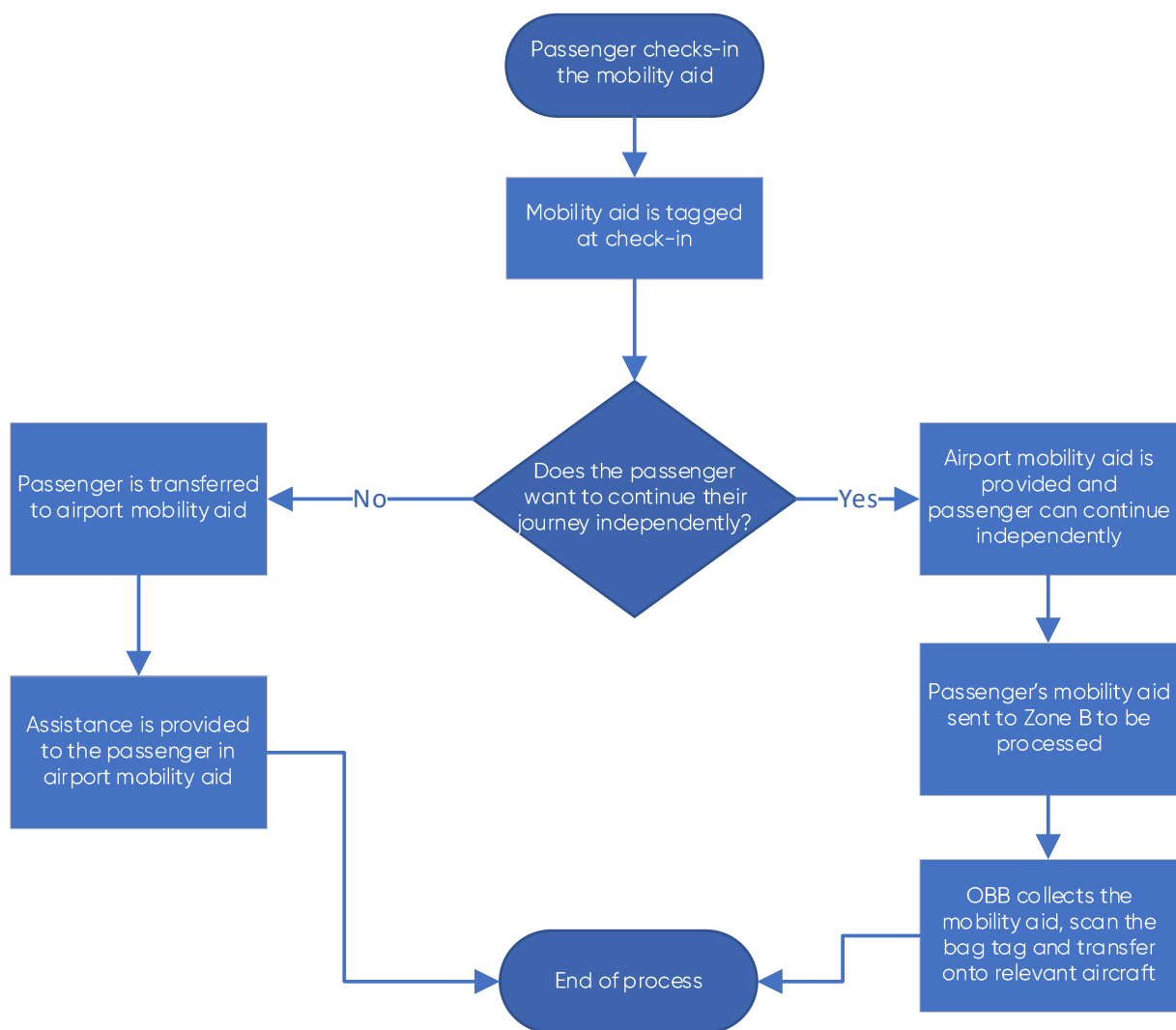
Self-Propelled Wheelchair – Capacity: 253lbs / 115kg



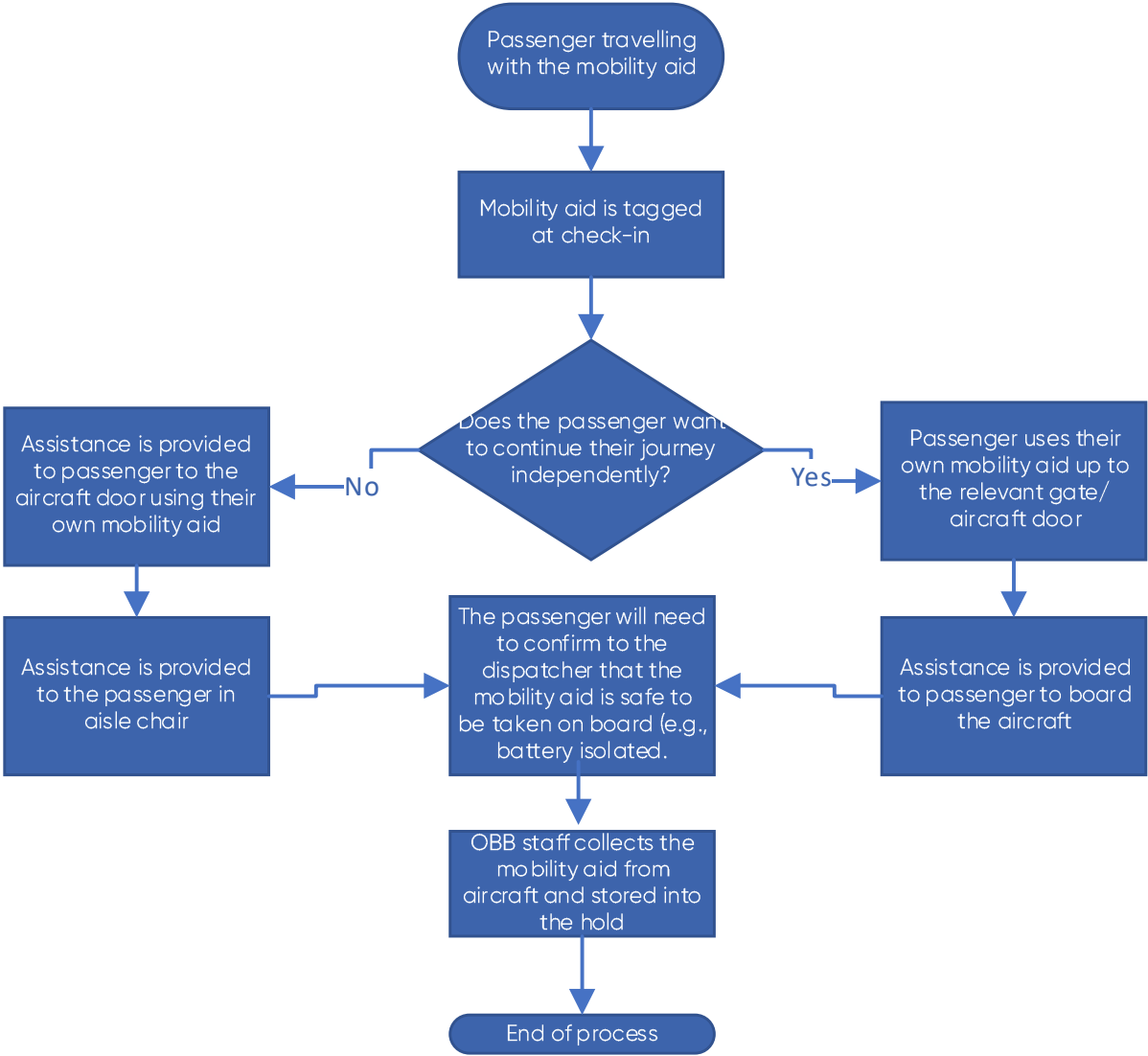
## 5 Airport Journey and Processes

Passengers have the option to either check their equipment, such as wheelchairs or any other mobility aid, into the hold or to bring their own mobility aid directly to the aircraft. If they choose to bring their mobility aid, it will be tagged for easy identification and safe handling during the boarding process.

### 5.1 The process travelling with own mobility aid and check-ing it in at the airline desk.



5.2 The process travelling with own mobility aid and check-ing it in at the gate.



## 6 Reporting Lost or Damaged Mobility Equipment upon Arrival

- Wheelchair Damage and Temporary Replacement

If the damage occurs on arrivals, reports of lost or damaged mobility equipment are handled by the airline at our Baggage Tracing Desk located in the International/Domestic Arrivals Hall.

A report is created based on the information provided by the passenger and recorded in the relevant airline's baggage tracing system.

A copy of this report, along with the necessary contact details, is then issued to the passenger for reference.

The airline/airport will take all reasonable steps to ensure the passenger feels safe and confident to travel home.

If the damage occurs prior departure, the passenger will be informed as depending on the circumstances and severity of the damage, there is a possibility they may not be able to continue their journey.

- Repatriating mobility equipment

Any mobility equipment that will require repatriating will be completed by the Airline. Once the mobility equipment is received at LCY, it is sent to the passenger's provided address as a matter of priority.

Delivery is arranged either through the airline's contracted baggage delivery company or, where applicable, a contracted cab service, depending on the nature and size of the mobility aid.

Passengers who are not satisfied with the response received from the airport, or feel their complaint has not been fully resolved, may refer the matter to our approved Alternative Dispute Resolution (ADR) provider through the ADR Portal – Link: [www.cdrl.org.uk/aviation-adr/](http://www.cdrl.org.uk/aviation-adr/)