

Welcome Our advice to you



Liverpool John
Lennon Airport 

Faster. Easier. Friendlier.

What you need to know

- If you or someone you are travelling with has an Ostomy the thought of travelling can be overwhelming.
- We are here to help with answers to your questions

Before you travel...

Thinking about the processes you will experience at Liverpool John Lennon Airport will help.

Pre-book assistance...

- When you book your flights or holiday it is a good idea to select the special assistance option if you or anyone in your party has an Ostomy (if you feel comfortable doing this).
- We think it is a good idea, especially if this is the first time you are travelling

Why book assistance?

- Assistance and advice will be there if you need it especially if this is your first time.
- If you need help passing through the security process for the first time.
- If you need help boarding or getting off the aircraft at your destination.

Packing supplies & medication...

- Make sure you have what you need for your journey in hand luggage and some extras supplies for emergencies.
- Prescribed creams, gels and pastes as well as medication are not limited to 100ml in the same way that you toiletries are but packing them in a clear resealable plastic bags helps the agents to carry out their checks.

At the airport...

- If you have booked assistance report to the Assistance Desk opposite the easyJet check in.
- Introduce yourself.
- You may be asked how much or little help you feel you need to pass through the airport today. Everyone is different.
- We have a resident Ostomy Bear at the Assistance Point

At airport security...

- Place your bag into the tray to be x-rayed, with you medication (including gels) and clear plastic bag of toiletries beside your bag in the tray.
- It is helpful if you point out the medication at this point.

At airport security...

- Pass through the archway metal detector. If you are asked to step forward for a search, advise the agent that you have an ostomy. Your advice will assist our colleagues to carry out their duties
- If you prefer you can request to use the private search room. Some travellers prefer the privacy option.

At airport security...

- If your hand luggage is selected for search we recommend mentioning to our colleague that you are carrying supplies for your journey.

Waiting for your flight...

- Accessible toilets and a medical room are available at several locations.
- In June we will be opening a 'Changing Place'
- Boots offers an order and collect service if you wish to pre order items for use while you are away. You can order by clicking on a link on the airport or Boots websites.

During your flight...

- Take a car seat belt cover to place around your aircraft seat belt to alleviate discomfort during your flight.
- When the seat belt sign is on, you can still press the flight attendant call button if you need to request access to the toilet. Airlines will accommodate you if it is safe to do so.