

Registered Community Carriers and Approved Airports

Last updated: 5th March 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/

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

Dundee	Dundee Airport Ltd	Tel: 01382 662200 Mob: 07747 461107 Fax: 01382 641263
Durham Tees Valley	Durham Tees Valley Airport	Tel: 01325 331008 Mob: 07768 155678 Fax: 01325 331039
East Midlands	OCS	Tel: 07584 466714 Mob: 07880 787513 Fax: 01332 818427
Edinburgh	THS	Tel: 01313 443323 Mob: 07836 793120
Exeter	Exeter International Airport	Tel: 01392354907 Mob: 07753969307 Fax: 01392354969
Glasgow	Premi-Air	Tel: 01418484510 Mob: 07717752081
Humberside	Humberside Airport	Tel: 01652 688456 Mob: 07718 524072 Fax: 01652 680524
Inverness	Dalcross Handling	Tel: 07950 226000 Mob: 07748 322298 Fax: 01667 464129
Leeds Bradford	OCS Ltd	Tel: 01133 911607 Mob: 07823 534632
Liverpool John Lennon	OCS	Tel: 0151 907 1231 Mob: 07810 558278 Fax: 0151 907 1230
London City	Securitas	Tel: 0207 646 0146 Mob: 07912 773317
London Gatwick	Gatwick Airport Ltd	Tel: 01293 508529 24hr Control Room: 01293 507500 Mob: 07767 005069
London Heathrow	Omniserv	Tel: 02087572700 Email: lhrcustomer@airservcorp.com
London Luton	OCS Ltd	Tel: 07850774800 Email: ltprm@ocs.co.uk
London Southend	London Southend Airport	Tel: 01702 538500 Mob: 07766 140915 Fax: 01702 538501
London Stansted	ISS	Tel: 01279 662090 Mob: 07879 811705 Fax: 01279 662082 Email: stn.prm@uk.issworld.com

Manchester	OCS	Tel: 0161 489 5326 Mob: 07958 876886 Fax: 0161 489 3222
Manston	Marta Easton	Tel: 01843 823600 Mob: 07912 194390 Fax: 01843 824802
Newcastle	Terminal Operations Department	Tel: 01912 143175 Fax: 01912 716080 Mob: 07764 335104 Email: enquiries@newcastleinternational.co.uk
Newquay	Cornwall Airport Ltd	Tel: 01637 861058 Mob: 07973 497067 Fax: 01637 860942 Email: nqyinfo@newquaycornwallairport.com
Norwich	Wilson James	Tel: 01603 420633 Mob: 07921 055373
Prestwick	Prestwick Handling	Tel: 08712 230700 Mob: 07879 487404 Fax: 01292 511387
Robin Hood	Initial Air Services	Tel: 01302 625010 Mob: 07795 527396 Fax: 01302 625054
Southampton	Servisair	Tel: 08447 817777 Mob: 07860 412490 Fax: 02380 627149 Email: sou.ops@servisair.com

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

	1082 GP Amstelveen, The Netherlands		
Lufthansa German Airlines	Terminal 1, Room 529, London Heathrow Airport, Hounslow, TW6 1EZ	Tel: +44 (0) 208 607 5700	www.lufthansa.com/uk/en/Homepage
Monarch Airlines	Prospect House, Prospect Way, London Luton Airport, Luton, LU2 9NU		www.monarch.co.uk
Norwegian Air Shuttle ASA	PO Box 115, Oksenøyveien 3, 1330 Fornebu, Norway		www.norwegian.com
Ryanair	Dublin Airport, County Dublin, Ireland	Tel: +44 (0) 8712 460003	www.ryanair.com
Scandinavian Airlines System (SAS)	SAS Hanger 1, 195 87 Stockholm, Sweden	Tel: 0871 267760 (UK callers only) Tel: +44 (0) 208 9907000	www.flysas.com/en/
TAP Portugal	Chapter House, 22 Chapter Street, London, SW1P 4NP	Tel: +44 (0) 8456 010932	www.flytap.com
Thomson Airways Ltd.	Wigmore House, Wigmore Place, Wigmore Lane, Luton, LU2 9TN	Tel: +44 (0) 2476 282828 Fax: +44 (0) 2476 282844	www.thomson.co.uk
Twinjet Aviation	Essex House, Proctor Way, London Luton Airport, Luton, Bedfordshire, LU2 9PE	Tel: +44 (0) 4582 452888	www.twinjet.co.uk jets@twinjet.co.uk
Virgin Atlantic Airways	The Base, Fleming Way, Crawley, RH10 9LX		www.virginatlantic.com