



# Special Assistance at Heathrow Airport

*Special Assistance Open Day on the 23<sup>rd</sup> of September 2017 at The Heathrow Academy, Newall Road, Hayes, Middlesex TW6 2RQ*

## Open Day Event Agenda

09:30-10:00 – Welcome and Sign in

- *Free parking is available for all visitors*
- *Refreshments will be provided upon arrival at the venue*

10:15-10:45 – Opening Presentation from Heathrow representatives

- *Heathrow Senior Business Leaders will outline Heathrow's vision to provide the right level of care for our passengers*

From 11:00 – Introduction to Heathrow representatives and Charities

- *TryB4uFly will present "Your guide on flying with a disability" on the special assistance processes for departing and arriving flights and flight connections*

11:00-15:30 – Heathrow Airport Tours

- *Pre-booked visitors will be taken to one terminal for a two hour tour to visit landside and airside facilities and experience the special assistance operation*

11:30-16:30 – Expo-style charity and exhibitor engagement

- *Throughout the event, guests are invited to visit a selection of information stands from various charities, companies, airline and Heathrow representatives*
- *Lunch buffet and refreshments will be provided from 12:00*

16:45-17:00 – Close

- *The event will finish with a short closing presentation and Thank You*

*There is one disabled toilet facility at the Heathrow Academy  
The entrance into the Academy is 810mm wide*