

# Guide to Using Special Assistance at Gatwick Airport



Traveling can be particularly challenging if you have Parkinson's Disease (PD), especially with focal foot dystonia.

Navigating the airport may exacerbate anxiety and worsen PD symptoms. Recently, I decided to try using special assistance services on my trip with Easyjet, and I wanted to share my experience.

## Registering for Special Assistance

You can register for special assistance online. Here's a step-by-step guide to what you can expect at Gatwick Airport:

## Help Points

Upon arrival at the drop-off area, you'll find help points where you can press a button to request assistance. There is also a booth where you can speak to staff and sit down while waiting for help.

## Before Security

Since I was comfortable walking, I went to the assistance reception on the second floor of the North Terminal. The staff there were very helpful and friendly. They offered me a wheelchair, which I declined as I was fine walking. I went through a separate security area with no queues and minimal walking, making the process much less stressful.



## Departure Lounge and Seating Area

Once through security, I arrived at the dedicated departure lounge for special assistance. You can either wait in this area or take a buzzer to browse the rest of the departure lounge. When it's time to return, the buzzer will alert you, and an agent will meet you and transport you and your luggage to the gate in an airport buggy.

## Boarding Your Flight

At the gate, an agent will take your passport and boarding pass and escort you to the plane. You'll be among the first to board, and if needed, you can get a wheelchair.

Would I use special assistance again? Absolutely. The entire process was extremely easy, and the staff were exceptionally helpful and supportive. The separate security route, in particular, was a major advantage with much less walking and a calmer, quieter environment.

Overall, using special assistance significantly reduced the stress of traveling and made the experience much more manageable.

Emma

