

Jacqui Russell
Head of Consumer Policy
Email ATP@orr.gov.uk



Jules Matteoni
Chief Executive Officer
Glasgow Prestwick International Airport Limited
By email

28 September 2026

Dear Jules

Approval of Glasgow Prestwick International Airport Limited's Accessible Travel Policy (Condition 5 of the Station Licence)

Thank you for submitting Glasgow Prestwick International Airport Limited's (GPIA) Accessible Travel Policy (ATP) for approval. This is in relation to GPIA's operation of Prestwick International Airport station.

We have reviewed the ATP against the October 2025 [Accessible Travel Policy Guidance for Train and Station Operators](#). I can confirm that GPIA's ATP meets the requirements of Condition 5 of its Station Licence.

We recognise that the obligations which we could reasonably place upon GPIA, as operator of a single station, are different in some areas to those placed on larger operators. We therefore agreed on an approach that reflects both the specific nature of your operations and the principles set out in the ATP Guidance.

In particular, we note some of the main areas in which GPIA differs from other operators, in its management of Prestwick International Airport station:

- The station is unstaffed. Boarding and alighting assistance is provided by onboard ScotRail staff, while assistance between the station and airport terminal is provided by airport staff.
- GPIA does not have access to the Passenger Assist system. Assistance can instead be requested on a Turn Up and Go basis, arranged directly with GPIA, or booked through another operator using Passenger Assist (including ScotRail).

As Prestwick International Airport station is unstaffed, the ATP does not include the staff training commitments described in our ATP Guidance. You have however confirmed that all airport staff who assist passengers between the station and airport terminal receive training that is compliant with Civil Aviation Authority [requirements](#). You have also committed to notifying ORR and reviewing your ATP in the event that the station's staffing arrangements change.

Your draft ATP went through several iterations as you responded to points raised during our review process. As part of our process, we consulted with the Mobility and Access Committee for Scotland (MACS) and Transport Focus. You considered and incorporated this feedback where appropriate, alongside changes required to align the ATP with the requirements of our ATP Guidance. We are satisfied that the final version addresses the key issues identified during review and consultation and meets the requirements of Condition 5 of your Station Licence.

A copy of this approval letter will be published on our website.

Yours sincerely

Jacqui Russell

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