

ISLAND HELICOPTERS

Information for passengers



ISLES OF SCILLY
Travel



TRAVEL DOCUMENTS

Please check your ticket ensuring your details are correct. Your flight ticket or booking reference MUST be carried at all times. Please call 01736 334220 quoting your booking reference if anything is incorrect.

DEPARTURE POINT

Land's End Airport has a range of passenger facilities. Café opening times may be affected by delayed flights.

Directions

Land's End is 7 miles from Penzance, follow A30 towards Land's End then follow the signs for the Airport from Crows-an-wra. Address for Sat Nav - Land's End Airport, St Just, Penzance, Cornwall, TR19 7RL

BUS TRANSFERS

Our bus transfer service can take you quickly and efficiently between Penzance Railway Station and Land's End Airport. Simply book it alongside your flight, online or by calling our travel centre on 01736 334220. The transfer takes around 20 minutes and is timed to coincide perfectly with your flight. When you arrive back at Land's End, our bus will aim to meet you within 20 minutes. Please check our website for pick up times. Bus transfers are £6.00 per person, per journey and must be booked in advance.

CAR PARKING

Land's End Airport has two barrier-operated car parks open to serve every Island Helicopters departure and arrival. The car parks open at 07:00 Mon-Sat and close 30 minutes after the last flight. Car parks are closed Sundays, Christmas Day, Boxing Day and New Year's Day.

When you arrive, please take a car parking ticket at the entrance barrier, park your car and make your way to check-in. Keep the ticket safe as you'll need it to exit the car park.

Paying for your car parking online in advance, when you book your flights is the best option. Alternatively, you can pay at the Airport on your return at the machine opposite baggage reclaim or at check-in. Payment can be made by using cash or credit/debit cards before returning to your vehicle.

Car Parking fees at Land's End Airport

Drop Off / Pick up:	Free for up to 1hr
Pre-booked parking:	£6.50 per day
Standard Rate:	£7.50 per day

Please Note: Car parking charges are subject to change. vehicles and their contents are parked at the owner's risk and no liability is accepted for any loss or damage to the vehicle or contents or persons, however caused.

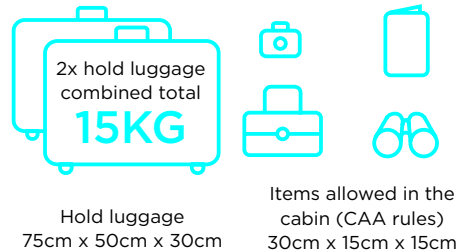
Parking at Land's End is a great, convenient way to start your holiday - but it's not suitable if you're returning to the mainland aboard Scillonian III, in which case you'd be better parking in Penzance and using our shuttle bus service. For more information on car parking charges visit www.islesofscilly-travel.co.uk/plan-your-trip/parking/

CHECK-IN TIMES (1HR BEFORE SCHEDULED FLIGHT)

Check-in closes 30 minutes before the scheduled departure time of your flight. After this time, you may have to book a new ticket at your own cost. We can't offer refunds or credit vouchers if you miss the cut-off time. We suggest you check-in at least 1 hour before your flight. Please also be sure to allow plenty of time to reach the airport, especially in school holidays.

LUGGAGE ALLOWANCE

Our luggage allowance may not be what you're used to. Please take a moment to check:



HOLD LUGGAGE

Allowance per person - 2 bags
Max weight - No more than 15kg combined total
Max size - 75cm x 50cm x 30cm
If you're using a joint allowance, please make sure no single piece of luggage weighs in more than 20kg.

Please note: Day trip passengers do not include a hold baggage allowance.

ITEMS ALLOWED IN THE CABIN

Allowance per person - 1 small hand bag
Max weight - 3kg
Max size - 30cm x 15cm x 15cm

Please note: You can take a small bag into the cabin, but bags that would be okay to take on larger aircraft are not allowed, so please check the size carefully. You can also bring an overcoat, small camera, binoculars or something to read. If in doubt about an item you'd like to take on-board, check www.islesofscilly-travel.co.uk/plan-your-trip/luggage/

At all times the cabin floor must be kept clear and no luggage is to be placed under the seats or on the floor.

EXCESS LUGGAGE

Excess luggage cannot be booked onto Island Helicopters. However, where space allows it can be carried across on Skybus, subject to availability. Please call our operations department on 01736 785233

DANGEROUS GOODS

To ensure the safety of our aircraft and passengers, some items cannot be taken either in checked-in luggage or with you in the cabin. These include: Acids, bleach, compressed gas, incapacitating sprays, lighters, matches and positions. If you are found carrying any of these items, you and your bags will be off-loaded from the flight.

Batteries

Traditional batteries for personal equipment (MP3, watches, cameras etc) must be fitted to equipment. Spare batteries should be sealed in their packaging. Small Lithium Batteries of up to 100WH may be carried when fitted to equipment. There is no limit to the amount of spares an individual may take, but they MUST be on the person or in carry on baggage and secured from short circuit.

Lithium Batteries, when attached to equipment can be in checked baggage provided they are fitted securely, protected from accidental activation and do not exceed 160WH.

Spare lithium batteries up to 160WH MUST be carried on-board the aircraft either in a small bag or on your person and protected from short circuit. If spare batteries are between 100WH and 160WH you are limited to a max of two spares per person. Lithium batteries over 160WH are not permitted on Island Helicopters. Damaged batteries are not permitted.

Fuel cells used to power electronic devices. No more than two spare fuel cell cartridges may be carried by a passenger. Fuel cells containing fuel are permitted in carry-on baggage only. Fuel cells must be of a type that will not charge batteries when the portable electronic device is not in use and must be durably marked by the manufacturer, 'Approved for carriage on aircraft cabin only'. Refuelling of fuel cells on-board an aircraft is not permitted, although the installation of a spare cartridge is allowed.

ISLAND HELICOPTERS ACCESSIBILITY

The design of the helicopter means that passengers must be able to climb aboard themselves - there is no wheelchair access and it is not possible to lift passengers onto the aircraft.

There is no on-board space to move around, the seats cannot be adjusted, and leg room is fixed. If you need help with personal assistant or are unable to carry out safety requirements unaided, such as using a seatbelt or reaching an emergency exit, call us in advance on 01736 334220 to discuss your requirements, so we're ready when you arrive.

Please Note: Smaller fold-up buggies may be taken as hold luggage. Wheelchairs, larger buggies and scooters cannot be carried on Island Helicopters due to space and weight but can be accepted on Skybus. For assistance, please call 01736 785233.

TRAVEL IDENTIFICATION

We need to see a valid proof of ID before boarding. All passengers must show photographic ID, however children under the age of 16 do not need ID provided they are travelling with an adult.

ARRIVING IN ST MARY'S.

When you arrive at St. Mary's, Paulger's Transport will greet you and take you anywhere on the island for just £8 per person, return. You can arrange your return journey with your driver on your arrival. If you're staying at Star Castle, Tresco or Hell Bay, your hosts will arrange transfers on request.

TRAVEL INSURANCE

Like any offshore destination, travel to the Isles of Scilly can occasionally be delayed by bad weather and other eventualities. It therefore makes sense to insure your trip. We provide two tailor-made policies for travel to Scilly. Visit www.islesofscilly-travel.co.uk/plan-your-trip/travel-insurance/ for details.

DELAYS AND CANCELLATIONS

Despite our best intentions, it is sometimes necessary to delay or cancel journeys to ensure our passengers safety. If we have to delay or cancel a flight, we will try to enable you to get to your destination on the same day. If, for any reason this isn't possible, we will give you as many options as we can. This might include a refund, another method of travel or a flight on a different day.

TICKET CANCELLATIONS AND ALTERATIONS

When making a booking with us, we take it to mean that you have read, understood and agreed to our terms and conditions, which can be found at www.islesofscilly-travel.co.uk. If there's anything you're not sure about, please feel free to call our travel centre on 01736 334220.

www.islesofscilly-travel.co.uk

Isles of Scilly Travel, Steamship House,
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