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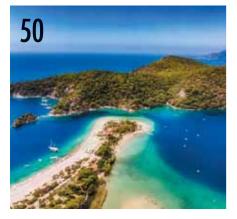
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WELCOME

PLANNING YOUR summer holiday? You'll find plenty of inspiration in the pages of High Flyer, Glasgow Airport's passenger magazine – now available exclusively in our new digital format.

This issue concentrates on sunshine holidays, focusing on some of the destinations most popular with Scots - for example, the Canaries, Balearics, Turkey and Greece.

We pick some of our favourite European beaches, too – and it should come as no surprise to find the stunning Praia da Marinha in the Algarve on our bucket list, along with Ses Salines in Ibiza and the Blue Flag Playa de Muro near Alcudia in Maiorca.

Many of us will be looking to book a summer holiday this year that

doesn't break the bank, so Jacqueline Dobson, president of leading travel agent Barrhead Travel, offers some great money-saving tips.

Do spend time in the shops and restaurants at the airport before you fly, too – check out the recently opened Bird & Signet in our departure lounge, and also the quieter, exclusive Lomond Lounge and UpperDeck, once you're through security.

World Duty Free is also the best place to pick up a bargain when it comes to whisky and spirits, fragrances, and cosmetics. You can even use the Reserve & Collect service up to 30 days before you fly.

Have a fantastic holiday!

Karen Peattie Editor



EMIRATES A380 RETURNS TO GLASGOW AIRPORT

Excitement is building as Glasgow Airport prepares to welcome the return of the iconic Emirates Airbus A380 to serve its busy Dubai service from the end of March

IT'S THE world's largest commercial passenger aircraft and is set to make its return to Glasgow Airport in March after it was announced that Emirates' hugely popular daily Dubai service will once again be served by the Airbus A380 from the end of March.

This icon of the skies, which was last in service at Glasgow in September 2019, is being reintroduced due to increased demand for Emirates' only daily route between Scotland and Dubai.

Standing over 24 metres high and with a wingspan of nearly 80 metres, the A380 always attracts much excitement when it operates on the Glasgow-Dubai route, which first launched on April 10, 2004.

The Dubai service has been one of the airport's biggest success stories – carrying more than 5.5 million passengers across Emirates' global network, which now covers 125 destinations.

The airline's decision to introduce its flagship A380 confirms its status as Scotland's largest long-haul airline.

This is the third time Glasgow will welcome the A380, which first touched down in 2014 to celebrate Emirates' 10th anniversary at the airport. In 2019, the aircraft also

by becoming the first A380 to form part of a scheduled service anywhere in Scotland.

Matt Hazelwood, chief commercial officer at Glasgow Airport owner AGS Airports, said: "The decision by Emirates to reintroduce the A380 is tremendous for Glasgow and the west of Scotland and a great way to start 2023.

"Each time this iconic aircraft comes to Glasgow it is a significant moment for Scotland's aviation industry, but this announcement is particularly special and a real endorsement from Emirates as we continue to rebuild the vital connectivity that is so important to the region.

"It is yet another milestone in Glasgow Airport's near 20-year relationship with Emirates and I look forward to welcoming back this tremendous aircraft on March 26."

The A380 will offer passengers 14 private suites in First Class, 76 fully flat-bed seats in Business Class and 427 seats in Economy Class. Flight EK027 will depart Dubai at 7.50am and arrive in Glasgow at 12.45pm, with EK028 taking off for Dubai at 2.35pm from Sunday March 26, and arriving at 1.05am.



With Emirates' famed chauffeur service and the airline's lounge already in place at Glasgow, the return of the A380 to the daily service will be popular with passengers who love its spacious and comfortable cabins, quietness, and features such as the onboard lounge and First Class shower spa.

Customers can also enjoy award-winning inflight entertainment via its ice system with more than 5,000 channels of on-demand entertainment via the industry's largest screens across all cabins, plus award-winning multi-course dining in Economy class.

The aircraft will use Scotland's only

triple air-bridge, installed at Glasgow Airport as part of a wider £8 million investment. Tickets can be booked via Emirates' sales office, via travel agents or at

emirates.com

made Scottish aviation history



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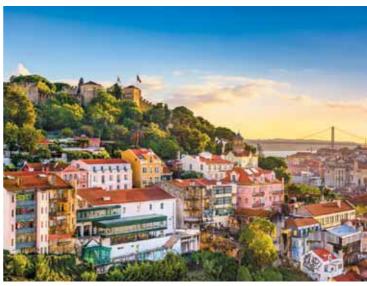






ROUTES & AIRLINE NEWS





EASYJET TO FLY TO PORTO AND LISBON IN 2023

EASYJET IS to launch two exciting, new routes from Glasgow Airport – to the beautiful coastal city of Porto in northern Portugal on March 31, and to Lisbon on June 2.

Flying into Porto, a Unesco World Heritage Site that is also famous for its port wine, means holidaymakers have even more choice when planning their summer getaway.

Flights to Porto from Glasgow will offer twice-weekly departures on Mondays and Fridays while the route to Lisbon, the capital of Portugal, will operate twice weekly on Tuesdays and Saturdays.

Matt Hazelwood, chief commercial officer at Glasgow Airport's owner AGS Airports, said: "We are very excited by the news that easyJet will launch this summer route to Porto, particularly given it is a brand-new destination for Glasgow Airport. The introduction of a twice-weekly service from March 31 will be welcome news for Scottish leisure travellers looking to visit and explore one of Portugal's most historic coastal cities."

At easyJet, Ali Gayward, the airline's UK country manager, added: "We know that holidays are important to people – not only does travelling connect friends and family but it offers a wealth of benefits, from promoting wellbeing to experiencing new cultures.

"With our low fares and unrivalled European network, easyJet is ideally placed to offer a fantastic-value and greatquality holiday that people don't have to compromise on."

easyJet.com



MORE FLIGHTS TO TORONTO WITH AIR TRANSAT THIS SUMMER

AIR TRANSAT is set to increase its services from Glasgow to Toronto for summer 2023 to up to seven a week - three additional weekly services from last summer.

The Canadian airline, which last year celebrated its 30th anniversary and was voted Skytrax World's Best Leisure Airline for four years running, enjoys a long and successful relationship with Glasgow Airport and flies to Toronto all year round.

In Toronto, passengers can also connect to onward services to other destinations in Air Transat's network including Montréal, Calgary and Vancouver.

Passengers travelling from Glasgow fly on Air Transat's modern, all-Airbus fleet, including the new A321 neoLR aircraft, which has the lowest environmental impact in its class, reinforcing the company's commitment to achieve carbon neutrality by 2050.

Flights can be booked with maximum flexibility, allowing travellers to change the date and destination of their booking at no charge up to 24 hours before departure. Passengers need only pay the fare difference, if any.

Passengers can book with Air Transat online or through a travel agent.

airtransat.com



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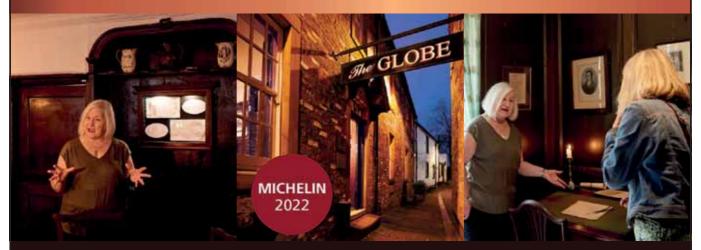


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Book Now

CUSTOMER COMES FIRST FOR BOTH JET2.COM AND JET2HOLIDAYS

JET2.COM AND Jet2holidays have once again been ranked among the best companies in the UK for delivering great customer service.

According to the latest UK Customer Satisfaction Index (UKCSI) published by The Institute of Customer Service in January, Jet2holidays was ranked joint 12th out of more than 280 major brands and organisations for customer service.

With a customer satisfaction score of 84.1, it means that the UK's leading tour operator to many leisure destinations across Europe, the Mediterranean and Canary Islands is the joint top-ranked company in the tourism sector and the only tour operator to appear in a list of the 20 most highly rated organisations for customer service. The average tourism company scored 80.9.

Leading leisure airline Jet2.com was also highly rated, coming in joint 38th after receiving a customer satisfaction score of 82.1. This score is considerably higher than the national transport average of 74.1 and makes



Jet2.com the top-ranked transport company in the report, as well as the only airline to appear in the top 50 list of organisations.

Meanwhile, Jet2holidays and Jet2CityBreaks have once again been named Which? Recommended Providers, with Jet2holidays finishing joint top of Which?'s annual survey of beach and resort package holiday providers.

This is the fifth year running that Jet2holidays (Beach and Resort Holiday) has received this prestigious status, while Jet2CityBreaks is also recognised for the second year running.

Jet2holidays (Beach and Resort Holiday) achieved the joint highest customer score in the consumer champion's survey of over 8,000 travellers who were asked to rate their beach and resort package holidays over the last three years on criteria including the standard of customer service they received, how well descriptions of the holiday matched the reality, how well their trip was organised, and value for money.

For Jet2holidays, there was recognition by

customers for maintaining the personal touch with them, despite its ongoing growth that has seen the company become the UK's largest tour operator to many destinations across the Mediterranean and Canary Islands. Which?'s verdict states that Jet2holidays offers "five-star customer service at a very reasonable price".

Steve Heapy, CEO of Jet2.com and Jet2holidays, said: "We are proud to be recognised as the leading airline and tour operator for the way we look after customers, and with so many people getting away on their holidays with us in 2023, we can assure everyone we will be continuing that same approach.

"It takes a dedicated team of brilliant colleagues to consistently meet these standards, so I would like to pay tribute to everyone at Jet2.com and Jet2holidays for their tireless work ensuring that every customer feels like a VIP when they travel on their well-deserved holidays with us."

Jet2.com or Jet2holidays.com

WINTER SUN HOLIDAYS FOR 2023/24 ON SALE NOW

- AND SUMMER 2024 TOO!

SUMMER MAY not have quite arrived but for those who like to plan their holiday well in advice – now is the time to do it.

Jet2.com and Jet2holidays have already expanded their winter 23/24 programmes to Dalaman and Antalya in Turkey, in direct response to strong demand from Glasgow Airport customers.

Dozens of holidays for summer 2024 are also currently on sale from Glasgow Airport with Turkey, the Canary Islands, Balearic Islands, Spain, and many of the Greek Islands among the many sunshine destinations calling your name.

Book online or via travel agents.

Jet2.com and Jet2holidays





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EASYJET'S TOP TRAVEL TRENDS FOR 2023

LOOKING FOR travel inspiration for 2023? The Greek Islands, Turkey and the Canary Islands are among the most popular destinations for 2023, according to research from easyJet and Atol-protected easyJet Holidays.

The booking data follows research carried out by the airline in November 2022 that showed almost two-thirds (64%) of Brits are planning to prioritise a trip abroad in 2023.

Direct flights from Glasgow Airport with the leading European airline are available to many popular sunshine destinations including Palma in Majorca, Alicante and Malaga in Spain, Tenerife and Gran Canaria in the Canary Islands, Antalya and Dalaman in Turkey, Split in Croatia, and Kos in the Greek Islands. In Portugal, it flies to Faro and will introduce new routes to Porto at the end of March and Lisbon from June.

Ali Gayward, UK country manager for easyJet, said: "The popularity of package holidays with easyJet holidays also shows no sign of slowing down with many customer opting for all-inclusive breaks as the top holiday choice for 2023."

The easyJet Holidays Protection Promise also gives customers ultimate flexibility, protection and reassurance.

easyJet.com









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HALF OF BRITS FAIL TO TAKE THEIR ANNUAL LEAVE, BRITISH AIRWAYS HOLIDAYS REVEALS

IF YOU are among the 50% of UK working adults who never use their full annual leave allocation then 2023 is the year to change that.

A recent survey, commissioned by British Airways Holidays with YouGov, found that more than one-third of working Brits (36%) who did not take their full annual leave said it was because they "just didn't get around to it".

Furthermore, a staggering 42% confessed they have felt stressed about work while on holiday, and 46% responded that they have had to work when on leave. What's more, 48% have checked work emails on holiday with 39% going one step further and responding to emails.

Meanwhile, a study by the European Society of Cardiology has revealed that taking a holiday could help people live longer. Surely that's an incentive to get booked up!

British Airways Holidays offers a 24-hour helpline, carefully chosen hotels and generous 23kg per person baggage allowance. Full details can be found at **ba.com/holidays** and flights from Glasgow can be booked at **ba.com**

RYANAIR INCREASES FREQUENCY TO DUBLIN THIS SUMMER

RYANAIR IS to increase frequency on its popular Glasgow-Dublin route this summer.

The airline flies to Alicante and Malaga in Spain, Krakow and Warsaw in Poland, Brussels, and the perennial city-break favourite – Dublin – from Glasgow Airport.

Ryanair's head of communications, Jade Kirwan, said: "Ryanair is pleased to announce our summer 2023 schedule for our Glasgow customers.

"And for those looking to get away and soak up some sun with the family this summer, you can now spread out the cost of your holiday by paying half the fare now and the other half up to 40 days pre-departure when you book Ryanair's Family Plus bundle, making family holidays more accessible for everyone."

ryanair.com

EARLY SUMMER SUN? CHECK IN WITH JET2.COM

LEADING AIRLINE and package holiday operator Jet2.com will add an additional service from Glasgow Airport to Majorca from April in response to strong demand from customers looking to travel over the Easter holidays and early summer

Jet2.com will also increase frequency to Turkey, adding additional Monday services to Antalya from March 27 to April 24, meaning five weekly services in April. Extra Tuesday services to Dalaman will operate from April 4 to 25 - this is in addition to extra Wednesday services between May 24 and June 14, meaning daily services in late May and early June.

Book online or via travel agents.

Jet2.com and Jet2holidays



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There are so many beautiful beaches to be found across Europe and while your favourite may not be on this list, hopefully you'll be inspired to visit at least one of them this summer

EUROPE'S BUCKET LIST BEACHES



















PLAYA DE MONSUL, ALMERIA

With its wild landscapes and caves, Playa de Mónsul is made up of several unspoiled beaches in the Cabo de Gata-Níjar natural park in Almería on the southern tip of Spain. Used for some scenes in Indiana Jones And The Last Crusade, it's quite far off the beaten track along a 4km dirt road with limited parking. However, it's well worth making the effort to get there to see the central rock stack that featured in the movie.





DESTINATIONS: FAVOURITE BEACHES Many people flock to upmarket Marbella on the Malaga coastline but if you want a quieter pace then Estepona is a good option, its La Rada beach never getting overcrowded like many others in this area. This is a lovely beach, about a mile-and-a-half long and not far from charming Estepona's main promenade. It's a great spot for soaking up the sun before exploring the town and having a spot of lunch. GLASGOWAIRPORT.COM















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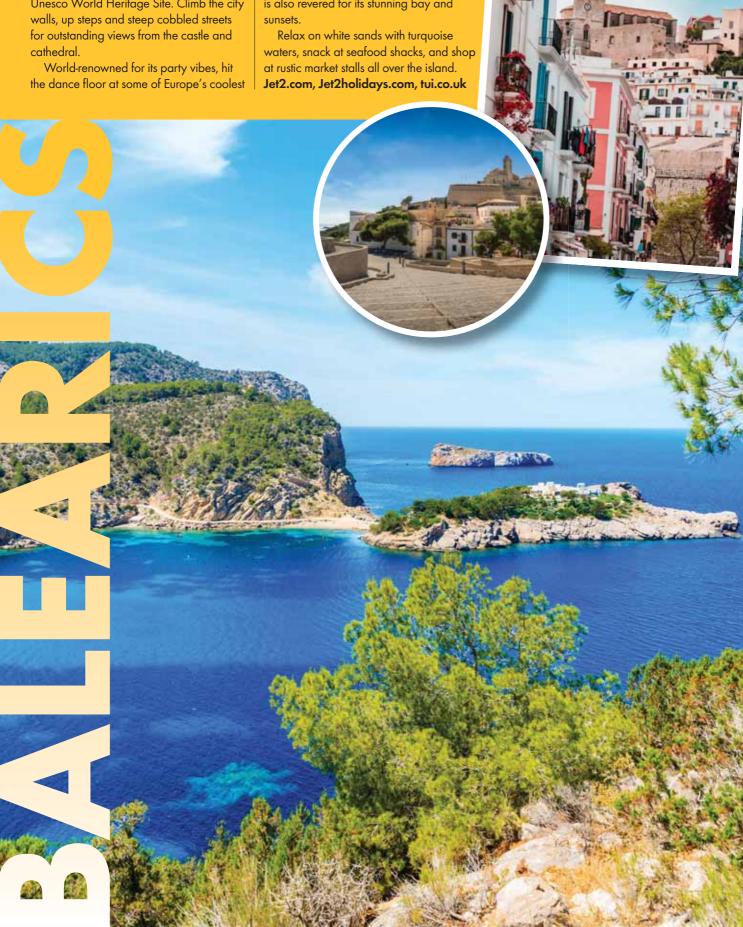




DESTINATIONS: BALEARICS AND CANARY ISLANDS

IBIZA

Ibiza Town, just 10 minutes from the airport, will surprise you with its walled historic centre, the quaint Dalt Vila (Old Town) - a Unesco World Heritage Site. Climb the city venues with A-list DJs such as at Pacha, Ibiza's oldest and perhaps most famous club. The island's largest and liveliest resort San Antonio (or San An as it is nicknamed) is also revered for its stunning bay and



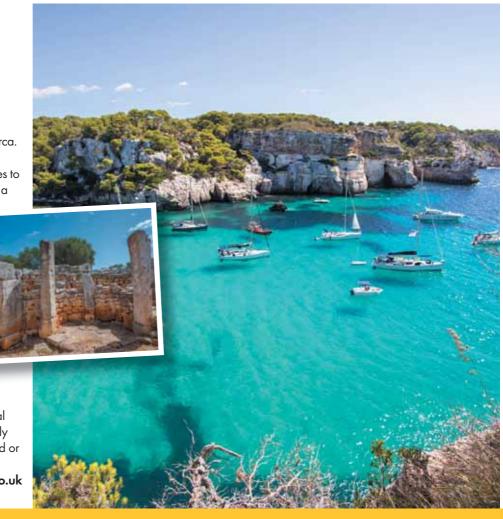
MENORCA

Family-friendly with a plethora of gorgeous resorts all over the island, Menorca is quieter and less densely populated than its sister island Majorca. All the same, with over 200km of coastline and scores of great beaches to choose from, it's always going to be a winner with sunseekers.

There's a fair bit of history to explore here - did you know the island was named a Unesco Biosphere Reserve in 1993? There are around 1,600 Bronze Age ruins too, dating back to as early as 2,000 BC. The talaiots are huge stone towers built in the shape of upturned boats and quite a sight to behold.

Menorca is also great for hiking and walking while the island's capital is a pretty town, rising above the lively harbour, with traditional whitewashed or colourful houses.

Jet2.com, Jet2holidays.com, tui.co.uk



MAJORCA

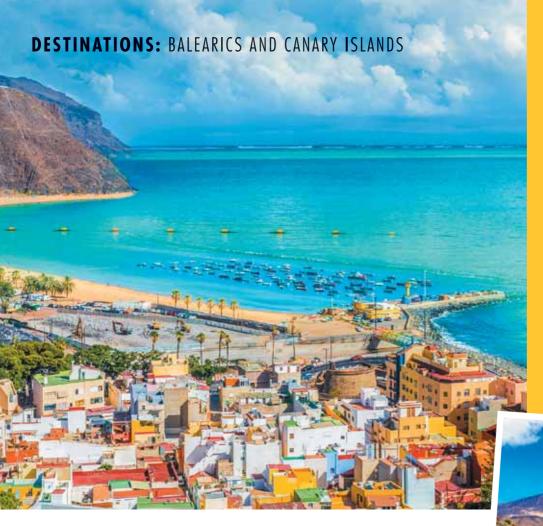
Always a favourite with Scots, Majorca's appeal is enduring with over 260 beaches to choose from, ranging for secluded rocky coves and busier, family-friendly ones. Popular spots include Cala Formentor in the north-west, Illetas, 20-minutes west of Palma, Port de Pollença on the island's northern tip, and Cala Millor which is great for kids and known for its lively night-time vibe. Then, of course, there are the ever-popular resorts of Magaluf and Palma Nova, favourites with the younger crowd.

Away from the beach there's plenty
to do – visit the Coves del Drac (or
Dragon Caves), one of Majorca's
top tourist sights. The guided tour
of stalactites and stalagmites
ends with a floating violin
concert on Lake Martel,
Furope's largest underground

Europe's largest underground lake. The vintage train from Palma via Bunyola to Soller is also a fun day out, roaming past farmland, almond groves and citrus trees.

easyjet.com, Jet2.com, Jet2holidays.com, tui.co.uk





TENERIFE

Perennially popular with Scots thanks to its year-round sunshine, Tenerife has it all in the form of beaches, culture, nightlife and Siam Par, which is consistently voted the world's best waterpark.

Lively resorts include Playa de las Americas and Los Cristianos but it's good to leave the sunlounger behind and visit the capital of Santa Cruz where you can soak up its cultural vibe and colonial buildings.

There's also Teide National

There's also Teide National Park, a Unesco World Heritage Site with the Mount Teide volcano at its centre.

Jet2.com, Jet2holidays.com, tui.co.uk

FUERTEVENTURA

The second largest of the archipelago, Fuerteventura is also geologically the oldest while the pristine coastline and volcanic landscapes of the entire island have been declared a Unesco World Biosphere Reserve.

Its sandy shores stretch for nearly 100 miles and boast some of the best beaches in the world. Corralejo Beach is six miles long, backed by dunes that form a nature reserve.

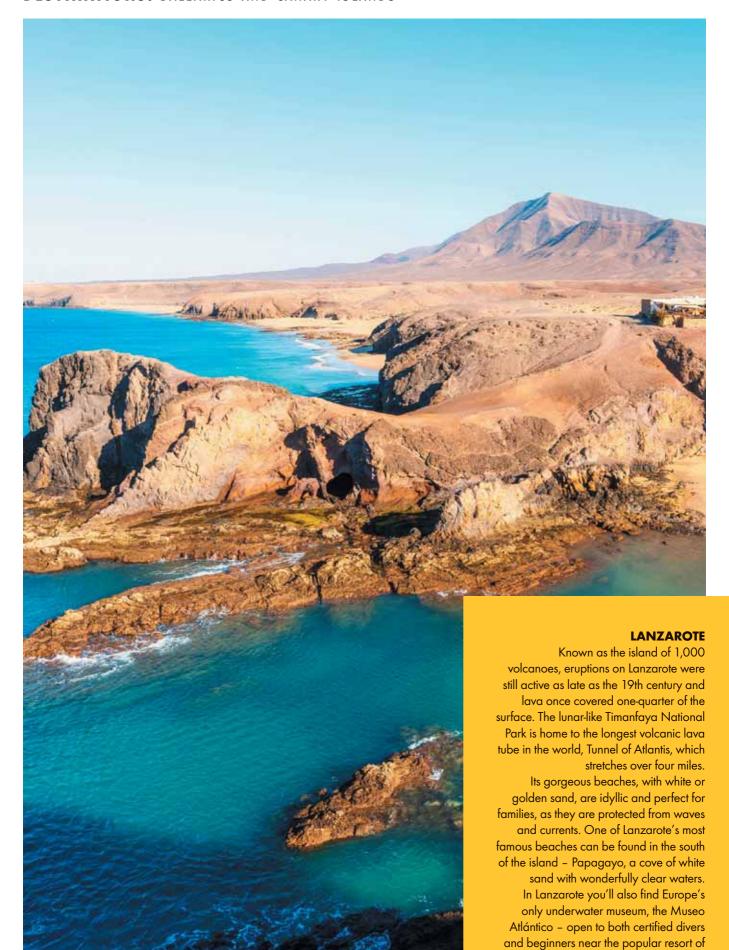
Fuerteventura has a long tradition of windsurfing and kitesurfing, thanks to the strong sea breezes that the island gets, while the seas are warm enough for year-round swimming, diving, snorkelling and paddle-boarding.

Jet2.com, Jet2holidays.com, tui.co.uk





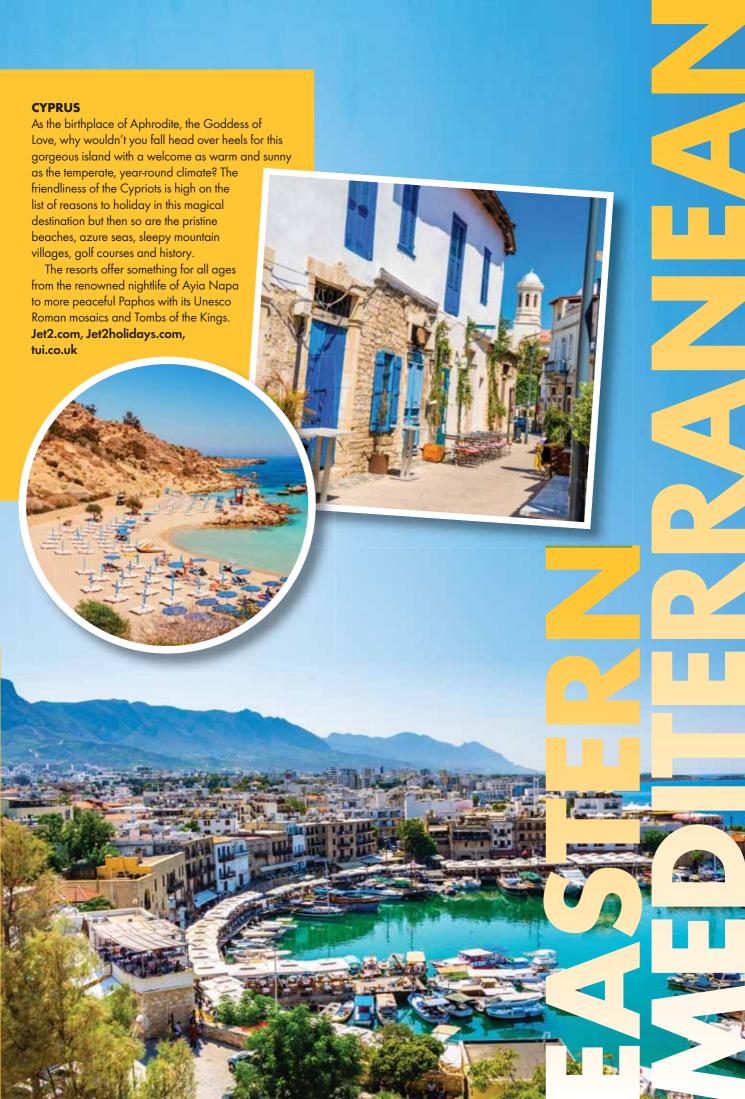
DESTINATIONS: BALEARICS AND CANARY ISLANDS



Playa Blanca. You can dive and snorkel among amazing sculptures by Jason

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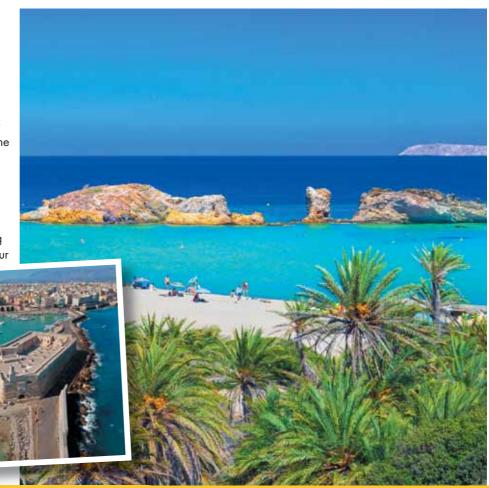
DESTINATIONS: GREECE

CRETE

Not only Greece's largest island but also the most southerly, Crete enjoys by far the longest summers as well as plenty of beaches on which to lap up the sunshine. Renowned as the home of Europe's earliest civilisation as well as the birthplace of Zeus, King of the Gods, its history is both colourful and fascinating.

Highlights include Knossos, a 3,500-year-old Minoan Palace, and the capital Heraklion with its astounding archaeological museum and old harbour

protected by a magnificent Venetian fortress. Fly from Glasgow to Heraklion. easyjet.com, Jet2.com, Jet2holidays.com, tui.co.uk



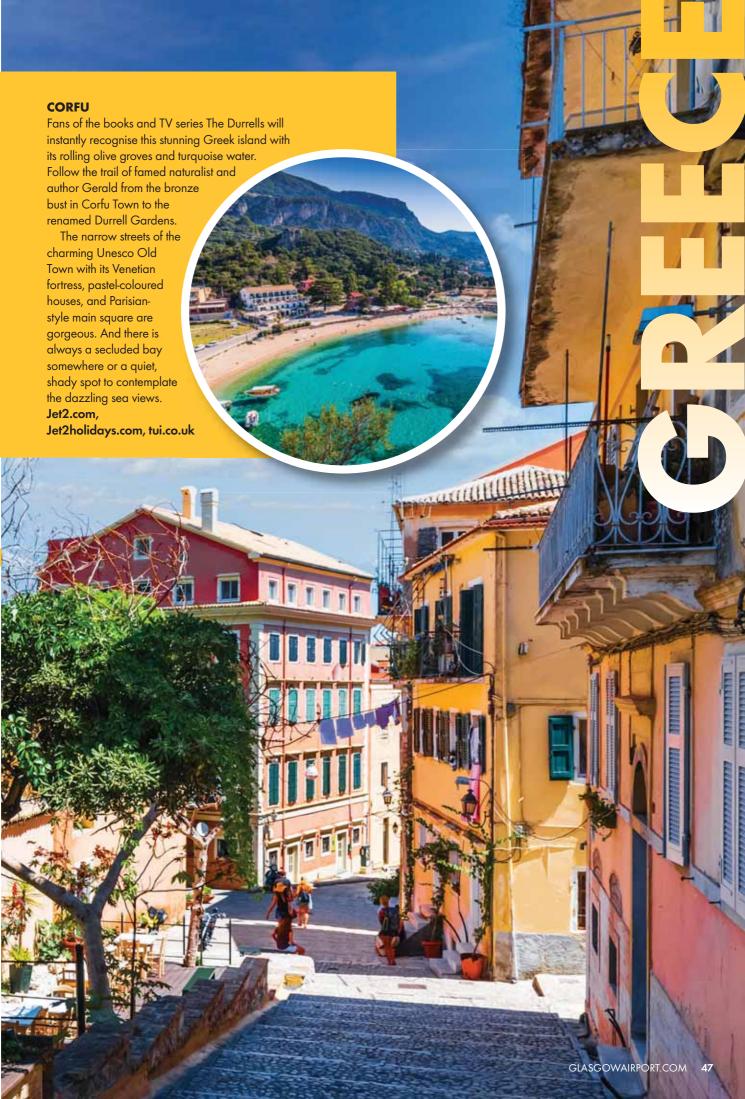
KEFALONIA

Craggy mountains, lush
vineyards and golden
beaches are the backdrop
to the island made famous
by the book and film of
Captain Corelli's Mandolin.
Stunning lakes and caves
can also be explored
in this idyllic, peaceful
getaway-from-it-all haven.
And nothing beats enjoying
a drink in a yacht-filled
harbour-side spot watching
the world go by.

Jet2.com,

Jet2holidays.com, tui.co.uk







KOS

Although Kos is a compact 40km by 8km, this pretty island boasts endless beaches and a 2,000-year history. The capital, confusingly also called Kos, has tree-lined streets and archaeological sites, ideal for walking or cycling. Even in town, there are sandy shores which can be reached on foot or by bus which connect various resorts. Hot springs trickle over black sand at Thermes while a salt lake lies near Tegaki. Stretching for 5km, Paradise Beach is aptly named. easyjet.com, Jet2.com, Jet2holidays.com

RHODES

The medieval city of Rhodes on the island of the same name is a Unesco World Heritage site and is the largest and bestpreserved fortified city in Europe. There are only pedestrian streets inside the fortified walls of this citadel, built by the Knights of Saint John in the early 14th century. Spending a day in Lindos is another highlight, with the ancient Acropolis towers above the white-washed homes cascading down the slope to the sea. In summer, visitors bar-hop and shop for souvenirs like the island's famous decorative plates. Jet2.com,

Jet2.com, Jet2holidays.com, tui.co.uk







Beautiful beaches, turquoise seas, tantalising cuisine with plenty of history and culture thrown in – you'll find all this and more in Turkey this summer

Delight

















tips for -A



Jacqueline Dobson, president of leading Glasgow-based travel agent **Barrhead Travel, offers some great** money-saving tips for booking your next family holiday



FEATURE: FAMILY HOLIDAYS



AT BARRHEAD Travel, early booking is a trend, as the company's president, Jacqueline Dobson, explains. "This year is no different – in fact, demand has been higher than ever with more than 30% of Brits planning to book earlier this year," she points out.

"Summer 2023 has been in demand since last year because of continued post-pandemic, pent-up demand, so we're advising people to book as soon as they can to lock in prices and avoid disappointment on their first choices.

"We know value for money is front of mind - which is why we're seeing popularity for all-inclusive holidays and cruises rising as they're great options to help with budgeting in advance.

"There's an old misconception that booking with a travel agent can be more expensive – this couldn't be further from the truth. As well as saving you time, protecting your money, and providing professional guidance on travel advice, travel agents such as Barrhead Travel usually have access to the best-value deals on the market.

"We work with all major airlines, tour operators, ground handlers and cruise lines which means we have a full oversight of pricing on the market and where to access the best deals. Thanks to our size and scale, we frequently secure exclusive discounts or added value – including upgrades, free nights or complimentary excursions."

barrheadtravel.co.uk



Aim to book as far in advance as possible. It's always recommended to book early to enjoy launch deals and early booking discounts - but the biggest influencer of price is availability. People have been booking earlier than usual and demand for popular destinations is particularly high. Leaving it until the last minute won't guarantee a discounted deal: if you know where you want to travel to, lock it in with a deposit as early as you're

Book with a reputable travel professional. As well as saving you time, providing advice and protecting your money, they have the tools to scan the market and source the best deals and savings to suit your budget. They'll often have inside information on upcoming flash sales or have access to exclusive offers. Additionally, if you book with an agent, you can book everything in one go - flights, accommodation,

> - and have just one total payment that can be split into instalments.

Multi-family and multigenerational holidays are on the rise and we're expecting to see this trend continue this year. As well as spending cherished time with the people we love the most, it can have a money-saving benefit too. Villas abroad come in all sizes and many can comfortably accommodate large groups of friends or several families. If teaming up with your extended family or friends is on your mind, a villa can offer a very costeffective way of sharing accommodation costs while spending valuable time together.



Attractions and add-ons, such as care hire or transfers, are always best value when booked in advance. Think about what you'd like to do when you're on holiday and book before you go to take advantage of savings. This also helps with availability: some popular attractions cannot be booked on the day, while theme-park passes often have special offers for advanced booking. Booking in advance for car hire will eliminate the risk of eyewatering costs when the car is

Travel off the beaten track. Visiting major tourist hubs or the busiest resorts can often hold a higher price tag than many lesser-known destinations. Considering



destinations away from the traditional tourist trail can also provide rich experiences and contributes to microtourism economies where you can immerse yourself in local culture. It doesn't mean you need to sacrifice your favourite destinations either - for every major resort, there are usually plenty of smaller and very accessible towns nearby meaning you have the best of both worlds.

Considering a cruise this summer? There are plenty of options for you to set sail from Glasgow Airport



ROYAL CARIBBEAN

AS PART of its European fly-cruise programme, Royal Caribbean has expanded its charters to include two from Glasgow Airport.

Sailing from the charming port town of Ravenna in northern Italy on luxury liner Explorer of the Seas and flying from Glasgow to Bologna, a seven-night Greece and Croatia Cruise will be taking in Split, Athens, Santorini and Dubrovnik before returning to Ravenna.

Another option is the seven-night Greek Isles Cruise, taking in Bay of Kotor in Montenegro, Corfu, the port city of Piraeus near Athens, beautiful Mykonos and Argostoli, then back to Ravenna.

Finally, there's the seven-night Italy and Adriatic Cruise, setting sail to Split, Bari in Italy, Dubrovnik, Messina in Sicily, Naples, Civitavecchia near Rome, then Ravenna.

Explorer of the Seas offers a range of bars and restaurants plus plenty of activities from laid-back lounging in the adults-only Solarium, tee-offs with stunning sea views on the deckside Mini Golf green, an ice-skating rink and the popular FlowRider® surf simulator

There are also professional shows and varied entertainment for all members of the family.

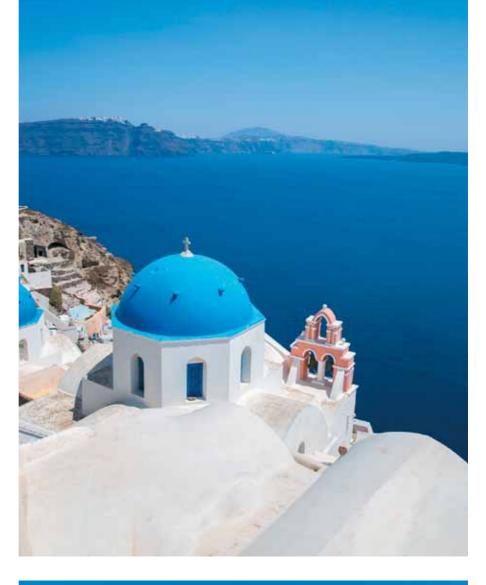
GETTING THERE

For further details,

contact your local

royalcaribbean.c

Sailings start from May 8 and run through to October 22. The transfer from Bologna is just 50 minutes.







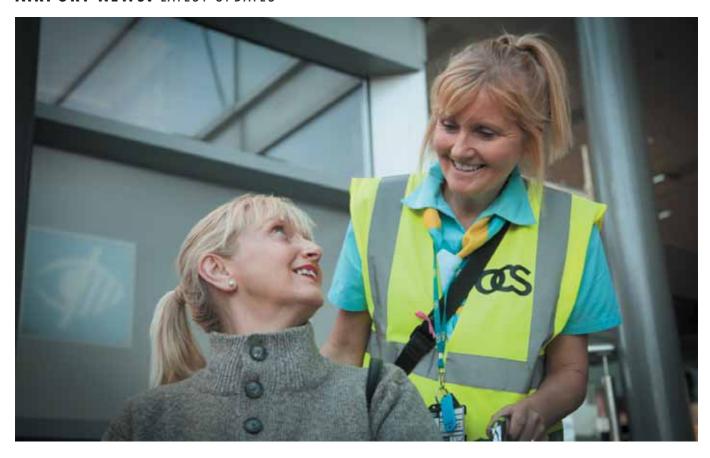








Photograph: Richmond International



GLASGOW AIRPORT TO PILOT SPECIAL ASSISTANCE PASSENGER SUPPORT APP

GLASGOW AIRPORT is trialling an app to ensure all passengers who require additional support get the help they need.

Approximately 25% of requests for special assistance are made on the day of travel and are not pre-arranged for a number of reasons. The PRM Assist app will supplement the current service which is usually pre-arranged by the passenger via their airline or booking agent.

This means that Persons with Reduced Mobility (PRM) passengers who have been unable to book assistance with their airline can do so using the new app, or it will allow the airport's service provider OCS to arrange assistance for them.

As well as ensuring all PRM passengers get the support they need when travelling through the terminal, the app will help OCS to plan staffing and equipment levels further in advance and provide a wide range of analysis to continually improve the current service.

The PRM Assist app can also provide passengers with real-time flight information, allow them to request specific special assistance and, provide feedback which is

a vital part of how the service is continually improved.

Ronald Leitch, Glasgow Airport's operations director, said: "We are incredibly proud of the PRM service provided by both OCS and our own airport team.

"The way in which special assistance services are delivered is constantly evolving and improving, so we continually look at ways we can further develop our methods to ensure our PRM passengers enjoy a safe, dignified and enjoyable airport experience.

"Glasgow has one of the highest proportions of PRM passengers of any UK airport and I firmly believe this is due to the quality of the service and the significant investment we make each year.

"What is also vital to the success of our PRM service at Glasgow Airport is the dedication and hard work of those people who deliver for our passengers who need additional support each and every day."

Glasgow Airport recently received the highest "very good" rating from the UK Civil Aviation Authority's (CAA) Interim Airport Accessibility Report. In the annual report on the disability access of 16 of the UK's largest airports by passenger numbers, covering the period from April 1 to October 31, 2022, only six airports, which also included Glasgow's sister airport in Aberdeen, achieved the "very good" rating.



GLASGOW TO BECOME UK'S FIRST CONNECTED AIRPORT LIVING LAB

NEW TECHNOLOGIES aimed at making air travel greener and improving passengers' experiences are to be explored through a new project at Glasgow Airport.

The airport has been named the UK's first "Connected Airport Living Lab", and will now play host to trials and demonstrations of innovations designed to address challenges facing the aviation sector.

Its aim is to boost productivity and accelerate decarbonisation of ground and air operations through the electrification of flight, the use of hydrogen and data collection.

In partnership with Connected Places Catapult, an offshoot of the UK Government's Innovate UK agency, the Living Lab will also support ongoing collaborations in the area. These include the airport and Catapult's involvement with CAELUS (Care & Equity – Healthcare Logistics UAS Scotland), which is working with NHS Scotland to build the first national drone network that can transport essential medicines, bloods and other medical supplies throughout Scotland, including to remote communities.

Central to the Living Lab will be a holistic vision of the airport as a highly innovative net-zero place that plays an important part in developing Glasgow City Region's skills base and full economic potential.

Catapult will use its global reach to highlight international examples of airports successfully integrating amenities which could be university campuses, entertainment venues, and even vertical farms.



Announcing the partnership are, from left: Andy Cliffe, CEO of AGS Airports, which owns Glasgow Airport; Paul Wilson, CBO at Connected Places Catapult; and Stuart Patrick, CEO of business group Glasgow Chamber of Commerce

Closer to home, the Living Lab will work with Glasgow City Region to support its threefold economic strategy to grow into the most inclusive, productive and green economy in the UK by 2030.

ON YOUR BIKE! FUND AWARDS £3,000 TO RECYCLING FIRM

GLASGOW AIRPORT'S FlightPath Fund has recently awarded £3,000 to a community interest company (CIC) geared at all things cycling related.

The money will help Kustom Kruizers, based in Robertson Park in Renfrew, to continue to engage with young people and families on all aspects of bike maintenance.

Run by Dave Neill and his wife Rosslyn, Kustom Kruizers offers term-time workshops all year round in partnership with secondary schools across Renfrewshire and beyond.

The pupils involved learn how to strip down, repair, refurbish and rebuild the many donated or unwanted bikes that are handed in. Once the bikes are restored, they are then sold at greatly reduced prices within the local community.

Dave said: "Our fundamental principle is to take a simple tool – such as a bicycle – and use it to engage with potentially disenfranchised individuals and young people.

"Not only do our workshops bestow practical life skills, they allow members of the community to participate in cycling,



an activity that we are deeply enthusiastic about to promote health and wellbeing.

"We passionately believe that working with bikes in a practical, methodical and creative way has life-enhancing benefits for both the local community and individuals."

He added: "Thanks to the support of the FlightPath Fund, we were able to replenish stock in order to have the materials required to refurbish hundreds of bikes and continue running these valuable workshops."

Kustom Kruizers gained exclusive access to Renfrewshire Council's four recycling centres in order to pick up unwanted bikes for refurbishment and also opened a coffee bar at its base last year.

Nearly £85,000 was awarded in 2022 by the FlightPath Fund to help support 64 groups, charities and projects within communities local to the airport.

Find out more about the FlightPath Fund at glasgowairport.com/ community

The perfect AMABASSADOR

If you have a problem at Glasgow Airport, Ambassador Karen Hardie will fix it. She tells High Flyer's editor Karen Peattie what's special about her job and why she loves it so much

FOR GLASGOW Airport Ambassador, Karen Hardie, no two days are the same. "I'm not exaggerating when I say it's the best job in the world," she says. "I love my job, I love helping our passengers and I love meeting people from all walks of live."

Karen, from Renfrewshire, is one of a 10-strong team based at the airport to ensure that passengers can move through the terminal seamlessly. "You name it, we've had it," says Karen.

"Lost passports and wallets are common, there might be a mum struggling with a tired and crying toddler, VIPs - you think on your feet and deal with whatever arises in as calm and friendly a way as possible."

Interpersonal skills are vital,
Karen adds, pointing out that the
Ambassador team's role isn't just to
deal with passengers. "We might
have to liaise with the police, other
staff departments, we'll help control
queues at the check-in desks on
occasion – whatever needs done
we just roll up our sleeves and get
on with it.

"It's about making passengers feel safe and looked after," Karen continues. "Lots of people love airports and travelling but it can be quite a daunting experience for others who are less confident and not used to the hustle and bustle."

A typical day for Karen, who has been an Ambassador at Glasgow Airport for 10 years, will see her head for the information desk in the main terminal to check what's happening, deal with emails, and familiarise herself with departures and arrivals.

"You base yourself where you are needed at any particular time and because I've been here for so long, I know instinctively what to do in any situation," she explains.

"I've developed an intuition for what is right and I'm alert to situations that perhaps don't look quite right – I then feed that through to my manager. It's about thinking on your feet and being assertive. I suppose you could call us the eyes and ears of the airport."

In Karen's wide experience, most situations – even when she's dealing with

'IT'S ABOUT THINKING ON YOUR FEET AND BEING ASSERTIVE. I SUPPOSE YOU COULD CALL US THE EYES AND EARS OF THE AIRPORT'

a particularly unhappy passenger – are fixable. "I think that's why we all love this job – we never quite know what the day is going to bring. And the fact that you are often dealing with the unexpected also keeps you on your toes."

From former prime minister David Cameron, to singers Rod Stewart and Susan Boyle, to Olympic athletes and royalty, Karen admits to only occasionally being starstruck. "They're like everyone else – they're just passing through and going to where they need to be," she points out.

Airports and travel weren't always on Karen's radar, though. "I'm a trained nurse – I was just 17 but I quickly realised that nursing wasn't right for me," she explains. "I saw girls on a flight and never looked back, joining the Monarch airline as cabin crew in 1984 and from there to Air 2000 when that started up."

Karen moved to Birmingham with Air 2000 and only gave up to start her family. She recalls: "When I started working again I was on the Chanel counter in Debenhams but it was when I started working in a Co-op travel agent in Johnstone that the

travel bug came back."

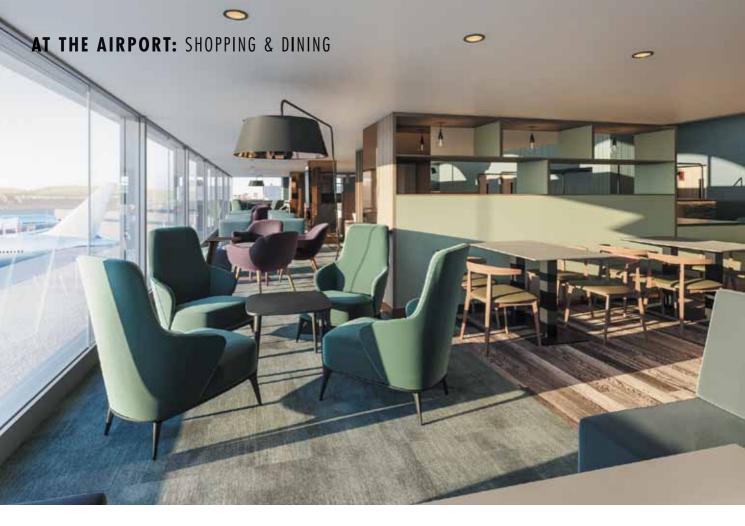
Walking around Glasgow Airport today, Karen says hello to people she knows and people she doesn't. "You've no idea how much I missed it during lockdown," she adds. "I was so glad when I was able to come back again - there's nothing worse than a sad, empty airport.

"Travellers were apprehensive because of all the legislation they had to adhere to so it was a learning curve for everyone but we got through it and I think, for most passengers, it was a relief for them to see people and actually speak to people again face to face.

"Working in an airport really gets under your skin and for me, it's not just a job – it's part of my life."

Karen's rota is flexible and she works five hours a day, four days a week. Ambassadors working an early shift start at 4.30am and other shifts start at 5am, 7.15am and 11am. Nightshift starts at 7.15pm.





CHILL OUT IN THE LOMOND LOUNGE

Glasgow Airport's exclusive Lomond Lounge is back so why not start your holiday or business trip in style? It's a comfortable, quieter space with runway views and a varied, seasonal menu offering a premium taste of Scotland

IF YOU want to escape the hustle and bustle of the busy airport then check into the Lomond Lounge, a warm and welcoming, quiet space where you can catch up with work before you fly, enjoy a bite to eat, or just sit with a drink and enjoy the runway views.

The look and feel of this premium lounge at Glasgow Airport has been inspired by nearby Loch Lomond and The Trossachs National Park. Contemporary styling and natural colours blend nicely with a strong appreciation of the airport's original Basil Spence-designed architecture, with the lounge proudly housing his renowned barrel-vaulted ceilings.

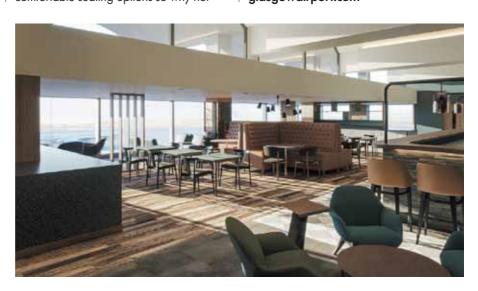
Complimentary newspapers and magazines are available along with free WiFi and a seasonal menu offering a variety of lighter bites, meat/cheese/vegan platters and newly-added hot options. Guests can choose up to three dishes per person from the locally-inspired menu throughout the day with breakfast, lunch and desserts available.

Entry costs £35 and includes a glass of Champagne Piaff. Guests can enjoy up to four alcoholic drinks within the Lomond Lounge package although soft drinks and other refreshments are unlimited.

The Lomond Lounge, located after security, features a mix of tables and comfortable seating options so why not treat yourself with an upgrade for a modest fee to get your holiday off to the best possible start?

Opening hours are: 6.30am to 6pm on Monday, Thursday and Friday; and 11am to 6pm on Tuesday and Wednesday.

Book the Lomond Lounge at glasgowairport.com





AN UNRIVALLED CHOICE OF BRANDS IN WDF

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But did you know that we offer a great Reserve & Collect service? This allows you to shop our full range of products online – simply order them so they are waiting for you to pay and collect at Glasgow Airport.

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Just go to glasgow.worlddutyfree. com/en/, choose the Reserve & Collect service, then browse online from an unrivalled selection of products. It really couldn't be easier.

THE RETURN OF GREGGS!

THE PIE'S the limit for Glasgow Airport passengers who from April can enjoy many of Greggs' most popular bites. Sausage Roll or Steak Bake, anyone?

The popular food-to-go retailer previously had a smaller presence at the airport and lovers of the high street chain have been missing its culinary delights since it left in 2010. Now, a new sitin and takeaway store will be based in the former Mozzo café next to international arrivals – handy for those wanting to satisfy their sweet or savoury cravings before they go through security or after landing. Freshly-ground Fairtrade coffee is also available to enjoy sitting down inside or al fresco in the outdoor area.

Ronald Leitch, Glasgow Airport's operations director at Glasgow Airport, said: "We anticipate welcoming an additional one million passengers this year, so the introduction of such a popular retailer as Greggs is fantastic news."





FLIP AND FLY AS PANCAKE PIONEER STACK & STILL PREPARES FOR TAKE-OFF

THE UK'S largest chain of pancake houses, Stack & Still, is gearing up for take-off at Glasgow Airport this spring as it prepares to launch its first partnership with a travel operator.

The Glasgow-based company, which serves up in excess of one million pancakes each year, will open its latest venture airside at Glasgow Airport in May, creating 10 new jobs.

Stack & Still is creating an exciting, new boutique concept in the heart of the airport's departure area - taking the best of Stack & Still's pancakes and introducing bespoke packaging for travellers to eat at a dedicated seating area or to grab and go for an onward flight.

This will mirror the firm's operation in Edinburgh's Bonnie & Wild Scottish Marketplace in St James Quarter.

Stack & Still's ninth and newest branch follows the chain's successful expansion south of the Border after its 225-seater restaurant just off London's Leicester Square opened in time for Christmas last year.

Launched in 2018 by founders Paul Reynolds and Graham Swankie, the firm already employs over 150 people at its eight locations – including four in Glasgow – and aims to double in size during the next two years, including more locations in London.

Co-founder and chief executive Mr Reynolds said: "It's very exciting to be adding something so unique to Glasgow Airport's airside food and drink offer. This will

From left: Paul Reynolds, co-founder and chief executive of Stack & Still; Craig Norton, head of retail at Glasgow
Airport; Graham Swankie, co-founder and chief operating officer of Stack & Still

be our first travel operator partnership and we're actively exploring more opportunities across the UK as part of our expansion plans.

"Given such a wide range of flight times, our Glasgow Airport branch will introduce travellers to the delights of pancakes from 4am right through to the evening, setting them up perfectly for their onward journey.

"Hungry pre-flyers can choose from more than 12 million combinations thanks to our exhaustive selection of pancake bases, toppings, sauces, and other accompaniments."

Craig Norton, retail account manager at Glasgow Airport, said: "We are really pleased to be the first UK airport to welcome Stack & Still, particularly as the popularity of these pancake pioneers continues to soar.

"It is also fitting that Glasgow is Stack & Still's first airport-based pancake house to open given the brand's links with the city.

"I'm sure the addition of this latest food and drink offering at the airport will be a huge hit with our passengers."

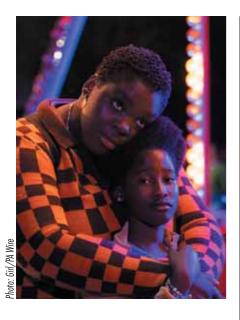
Stack & Still's other Scottish sites are at: West George Street in Glasgow; Braehead Shopping Centre, Glasgow Fort, and Silverburn Shopping Centre; The Centre in Livingston; the Bonnie & Wild Scottish Marketplace in Edinburgh's St James Quarter; and the historic Georgian Assembly Rooms in Edinburgh's George Street.

stackandstill.co.uk





UPCOMING EVENTS



GLASGOW FILM FESTIVAL

(MARCH 1-13)

This is one of the largest film festivals in the UK which has been delighting audiences in Glasgow for nearly 20 years, bringing its own blend of cinema magic to screens and venues across the city. Showcasing 70 UK premieres, six world premieres, 16 European/international premieres and six Scottish premieres, there is something for everyone with nearly genre represented. There will be a special 60th anniversary screening of Alfred Hitchcock's horror masterpiece The Birds and the festival opens with the UK premiere of Glasgow writer-director Adura Onashile's feature film debut Girl, above.

glasgowfilm.org/glasgow-film-festival

SUMMER NIGHTS AT THE BANDSTAND

(VARIOUS DATES, JULY & AUGUST)

From Sugababes, Glasgow's Del Amitri and punk legend Siouxsie Sioux to

Anastacia, Jack Savoretti, Sophie EllisBextor, below left, and many more, this
year's Summer Nights at the Bandstand
festival has more than touch of sparkle
about it. The award-winning event
at Kelvingrove Bandstand in
Glasgow's west end, now
in its eighth year, takes
in nearly 50 years of
music, spanning genres
including country, rock,
punk and pop. The
13-date festival will
also feature Squeeze,

likely to sell out quickly. ticketmaster.co.uk

Callum Beattie, Glasvegas

and The Delgados. Tickets are

available on Ticketmaster but are

Kassidy, The Shires,

GLASGOW INTERNATIONAL COMEDY FESTIVAL

(MARCH 15-APRIL 2)

Glasgow International Comedy Festival is gearing up for lots of laughs with the city hosting over 380 events across 37 venues. Featuring homegrown and upand-coming talent, established favourites and performers from around the world, festival organisers say there is "something for everyone".

Veteran Janey Godley, TikTok comic Paul Black and Susie McCabe, below, will lead the line-up at the Closing gala



Scots Fern Brady and Marc Jennings.
Comic legend Frankie Boyle will open
the festival's 20th year, bringing his Lap
of Shame show to the King's Theatre on
March 15.

glasgowcomedyfestival.

APOLLO REMASTERED

(UNTIL APRIL 16)
Coinciding with the

50th anniversary of the last lunar landing, visitors to the Glasgow Science Centre, left, will

be treated to a spectacular showcase of remastered images by Andy Saunders. The exhibition features over 30 images including the only clear and recognisable image of Neil Armstrong on the Moon, the first clear image of life on-board the stricken Apollo 13 mission, and others.

glasgowsciencecentre.org

GLASGOW RIVERSIDE FESTIVAL (JUNE 3-4)

Celebrating its 10th anniversary,
Glasgow Riverside Festival returns to the
Riverside Museum. Scotland's premiere
electronic music festival has already
announced names such as Avalon
Emerson, Palms Trax, Sherelle, Patrick
Topping, AceMoMa and Mall Grab
along with Slam, Paula Temple,

Héctor Oaks, SPFDJ and Charlie Sparks. This summer weekender by the banks of the Clyde will also feature a range of street food for hungry revellers.

riversidefestivalglasgow.





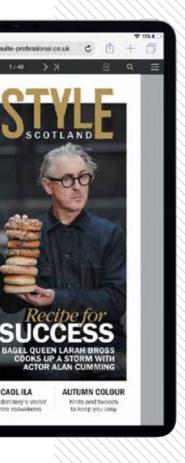
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