

London Luton Airport earns top CAA accessibility rating

London Luton Airport (LLA) has received the highest rating of 'Very Good' from the Civil Aviation Authority (CAA) for its service to passengers with reduced mobility and those who require assisted travel.

LLA's Very Good rating was confirmed as the CAA published its annual *Airport Accessibility* report, assessing assisted travel service performance at 28 UK airports between April 2024 and March 2025.



At LLA, 99% of pre-notified arriving passengers are receiving assistance within 20 minutes.

The CAA report highlighted how management at the airport had devoted attention to involving disabled individuals and disability organisations in shaping the current service and in helping to ensure the airport places accessibility at the forefront of its plans in the coming years.

Waiting time metrics saw LLA excel with 99% of pre-notified arriving passengers receiving assistance within 20 minutes.

for the report, over 800 passengers completed a passenger survey to determine an overall quality of service score of 4.4 out of five at LLA.

"London Luton Airport is committed to delivering a simple and friendly passenger experience that is safe, accessible and inclusive for all, so we are delighted to receive the highest possible CAA rating for our performance in the hugely important area of assisted travel, said Alberto Martin, Chief Executive at London Luton Airport.

The CAA's rating is testament to the professionalism and commitment of our staff, as LLA continues to see year-on-year rises in the number of passengers with assisted travel needs.

We will continue to work with the London Luton Airport Accessibility Forum (LLAAF), and our growing network of disability group stakeholders, to identify opportunities to deliver an enhanced passenger experience for those travelling with additional assistance requirements."

In 2024, 5.5 million passengers requested assistance at UK airports, approximately 1.9 percent of total passengers, according to the UK CAAs annual *Airport Accessibility Report*, (published on 25 June, 2025).

This has increased from 0.94 percent in 2010, 1.35 percent in 2019 and 1.69 percent in 2023 when 4.6 million passengers requested assistance.

"As Chair of London Luton Airport's Accessibility Forum, I am delighted to see the 'Very Good' rating awarded to LLA by the CAA, commented Andrew Wright, Chairman of the London Luton Airport Accessibility Forum.

The CAA's assessment is welcome news and highlights LLA's strong assisted travel performance in vitally important areas such as waiting times, the quality of service provided and engagement with disability stakeholders, underlining the hard work, commitment and support of all those involved in providing a consistently wonderful experience to the airports assisted travel passengers."

The CAA rating comes just weeks before LLA is set to unveil its Assisted Travel Lounge, a newly

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refurbished, dedicated space for up to 50 passengers with special assistance needs.

The lounge will feature a sensory space, adult changing areas, flight information screens, charging points, adjustable lighting, and a range of seating options.

The accolade builds on LLAs previous awards, such as the gold gong in the category of Best Customer Experience for Vulnerable Customers at the 2024 UK Customer Experience Awards.

Last year, the airport also achieved level 3 of Airports Council International's (ACI) Customer Experience Accreditation programme, and recorded its highest annual Airport Service Quality (ASQ) score, with four out of five passengers rating their experience as very good/excellent.

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