

Checklist for passengers with disabilities as reduced mobility

If you have a disability as reduced mobility, you should still have access to air travel like anyone else. You are also entitled to assistance, free of charge.

As a general rule, airlines are not allowed to deny someone boarding due to disability as reduced mobility if the passenger has a valid ticket and reservation. **There are however a few exceptions:**

- In order to meet applicable safety requirements established by law.
- If the size of the aircraft or its doors makes the embarkation or carriage of that passenger with disabilities as reduced mobility physically impossible.
- If a passenger with disabilities as reduced mobility is denied boarding the passenger has the right to be informed immediately about the reasons why. The airline must give the reasons in writing within five days upon request from the passenger.

If a passenger with disability as reduced mobility is denied boarding due to safety reasons as design of the aircraft, the airline is required to do what they can in order to offer that passenger an alternative. That passenger and any person accompanying the passenger have the right to reimbursement of the ticket price or re-routing.

A passenger with disability as reduced mobility is entitled to assistance at the airport at departure, arrival and in transit as well as assistance on board if this is needed.

- To make sure that a passenger with disability as reduced mobility gets the assistance he or she requires, the passenger is advised to contact the airline based agent for tour operator beforehand to provide a notification of the person's particular needs for such assistance. This notification shall also cover a return flight, if the outward flight and the return flight have been contracted with the same air carrier.

The passenger should contact the airline or its agent or the tour operator concerned at the latest 48 hours before scheduled time of departure.

Where use of a recognised assistance dog is required, this shall be notified to the air carrier or its agent or the tour operator in accordance with applicable national rules covering the carriage of assistance dogs on board aircraft, where such rules exist.

- You need to allow sufficient time at the airport in advance of your flight time. There are designated where people who need assistance can report their arrival and request an escort. You can also go directly to check-in. Inform yourself in advance about the airport's environment and where meeting places are located. This should be stated on the airport's website. You can also call the airport and ask.
- The EU regulation states that one must get to the airport within a certain timeframe in order to receive booked assistance. Check in advance with your airline or airport which times apply.

- Airlines do not have to provide help with eating or taking medication during a flight. If you need this type of help, for example during a longer flight, airlines might request that you be accompanied by another person.

Passengers with disabilities as reduced mobility have the right to receive information about the airline's safety rules.

If a passenger's wheelchair or other mobility equipment and assistive device is lost or damaged whilst being handled at the airport or transported on board at the aircraft the passenger to whom the equipment belongs shall be compensated.

How to complain

A disabled person or a person with a disability as reduced mobility who had encountered problems getting help while travelling may bring the matter to the attention of the airport authorities or the airline concerned.

If you are not satisfied with their reply, you can contact the national enforcement body in the country where the incident happened.

National Enforcement Bodies under Regulation [EC] 1107/2006 concerning the rights of disabled persons and persons with a disability as reduced mobility when travelling by air. See list:

http://ec.europa.eu/transport/themes/passengers/air/doc/prm/2006_1107_national_enforcement_bodies.pdf

A national enforcement body in one Member State which receives a complaint concerning a matter that comes under the responsibility of a designated body of another Member State shall forward the complaint to the body of that other Member State.

