



Airlines and passengers with a disability

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INTRODUCTION

Hereby an overview of a first round of search on the Internet.

This first study shows that every airline observes the rules of the EC and the ACAA.

But most companies rely on the safety rules. Under these rules they may require a passenger to travel with an escort or attendant.

Some airlines will enforce these rules maybe stricter.

A short survey among the members ESCIF would give us insight or the discount airlines are more likely to rely on the safety rules.

Links to ACAA and EC rules:

http://ec.europa.eu/dgs/energy_transport/videos/transport/2008_06_prm_en.htm

<http://www.tsa.gov/travelers/airtravel/specialneeds/index.shtm>

http://www.flysas.com/upload/International/SKI/travel_info/ACAA%20Final%20Rule.pdf

http://ec.europa.eu/transport/passengers/air/prm_en.htm

AIRLINES

NORWEGIAN AIR

Norwegian provides its services in accordance with Regulation (EC) 1107/2006 of the [European Parliament and of the Council](#).

Passengers with reduced mobility (PRM)

In some circumstances, we may request that passengers travel with a companion or carer over the age of 16, when it is evident that he or she requires assistance onboard. Norwegian requires one companion/carers per person for anyone who is unable to unfasten their seat belt, sit upright, leave their seat and reach the emergency exit without assistance, or is unable to retrieve and fit a lifejacket. The companion must pay the current ticket price at the time of booking.

Each passenger must meet the following requirements in order to travel without a companion or carer:

- Passengers must be able to use toilet facilities unaided
- Passengers must be able to feed themselves without assistance
- Passengers should be capable of administering their own medications and medical procedures without assistance
- Passengers should be able to get to the emergency exit in the case of an evacuation.

Disabled passengers who believe that they meet these requirements, and are able to travel without a companion must contact our customer service centre.

SAS

Passengers with reduced mobility

Wheelchair assistance

You are allowed to bring both a collapsible and a power driven wheelchair as baggage free of charge. If you have difficulty getting to or from the aircraft and need our help we are happy to provide you with a wheelchair and assistance from check-in to arrival. Below are some guidelines as to what you can expect from us.

Please note that a wheelchair powered by a spillable battery has to be sent as cargo.

 [Handling advice for wheelchairs](#)

Onboard

A special in-flight wheelchair is available onboard A330 / A340 aircraft for passengers with reduced mobility traveling with an escort. In the interests of safety, crew members are not authorized to lift passengers between cabin seat and wheelchair or be of assistance during a visit to the lavatory.

The SAS Group Airlines' fleet consists of a number of different aircraft types, each type varying in size and subsequently also providing different access and/or capacity for passengers to board the aircraft and/or for holding load in the aircrafts cargo compartment.

For the carriage of equipment that you would like to bring with you, equipment that by size or weight may pose a problem to an aircraft type with more limited space or access, we highly recommend that you inform us at the time of your reservation. You will thereby enable us to provide you with information regarding our planned aircraft type for the specific flight, and its capacity for accommodating you and your equipment.

Safety issues and/or operational reasons may necessitate a change of aircraft type, why SAS cannot guarantee the planned or scheduled type of aircraft. We will, if change of aircraft is necessitated by such circumstances, offer alternative solutions for your transportation.

KLM

Assistance, checklist and medical forms

If you would like to use our special facilities, please take the following into consideration:

Book your flight at least 48 hours in advance and specify your personal needs (special meals can be requested up to 24 hours* before departure).

If your flight will be operated by one of our partners, please ask this airline about the services and facilities it offers.

If required, have your physician fill out a Medical Information Form (see below) and return it to us no later than 48 hours before departure.

Check in half an hour before the normal check-in time. (If you are using an electrically powered wheelchair, please check in one hour earlier.)

Make sure you are present at the gate at the time indicated on your boarding pass.

Arrange for a travelling companion if your condition requires assistance. We cannot offer you such assistance and the flight crew is not authorized to lift or carry you.

Remember to bring any medication you will need during your flight, and make sure it is packed in your hand luggage.

BRITISH AIRWAYS

Companions providing assistance will be required if you are unable to independently:

- lift yourself
- reach an emergency exit unaided

- communicate with the crew on safety matters
- unfasten a seat belt
- retrieve and fit a life jacket
- fit an oxygen mask

The crew cannot assist you with breathing apparatus, eating, medication or going to the toilet, although they will help you get to and from the toilet when there is an on-board wheelchair available.

LUFTHANSA

Disabled passengers and passengers with reduced mobility are carried in agreement with the EU Regulation No. 1107/2006 of 5 July 2006 on the rights of disabled passengers and passengers with reduced mobility. Any passengers traveling to/from the USA are carried in agreement with the U.S. DOT provision of Title 14, Code of Federal Regulations, Part 382 effective as of 13 May 2009.

On the following pages we have put together some important advice for you. Should you have any further questions, please contact your travel agency or us directly. By calling the [Lufthansa Service Center](#) you will receive detailed information. Our guests calling from inside the USA can contact us by calling the General Reservations Number 1-800-645-3880 (free of charge).

In general Lufthansa is happy to transport passengers with reduced mobility who are travelling alone. However, should a passenger travelling alone not be in a position to assist with their own evacuation in an emergency because of the severity of their disability, the airline may refuse to carry this passenger.

BMI

I require wheelchair assistance, what do I need to do?

Wheelchair passengers are welcomed on bmibaby flights, although due to safety issues there are only a limited number of spaces on each flight. All requests should be advised to bmibaby as soon as possible with a minimum of 48 hours notice.

AIR LINGUS

Wheelchairs

Aer Lingus will notify your departure and arrival airports of your request for a wheelchair and assistance from check-in to the boarding gate and a carry on service for passengers completely immobile who cannot make their own way to their seat. Passengers must be able to sit upright in the seat.

Passengers travelling with their own wheelchairs are permitted to do so free of charge but Aer Lingus must be informed if they are battery operated. All passengers who are wheelchair bound must contact Aer Lingus Special Assistance department to request appropriate support from the departure and arrival airports. **Passengers are not permitted to check-in or carry on-board any wet-cell batteries either in wheelchairs or as stand-alone batteries.**

Reporting Disability Related Problems via U.S. DOT

U.S.A. residents who feel that Aer Lingus has violated any provision of Title 14, Code of Federal Regulations, Part 382 available on the U.S. Department of Transportation website dot.gov, may file a formal complaint under the applicable procedures of 14 CFR Part 382.65

TRANSAVIA

travelling alone or with a companion

If you travel under the following circumstances, you have to take a personal companion with you:

- a person has a mental handicap, as a result of which he/she is not able to understand or follow up on the safety instructions of the staff;
- a person has both a serious visual as well as an auditory handicap and cannot communicate with the staff, as a result of which he/she is not able to receive or follow up on the safety instructions of the staff;
- a person is not able to independently perform the normal daily activities such as eating, drinking and visiting the toilet;
- a person needs to use medical oxygen on board.

ALITALIA

ONBOARD ESCORT FOR DEPENDENT TRAVELLERS

All passengers who are not self-sufficient, blind or deaf or that need wheelchair or stretcher, must have an escort who can give them all necessary assistance during travel at any time.

CATHAY PACIFIC

Passengers needing escorts

For safety reasons, Cathay Pacific may require a passenger to travel with an escort or attendant if the passenger:

- Will travel in a **stretcher*** or incubator or require medical attention during the flight. (The attendant must be capable of attending to their medical needs in the cabin)
- Is unable to comprehend or respond properly to safety instructions due to a mental disability.
- **Has mobility impairment, which is so severe that the passenger is unable to assist in his or her own evacuation of the aircraft.**
- Has severe hearing and vision impairments and cannot establish some means of communication with airline employees.

CONTINENTAL

Safety Assistant

The primary role of the personal safety attendant is to assist a disabled customer exiting the aircraft in case of an emergency evacuation or to establish communication for the required safety briefing. Additionally, the personal safety attendant can assist with the medical, feeding and lavatory needs of a disabled customer.

Continental requires a personal safety assistant to accompany a disabled customer who has any of the limitations listed below:

A customer with mental disability who is unable to understand and respond to safety instructions from the flight crew, including the safety briefing

A customer who has both severe hearing and severe vision impairments and cannot establish some means of communication with our personnel that is adequate both to permit transmission of the safety briefing and to enable the customer to assist in his or her own evacuation of the aircraft in the event of an emergency

A customer with a severe mobility impairment who is unable to physically assist in his/her own evacuation of the aircraft

A customer requiring a stretcher or incubator (for Continental Micronesia-flights only)

easyJet

Passengers with specific requirements - disability, medical and health

Passengers with specific requirements are those whose mobility is reduced due to physical incapacity (sensory or locomotory), intellectual deficiency, age, illness or any other cause of disability. **easyJet is unable to accept those passengers with a level of disability which requires the presence of a care assistant unless a care assistant is travelling with the passenger.** A maximum of two disabled passengers can travel with one Care Assistant.

FINNAIR

If you require help in taking medication, eating, visiting the toilet, **getting up**, or communicating in a way that differs from the norm, you need to be accompanied by a personal assistant. The airline is not able to provide such assistance during the flight or at the airport, except for lifting help.

IBERIA

Airline practices

No transport operator may refuse to carry PRM, unless it is unable to do so safely or to physically accommodate them, or is unable to provide specific services which may be required during the flight. In the event of not admitting PRM to a service, operators shall explain the reasons for their refusal clearly and explicitly.

PMR passengers who are not able to manage on their own must always be accompanied. The airline does not provide sanitary, hygienic or safety onboard assistance. For more information you should consult our Call Centre.

ICELANDAIR

Wheelchair Service

This service is provided for passengers having difficulties in moving to, from or within, the aircraft. Please contact your nearest Icelandair Sales Office or other travel agents for wheelchair assistance, and specify if the passenger is travelling with own wheelchair and if it is electric

Jet2com

Nothing about a attendant or assistant

PEGASUS AIRLINES

Nothing about a attendant or assistant

SPANAIR

Nothing about disabled passengers and passengers with reduced mobility

SWISS AIR

At the airport or on board - SWISS assists passengers with disabilities with many services adapted to their individual situation.

Disabled people and those with limited mobility have a right to air travel in accordance with EU Regulation no. 1107/2006 dated 5th July 2006 and the US DOT Regulation 14 CF Part 382 (see info-box on the right).

AIR BERLIN

Travelling with a companion

Passengers with a severe walking disability or **unable to walk** and any passengers with a severe visual impairment **are advised to travel with a companion**. The travel companion must be at least 16 years old, must not have reduced mobility and must not accompany any other passengers requiring assistance.

Travel companions of passengers with a severe disability pass and registered as category "B" (or comparable) only have to pay taxes and charges as well as the service charge on German domestic flights with airberlin.

CROATIA AIRLINES

Nothing about disabled passengers and passengers with reduced mobility

RYANAIR

WHEN DOES A PASSENGER NEED TO BE ACCOMPANIED BY A PERSONAL CARE ATTENDANT?

We require an able bodied accompanying person aged 16 and over to accompany a disabled person when it is evident that the person is not self-reliant and could pose a risk to safety. In practice, this means anyone who is unable to unfasten their seat belt, **leave their seat and reach an emergency exit unaided**, retrieve and fit a lifejacket, don an oxygen mask without assistance, or is unable to understand the safety briefing and any advice and instructions given by the crew in an emergency situation (including information communicated in accessible formats).

Guidelines for self reliance:

See the below information regarding self reliance set out by the UK Department for Transport -Access to Air Travel for Disabled People: Code of Practice (July 2008)

Each passenger must be self reliant by reference to **all** of the categories below. If not, then he/she must be travel with an able bodied accompanying person aged 16 and over who must be capable of providing the assistance required.

- Passengers must be capable of using toilet facilities unaided
- Passengers must be capable of feeding themselves unaided
- Passengers must be capable of administering their own medicines and medical procedures unaided.

Passengers should pre-advise either at the time of online booking or via the [Ryanair Special Assistance Line](#)-preferably on the same day as booking. Passengers of reduced mobility who have pre-advised their condition should arrive at the boarding gate at least 30 minutes prior to the flight departure. They will be boarded,with travelling companions,after general boarding has been completed and seats will be reserved onboard. Reduced mobility passengers will embark and disembark at the rear of the aircraft to occupy reserved seats there, and exceptionally via the front of the aircraft

Passenger's who advise Ryanair that they fit into one of the above categories will be required to travel with an able bodied accompanying person aged 16 and over. The accompanying passenger must pay the fare applicable at the time of making a reservation.

ADRIA

For your safety and basic comfort, it is sometimes necessary to arrange for a personal assistant when you fly (especially for disabled, ill or passengers with reduced mobility).

To fly unaccompanied, please refer to our [Safety Rules](#).

When reserving your ticket, we can help you determine **whether you need a personal escort**. **Passengers who are not able to move on their own must have an escort.**

Assistants for such persons must be:

- At least 16 years old;
- Familiar with the passenger's health status;
- Able to offer first aid to the passenger;
- Physically able to assist the passenger in the event of an evacuation or forced landing;
- Physically able to assist the passenger to the WC and assist him or her there;
- Able to assist the passenger in all situations;
- Familiar with the procedures in case of an emergency

AUSTRIAN AIRLINES

- You will need to be accompanied, if you are unable
 - to follow the safety instructions of our cabin crew independently or
 - to assist in your own evacuation or
 - if you need assistance in feeding or using the toilet.