

Rights of disabled people and people with reduced mobility, when travelling by air

With the adoption of Regulation (EC) 1107/2006 (Official Journal L 204 of 26.7.2006), a uniform legal regime was created within the European Union, which concerns the rights of persons with disabilities and reduced mobility, when travelling by air.

According to the Regulation, a *"disabled person" or "person with reduced mobility" means "any person whose mobility is reduced, when using means of transport, due to any physical disability (sensory or motor, permanent or temporary), mental incapacity or weakness or due to any other cause of incapacity or age, and whose condition requires appropriate attention and adaptation of the services offered to all passengers, to the particular needs of that person"*.



Your rights within the European Union

If you are a passenger with a disability or reduced mobility, you are entitled, under the above Community legislation, to assistance, when traveling by air.

This means that airports and airlines must provide help and assistance, free of charge, ensuring you have a comfortable and stress-free trip.

Assistance is provided to passengers who need to travel, such as the elderly or those with permanent or temporary mobility problems, such as wheelchair users, as well as those with intellectual and communication problems, such as autism, and attention deficit as well as hyperactivity disorder.

Your right to assistance is provisioned in Regulation (EC) 1107/2006, as mentioned above, and applies when

- You are flying with all airlines departing from any European Union airport
- You are flying with a European Union air carrier, departing from any Third Country airport to any European Union airport

In order to receive assistance, you must have informed the airline 48 hours before your flight's departure, about the type of assistance you require.

Assistance is provided from the moment you arrive at the airport and may cover:

Your journey from the departure airport

- Boarding the aircraft and the entire duration of the flight
- Disembarking from the aircraft
- Transferring you to another flight and
- Arrival at the destination airport





Flights outside the European Union

Similar passenger rights apply in other countries outside the EU, such as the USA. However, in many countries around the world, are not provided similar rights. Assistance may be provided for a fee or may not be provided at all.



Provision of Special Case Assistance

Information for passengers with disabilities or mobility problems



The service offered to people with disabilities and reduced mobility covers the following categories of passengers, with the relevant IATA codes:

- **WCHR** Passengers in wheelchairs, who cannot walk long distances. The passenger is able to go up and down stairs, can move around the aircraft cabin but needs a wheelchair or other assistive device to move around the terminal, as well as from the arrival and departure points.
- **WCHS** Passengers in wheelchairs who cannot use stairs. The passenger cannot go up and down stairs but can move within the aircraft cabin and requires a wheelchair to move from the aircraft to the terminal and between the arrival and departure points (use of a medi lift is required).
- **WCHC** Wheelchair passengers who are unable to move. It is the passenger who cannot walk at all and can only move with the help of a wheelchair or other aid, as well as he needs assistance at all times – from his arrival at the airport, until arriving at his seat inside the aircraft. This category includes passengers with disabilities in feet and who need assistance for boarding and disembarking, as well as for moving within the aircraft cabin. Determining the passenger's level of autonomy during the booking will help him to receiving the appropriate assistance. (Medi lift required).
- **WCLB** Passengers using lithium powered wheelchairs, where notice in advance and preparation for transportation is required.
- **BLND** Passengers with visual impairment (should be specified in the booking if accompanied by a service dog/assistance dog).
- **DEAF** Passengers with hearing impairments.
- **DPNA** Passengers with intellectual disability. This code also includes hidden disabilities such as Alzheimer's, dementia, autism etc.
- **MAAS + FREE TEXT** Passengers with other disabilities who require assistance.

When you should ask for assistance?

You can request assistance either when booking your ticket or at least 48 hours before your trip, if you book through a travel agent, representative or airline. This information will be passed on to the airport and the assistance provider to persons with disabilities or reduced mobility.

If you do not inform in advance of your need for assistance, it is possible that you will not be provided with the assistance you really need.

How you can ask for assistance?

It is up to you to find a way to request assistance. You may be asked during the booking process, but this is not standard practice, so you should make a request.

If you are booking with an airline online, look for the link that provides information to find out the type of assistance you require.

Many airlines require a telephone call to make the booking.

You are advised to ask for and keep written confirmation of the airline's commitment to provide assistance.

What can you ask?

It is very important to be clear about the assistance you require. This will help avoid delays and ensure that you receive the appropriate assistance.

The information could include

- Wheelchair access at the airport up to the airport gate
- Assistance provided during boarding the aircraft up to the seat placement

Airlines need to know:

If you use an electric means of transportation (e.g. an electric wheelchair or mobility scooter)

If your condition requires additional care and attention

Questions you could ask the airline

- Are wheelchairs available on board the aircraft? These are used to transport people to the toilet during the flight.
- What is the walking distance to the departure gates?
- What means does the airport use to board disabled or reduced mobility people on the aircraft?
- The number of toilets for people with disabilities or reduced mobility at each airport.
- What restrictions (e.g. safety, weight, space, battery type) exist for the transport of mobility aids (wheelchairs)?
- What is the airline's policy on the transport of oxygen?
- What is the airline's policy regarding compensation for damaged mobility equipment?
- What is the type of seats available on the aircraft and how the airline makes them available to the public?



Traveling with an assistance dog

If you wish to travel with an assistance dog, it is necessary to contact the airline in advance.

Airlines are obliged to accept assistance dogs without any additional charge.

Dogs usually sit on the floor in front of the seat (many airlines put passengers with assistance dogs in the first row of seats on the aircraft, where there is usually more free space available).

If it is not possible for the assistance dog to sit in front of the seat or the dog is large, the airline may charge for a second seat so that there is more space for the dog to sit.

The airline may request a certificate of training for the dog. The assistance dog must also possess its health booklet.



Traveling with a wheelchair and medical equipment

If you use a wheelchair or scooter, you should inform the airline in advance about your equipment.

This will ensure that the equipment is transported, loaded and stored safely during the flight.

Check before booking to see if the airline has any restrictions on equipment — restrictions can vary depending on the airline you are flying with.

Before you travel, you should:

- Inform the airline of the manufacturer, model, weight and size of your wheelchair.
- Bring the owner's manual with you—you may find it useful
- Inform the airline if your wheelchair is foldable and provide information on how to assemble and disassemble it.



How many pieces of mobility equipment can you take with you?

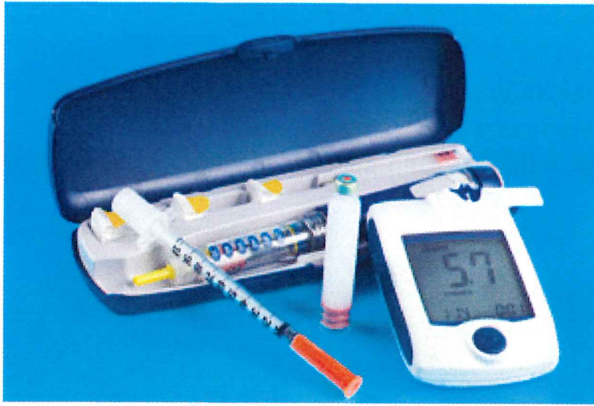
You can carry up to two pieces of mobility equipment free of charge. This is generally for your trip, rather than for the needs of your flight, so if there is something specific that you will need at your destination, the airline should accept it as one of the two pieces of mobility equipment (given that it is a reasonable request).

Medical equipment

You can travel with medical equipment, given that it is reasonable.

Many airlines require a medical certificate if you are taking large quantities of medication.

You will need a certificate for any medication over 100ml in liquid or gel form at security control.



Protecting your belongings

Airlines are liable for damage to mobility equipment. However, the amount of compensation is limited to 1288 Special Drawing Rights (SDR), approximately 1500 euros, unless you have additional insurance coverage.

If your mobility equipment is damaged, the airport is responsible for providing you with temporary alternative equipment until yours is repaired or replaced, but not necessarily identical (equivalent).

Using Oxygen During Your Flight

You are allowed to use additional oxygen if you need it. Airlines have different policies regarding the provision of oxygen for use, many do not charge for this provision.

If the airline allows you to carry your own oxygen (in airline-style cylinders) they will not charge you for this transportation.

You should be allowed to carry oxygen in addition to your free baggage allowance in the aircraft cabin.

Portable Oxygen



You should inform the airline in advance if you wish to travel with your own oxygen equipment.

Medical clearance required to fly

What is a medical clearance?

You may be asked to prove that you are fit to fly, when you request assistance. If you have a stable condition, you may not be required to prove your fitness to fly.

There are usually two stages to the medical clearance process:

1. You will be asked to provide the airline with information about your condition, and for many passengers, this will be sufficient.
2. If the airline has concerns about whether flying may affect your health, you will be asked to complete a further form.

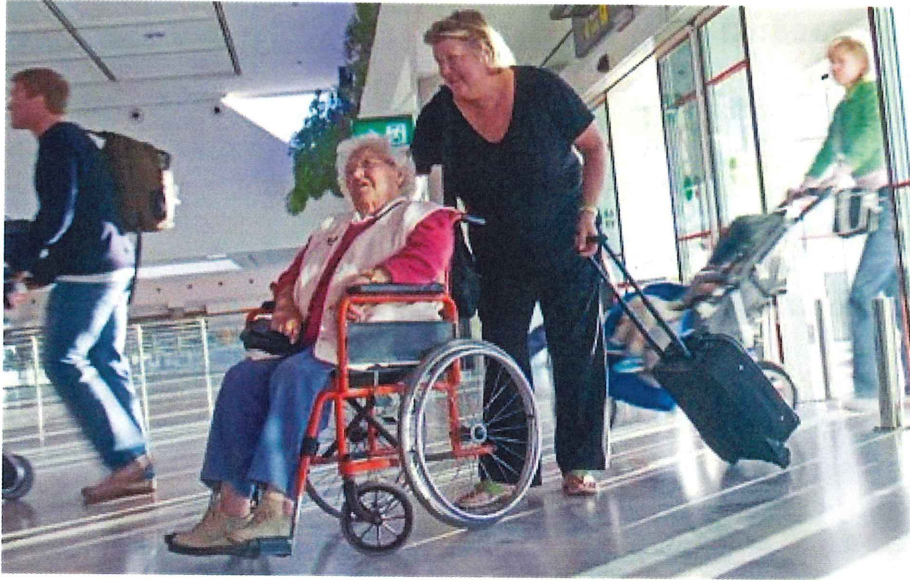
At this stage you may be asked to provide a medical certificate.

Traveling with an escort

Airlines decide whether, for safety reasons, you should travel with an escort. This requirement applies when a passenger is unable to perform any of the following activities on their own, and in particular:

- using the toilet
- being able to eat
- breathing without assistance
- being able to leave the aircraft in an emergency (aircraft evacuation)

The escort will need to purchase his own ticket. The airline must ensure that he will sit next to you.



Assistance provided at the airport

The airport is responsible for taking all necessary measures to enable Departing Passengers with Disabilities or Reduced Mobility to:

- report their arrival at the airport & request assistance at **designated points**, if any
- proceed from a designated point to the check-in counter
- proceed through ticket and baggage control
- proceed from the check-in counter to the aircraft, after completing exit, customs and security procedures
- board the aircraft, using lifts, wheelchairs or other assistance as required, according to the particular case
- proceed from the aircraft door to their seat
- arrange their luggage inside the aircraft
- visit the toilets, if necessary

The airport is responsible for taking all necessary measures to enable Arriving Passengers with Disabilities or Removed Mobility to:

- retrieve their baggage on board the aircraft
- move from their seat to the aircraft exit
- disembark from the aircraft, using lifts, wheelchairs or other assistance as required, according to the particular case
- move from the aircraft to the baggage claim area, after completing exit, customs and security procedures
- move from the baggage claim area to a designated point at the airport
- visit the toilets, if necessary

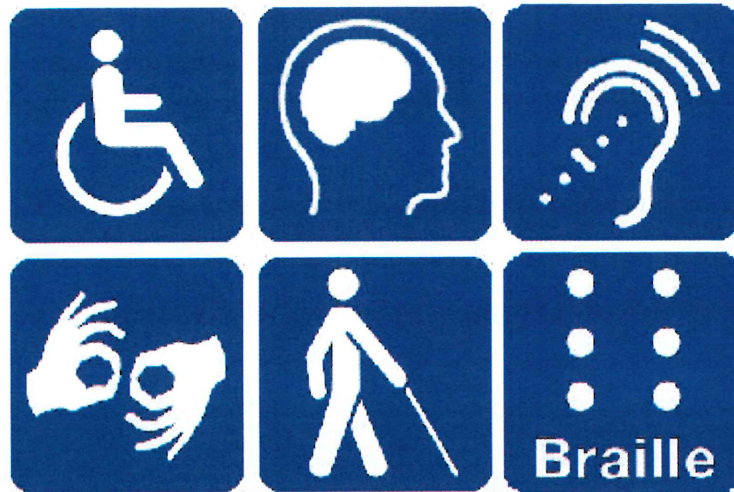
Check-in procedures

Airlines usually set specific times for check-in and arrival at the departure gate. They may suggest a longer time for passengers with disabilities and reduced mobility, so be sure to confirm the exact time before your flight. The exact time may vary by airport.

Call points

When you arrive at the airport you should go to the call points, where they exist. These are usually located at larger airports. These points may be inside or outside the terminal.

Call points will have specific disability-related signage so they are visible and will include a button or telephone so you can call for assistance if they are not properly staffed at the time.



Assistance staff

As mentioned above, assistance staff at each airport will pick you up from the call points and assist you by taking you to a designated area in the terminal building (if available - this depends on the size of the airport), to checking in and to deliver your luggage. Then, you will go through security and proceed to the departure gate.

Alternatively, a relative can accompany you, and move your wheelchair, only if you wish, through the airport and to the departure gate. If you have your own wheelchair or electric mobility aid, you should be able to use your own equipment until you reach the departure gate.

Many airports have a designated area in the departure lounge, where you can wait until your flight departs.

Boarding

Special assistance staff can help you from the departure gate to the aircraft. They will also help you get to your seat and stow your handbags, if necessary.

Various equipment may be used to complete the above process. These include ambu lifts, ramps and small "transport" wheelchairs used on board the aircraft.

At your destination airport

Upon arrival at your destination airport, your wheelchair or mobility aid should be returned to you at the arrival gate.

Assistance provided during the flight

Safety information - Toilet access

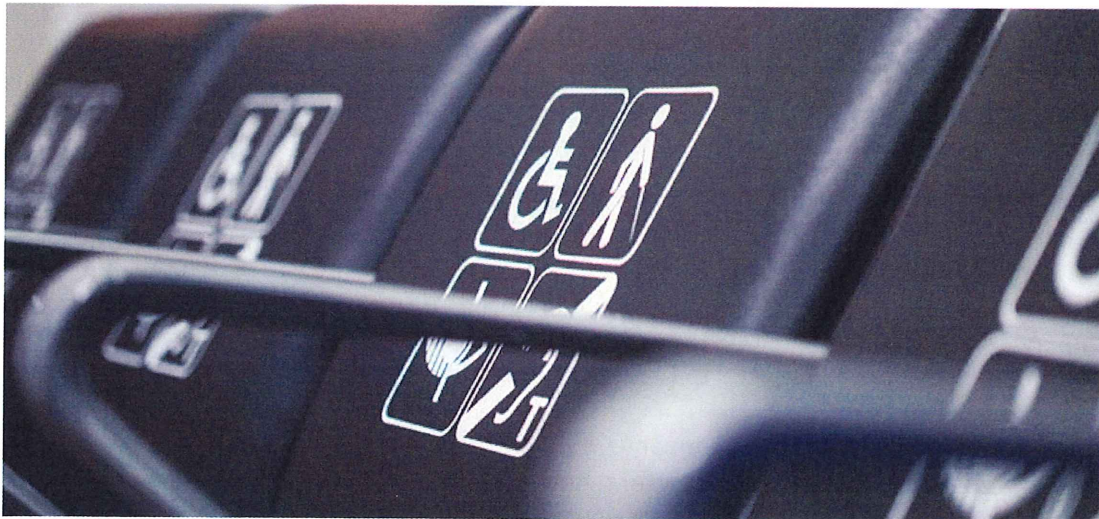
Airlines are responsible for providing information in accessible formats for all types of disabilities or reduced mobilities.

Airlines are required to provide assistance to and from the aircraft's toilets with wheelchairs designed for use on board.

However, airline cabin crew are not required to assist passengers with activities such as getting food, water, medication or using the restroom. If you require such assistance, you may travel with an escort.

It is important to discuss your in-flight needs with the airline before your trip so that you are informed about the facilitations provided and how the staff will be able to assist you.

You can also ask the airline to seat you as close to the toilets as possible.



Submission of complaints and their management

If you find that your rights are being violated, you should notify the airport managing body or the air carrier involved, as the case may be, in writing.

You can find contact details for the Greek State airports at our website:

<http://www.ypa.gr/en/our-airports> or you can contact the Headquarters of Hellenic Aviation Service Provider (HASP) at tel. number +30 210 9973160.

If you are not satisfied with the response, you can submit a complaint to the Hellenic Civil Aviation Authority (HCAA), which is the competent public authority for the monitoring and proper implementation of Regulation (EC) 1107/2006.

Contact line

HELLENIC CIVIL AVIATION AUTHORITY

Athens International Airport "El. Venizelos"

Spata 190 19

Telephone: +30 210 3541329

Email: prm@hcaa.gov.gr

Please find below the EU National Enforcement Bodies:

https://transport.ec.europa.eu/transport-themes/passenger-rights/national-enforcement-bodies-neb_en



