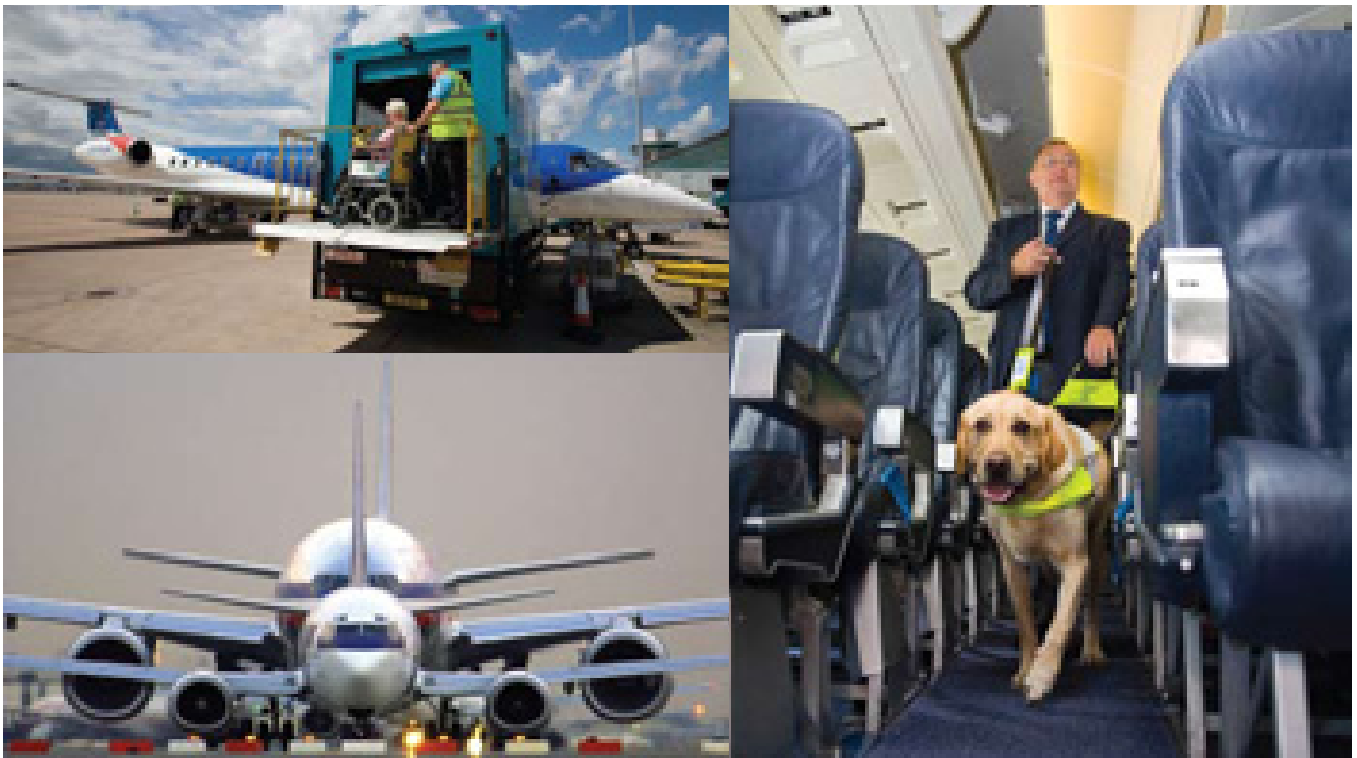


Access to Air Travel for Disabled Persons and Persons with Reduced Mobility – Code of Practice



Access to Air Travel for Disabled Persons and Persons with Reduced Mobility – Code of Practice

Department for Transport
Great Minster House
76 Marsham Street
London SW1P 4DR
Telephone 020 7944 8300
Web site www.dft.gov.uk

© Crown copyright, 2008

Copyright in the typographical arrangement rests with the Crown.

This publication (excluding the Royal Arms and logos) may be reproduced free of charge in any format or medium provided that it is reproduced accurately and not used in a misleading context. The material must be acknowledged as Crown copyright with the title and source of the publication specified.

Further copies of this document are available from:
Department for Transport
PO Box 236
Wetherby
West Yorkshire
LS23 7NB

Tel: 0870 1226 236
Fax: 0870 1226 237
Email: dftinfo@capita.co.uk

This document is also available on the DfT website: www.dft.gov.uk

Alternative formats of this publication are available from:
Accessibility and Equalities Unit
2/23 Great Minster House
76 Marsham Street
London SW1P 4DR

Tel: 0207 944 2753

Published by the Department for Transport.
Printed in the UK, July 2008 on material containing at least 75% recycled fibre

Thanks to: BAA, Manchester International Airport, Birmingham International Airport, Guide Dogs for the Blind and OCS for their assistance in obtaining photographs.

ISBN 978-1-904763-99-4

Contents

Section 1 – Introduction and General Principles	5
Purpose of Code	6
Legal framework	7
Other principles	9
Section 2 – Training	13
Section 3 – Pre-journey	18
Provision of information	18
Booking facilities	19
Rules on carriage of disabled persons or persons with reduced mobility	21
Obtaining information from customers	24
Seat reservations	27
Additional seats	28
Transmission of information	29
Section 4 – Arrival at the airport	31
By car	35
By taxi	40
By hire car	41
By bus or train	41
Routes to the terminal	42
Section 5 – Moving through the airport and boarding the aircraft	43
Assistance	43
Design of infrastructure	49
Landside	50
Check-in facilities	50
Self-service equipment	52
Reserved seating areas	53
Access to information	54
Public facilities	55
Assistance dogs	55
Airside	56
Security	56
Customs and VAT reclaim	57
Reserved seating areas	58
Shopping, catering, and other public facilities	59
Information	59

Boarding	60
Gate facilities	60
Loading wheelchairs and other mobility equipment	61
Boarding wheelchair users	63
Transmission of information	65
Section 6 – Aircraft design	66
Section 7 – On board the aircraft	70
Training	71
Seat allocation	71
Information	72
Entertainment	73
Catering	73
Moving through the aircraft cabin	73
Assistance dogs	74
Carriage of medical and mobility equipment	75
Section 8 – Disembarkation, transfer arrangements and leaving the airport	77
Transfer arrangements	79
Baggage retrieval, immigration and customs	79
Loss or damage to mobility equipment	81
Facilities for assistance dogs	82
Customer feedback and handling complaints	83
Annexes	
Annex 1 Members of the Air Access Working Group	85
Annex 2 Summary of EC Regulation’s Provisions	87
Annex 3 Duties under Part 3 of the Disability Discrimination Act 1995	88
Annex 4 International Air Transport Association (IATA) codes applying to people requiring assistance	90
Annex 5 ABTA Checklist for disabled and less mobile customers	92
Annex 6 European Civil Aviation Conference (ECAC) advice on handling of security checks involving disabled people	102
Annex 7 Information on sources of disability awareness/ equality training	105
Annex 8 Criteria for working with organisations of disabled people	108
Annex 9 Useful publications and other relevant information	109
Annex 10 Useful contacts	114

Section 1

Introduction and General Principles



- 1.1 Opportunities for air travel have grown significantly in recent years, with cheaper flights serving a wider range of destinations. For many people, this has made flying a more common experience. It is a matter of equality that disabled people and people with reduced mobility should have opportunities for air travel comparable to those of other people. However, for people with a disability or mobility difficulty, the prospect of attempting a trip by air can seem fraught with potential difficulties. One bad experience can put off a potential customer from flying again.
- 1.2 Serving the needs of disabled people and people with mobility difficulties makes good business sense. It is estimated that around 20% of the UK's adult population has some form of disability. Estimates are similar for Europe as a whole. There is also a close correlation between disability and age – nearly half of disabled people

are over state pension age¹. The number of people over 65 years in Europe almost doubled between 1960 and 2001. By 2030 this group is expected to represent nearly a third of the total population². People who are either disabled or older, or both, will represent around 35% of the future population of Europe. With higher expectations among that group for travel, there is a huge potential market for the aviation industry to tap into. In fact, the collective spending power of disabled people in the UK is estimated to be around £80 billion a year³.

Purpose of Code

- 1.3 The purpose of this Code of Practice is to improve the accessibility of air travel to disabled people and people with reduced mobility. It covers the whole journey experience, from accessing information at the booking stage through to arriving at the final destination.
- 1.4 It is aimed at all those involved in providing services related to air travel, including travel agents, tour operators, UK airlines (scheduled carriers – both full service and no-frills – and charter carriers), aircraft designers, UK airports, ground handling companies and retailers. It is not intended as a guide for passengers, for whom separate information has been issued. The terminology used follows aviation convention.
- 1.5 Since the Code was first published in 2003, there have been a number of legal and policy developments in this field which have made it necessary to update the Code. In addition, the Department for Transport commissioned a study into compliance with the Code⁴, and its findings have been reflected in this updated version.
- 1.6 The Code sets out both legal requirements (indicated by a **purple box** and white text), and recommendations (indicated by a **green box** and black text) supported by explanatory text. **The Government expects the air travel industry to adopt these recommendations wherever possible and unless there are practical reasons which make it unreasonable to do so. As noted in 1.11 below, in some cases it may be necessary to do so to comply with the Disability Discrimination Act.** Those involved are encouraged to exceed these standards wherever it is practical to do so, and to consult the available

1 Source: Department for Work and Pensions, Family Resources Survey 2005-06.

2 Source: The social situation in the European Union, 2003, European Commission.

3 Source: Department for Work and Pensions, 2006.

4 <http://www.dft.gov.uk/transportforyou/access/aviationshipping/accesstoairtravelfordisabled5974>

guidance referenced in the Code. The Disabled Persons Transport Advisory Committee (DPTAC) should be consulted where there is difficulty meeting or applying the standards, or on more strategic issues, for example, the development of new airport terminals, or the introduction of new ground handling systems.

- 1.7 The Code has been produced by the Department for Transport (DfT), supported by a working group including representatives of the British Air Transport Association (BATA), European Low Fares Airlines Association (ELFAA), representatives from airports, ABTA Ltd, the Disabled Persons Transport Advisory Committee (DPTAC), the Civil Aviation Authority (CAA), the Health and Safety Executive (HSE) and the Devolved Administrations. The full membership of the working group is at Annex 1.
- 1.8 To ensure the Code remains as current as possible, detailed guidance documents will be linked to the web version of this document and updated as necessary.

Legal framework

- 1.9 European Regulation (EC) No 1107/2006 of 5 July 2006, concerning the rights of disabled persons and persons with reduced mobility when travelling by air, imposes legal obligations on airport managing bodies, air carriers⁵, their agents or tour operators in respect of the service they provide to disabled persons and persons with reduced mobility. The Regulation is directly applicable in UK law. A summary of the Regulation's obligations is at Annex 2 and, where relevant, these obligations are quoted in full throughout this document. The Civil Aviation Authority has powers to enforce the Regulation in the UK and any company found to be in breach of its obligations could be subject to prosecution.
- 1.10 The UK Disability Discrimination Act 1995 (DDA) applies to air travel in relation to the use of booking services and airport facilities and services. The actual means of transport – the aircraft – is exempt from the Act's provisions. So, for example, shops and check-in facilities in the airport are covered by the Act, but in-flight services or entertainment on the aircraft are not. The DDA makes it unlawful for organisations which provide services to the public to discriminate

⁵ The Code also uses the term 'airlines' when referring to air carriers.

against disabled people in the way they provide or do not provide those services. The DDA also requires service providers to look at, and make reasonable adjustments, to any policies, procedures or practices that might make access to their service impossible or unreasonably difficult by disabled people. A more detailed explanation of the relevant duties is at Annex 3. Since no overlap is permitted between domestic and European law, the EC Regulation will take precedence in a situation where both laws could apply. An example of this might be charging for assistance at an airport.

- 1.11 This Code will help those who are affected by the EC Regulation and the DDA to meet their legal obligations. **However, the Code does not have a formal legal status**, nor is it an authoritative statement of the law – this is a matter for the courts. It should be noted that the courts may consider some recommendations in this document to constitute a reasonable adjustment under the provisions of the DDA; conversely, some recommendations may go further than what would be required under the Act.
- 1.12 Whilst the DDA only covers people who are ‘disabled’⁶, it should be noted that, in addition to disabled persons, the EC Regulation also covers “persons with reduced mobility” (PRMs). **The definition used in the Regulation is likely to cover a wide range of conditions, including people such as those with a temporary mobility difficulty.**

“Disabled person” or “person with reduced mobility” means any person whose mobility when using transport is reduced due to any physical disability (sensory or locomotor, permanent or temporary), intellectual disability or impairment, or any other cause of disability, or age, and whose situation needs appropriate attention and the adaptation to his or her particular needs of the service made available to all passengers.

Article 2(a) of Regulation (EC) No 1107/2006

6 Definition of disability in DDA: In general, a person is considered disabled for the purposes of the Act if he has a “physical or mental impairment which has a substantial and long-term adverse effect on his ability to carry out normal day-to-day activities.” However, special rules apply to certain impairments, such as progressive conditions, and some people are deemed to be disabled for the purposes of the Act. For example, people with cancer, HIV and multiple sclerosis are protected effectively from the point of diagnosis. In addition, there is no requirement for a mental illness to be “clinically well recognised” before it is judged to be a mental illness for the purposes of the Act.

- 1.13 In addition to these legal requirements, there are a number of international standards and recommendations that have been developed in this area by the European Civil Aviation Conference (ECAC) and the International Civil Aviation Organisation (ICAO). In particular, Section 5 of ECAC Policy Statement in the Field of Civil Aviation Facilitation (ECAC Doc No. 30 Part 1) contains guidance on facilitation of the transport of persons with reduced mobility. This Code of Practice supports the agreed international position but adds further details where there are gaps. Airlines will also need to be aware of relevant accessibility legislation in countries outside the EU which could impact on the services they operate to and from those countries.

Other principles

- 1.14 Responsibility for meeting the needs of disabled persons and persons with mobility should be accepted at the highest levels and delegated to people with the skills and authority to influence the design and operation of aircraft and airport terminals or to alter procedures.
- 1.15 Meeting the needs of people with a disability or reduced mobility is both a personal and corporate responsibility. Everyone in an organisation has a responsibility to ensure they meet the needs of their customers. At the personal level it involves awareness of the potential needs and requirements of disabled and reduced mobility passengers and the ability to communicate effectively. Those involved in the design, management and delivery of services should have a clear understanding of how their role affects disabled people, and the knowledge, skills, abilities and commitment to ensure that disabled people are included.
- 1.16 Companies should review their policies, procedures and practices to ensure that they meet the needs of disabled persons and persons with reduced mobility.
- 1.17 Such a review will be necessary to ensure that companies comply with the Disability Discrimination Act. The review should include not only the physical access and ease of use of facilities but also operational manuals, emergency procedures, evacuation arrangements, safety information and other documents. It will also need to take account of new practices and technologies.

In deciding on the design of new airports and terminals, and as part of major refurbishments, managing bodies of airports should, where possible, take into account the needs of disabled persons and persons with reduced mobility. Similarly, air carriers should, where possible, take such needs into account when deciding on the design of new and newly refurbished aircraft.

Recital 11 of Regulation (EC) No 1107/2006

- 1.18 The Government has made a commitment that access for disabled people will be a condition of new public investment in transport. The Government, and the Disabled Persons Transport Advisory Committee, would encourage the air transport industry to adopt a similar investment principle.
- 1.19 It is cost effective to ensure that access for disabled people and those with reduced mobility is included from the outset as part of the initial design of an aircraft and airport terminal. This directly benefits all customers.
- 1.20 To ensure accessibility is factored into design, it is essential that architects and designers have been trained in the broad range of inclusive design issues. It would also be beneficial to engage the expertise of a specialist access consultant.
- 1.21 Disabled people are not a homogenous group and have very different needs. Some people will have more than one disability. Some people are visibly disabled, such as someone who uses a wheelchair or a white cane, but many have disabilities which are not immediately obvious, such as learning difficulties. Some symptoms of disabilities may be intermittent, such that individuals may be effectively disabled or have reduced mobility at one time and yet will appear to be capable at other times. The following figures illustrate the numbers involved and provide examples of the improvements from which they would benefit:
- 9 million deaf and hard of hearing people⁷, including 2 million hearing aid users, would benefit from visual information systems;
 - 7.5 million people with arthritis⁸ would benefit from level surfaces, seating, handrails etc;

7 Source: RNID

8 Source: Arthritis: The Big Picture, Arthritis Research Campaign (2002)

- around 2 million people with a sight problem⁹ would benefit from colour contrast, tactile surfaces as well as audible information systems;
 - 1.2 million wheelchair users¹⁰ would benefit from lifts and ramps;
 - over 1 million people with learning disabilities¹¹ would benefit from clearer information.
- 1.22 Heavy doors and poor signage are two examples of how travelling can be made difficult for disabled people. If barriers such as these are removed and improvements made to transport systems, a person's disability becomes irrelevant to their ability to make a journey, and this allows them to participate more fully in society.
- 1.23 Disabled people and people with reduced mobility need to know before they start out that the facilities, services and infrastructure on a journey are accessible. The lack of an accessible taxi, or the absence of any means to call for assistance on arrival at an airport can prevent a disabled person or person with reduced mobility from using air services.
- 1.24 In addition to an accessible physical environment, a successful journey depends on the quality of service provided, in particular, by customer-facing staff along the various points of the journey. For this reason, training is essential to ensure staff are well briefed on their legal responsibilities and how to meet the needs of disabled or reduced mobility passengers (see Section 2).
- 1.25 An individual with a disability or mobility difficulty knows best how their needs can be met. Staff should always seek to understand this through dialogue with the passenger, rather than making assumptions. Passengers should be allowed to exercise self-reliance wherever possible. For example, a blind person who is able to walk through an airport should not be forced to accept wheelchair assistance.
- 1.26 To enable a seamless journey and ensure appropriate assistance is provided at airports, disabled persons and persons with reduced

9 Source: RNIB

10 Source: Improving Services for Wheelchair Users, Department of Health (2004).

11 Source: Foundation for People with Learning Difficulties/ Institute for Health Research, Lancaster University (2004)

mobility are expected to give advance notice (of at least 48 hours) of their assistance needs. Passengers will be advised that failure to do so will mean that there can be no guarantee of assistance, though the Regulation requires that reasonable efforts are made to provide the assistance where this notice has not been given.

- 1.27 To ensure that the assistance requested is delivered, it is vital that the information is passed on accurately from booking agents to those involved in providing the assistance.
- 1.28 It is a requirement under the EC Regulation to transmit the relevant information. When things go wrong it can be costly, both financially, and to a company's reputation if a customer is unable to take their flight through no fault of their own. For example, failure to provide the requested assistance to help a passenger move through the airport could lead to a delay in the departure of a flight. For this reason, it is in the commercial interest of airports and airlines to ensure that the system for assisting disabled or reduced mobility passengers works smoothly.
- 1.29 The health and safety of both staff and passengers must always be considered in all activities.
- 1.30 There are specific duties under health and safety legislation on employers, the self-employed and employees, aimed at reducing the risk of work-related injury or ill-health to all concerned. These duties must be considered when planning all work activities.
- 1.31 The Health and Safety Executive (HSE) recognises the possible risks associated with assisting passengers, including the possible need for manual lifting and handling of people and equipment in some situations, and that a balance has to be struck between ensuring the safety of the employee performing the task and meeting the needs of the passenger, whilst respecting the human rights of the passenger (and carer where applicable). However, HSE believes that if the risks are managed properly, such a balance can be achieved without exposing employees to an unacceptable level of risk.
- 1.32 Aviation safety and security rules will be paramount and cannot be compromised. However, care should be taken to ensure that the implementation of such rules, wherever possible, takes account of the particular needs of disabled persons and persons with reduced mobility and does not have a disproportionate impact on their ability to travel.

Section 2

Training

Air carriers and airport managing bodies shall:

- (a) ensure that all their personnel, including those employed by any sub-contractor, providing direct assistance to disabled persons and persons with reduced mobility have knowledge of how to meet the needs of persons having various disabilities or mobility impairments;
- (b) provide disability-equality and disability-awareness training to all their personnel working at the airport who deal directly with the travelling public;
- (c) ensure that, upon recruitment, all new employees attend disability-related training and that personnel receive refresher training courses when appropriate.

Article 11 of Regulation (EC) No 1107/2006

- 2.1 Staff attitudes towards disabled customers are often cited as the single most important aspect determining satisfaction with a service. Good training will ensure that disabled and reduced mobility passengers are more likely to receive a high level of customer service, to travel more easily and to take away a favourable impression of the organisation.
- 2.2 Human error is a serious risk to a company's compliance with its obligations under the EC Regulation or the Disability Discrimination Act (DDA). Successful compliance depends to a great extent on staff being aware of legal obligations and how they can best meet the needs of disabled persons and persons with reduced mobility. Adequate training is the best means of mitigating this risk. Companies should also note that failure to provide training would in itself be a breach of the EC Regulation and could be subject to prosecution. The DDA says that service providers are legally responsible for the actions of their employees in the course of their employment.

- 2.3 It is a corporate responsibility to ensure that disability related training which is fit for purpose is provided to all staff as part of induction training, and refresher training is provided at appropriate intervals throughout their careers. It is particularly important that airport managing bodies ensure that adequate training is provided by their sub-contractors responsible for assistance services.
- 2.4 Although the obligation in the EC Regulation applies only to air carriers and airport managing bodies, training should be provided for all staff in the air transport industry.
- 2.5 In addition to the legal requirement, it is recommended that **all** staff should receive minimum levels of training since commitment to meeting the needs of disabled passengers transcends all levels in the organisation and should be seen to do so. For managers, it is particularly important that they have an appreciation of how their decisions affect disabled persons and persons with reduced mobility, for example, how design decisions affect accessibility. It is essential to ensure that staff, including non-customer facing staff, understand their legal responsibilities under the EC Regulation and the Disability Discrimination Act.
- 2.6 Disability awareness training provides practical advice and is relevant in particular to those providing assistance to disabled people. It should increase understanding of the whole range of impairments, to ensure that staff are aware of how to interact with disabled customers and to tackle negative perceptions and attitudes towards disabled people. Awareness training does not need to be delivered by a disabled person but should be designed with input from disabled people where possible. If not, organisations of disabled people can provide invaluable insights. Disability equality training is a more in-depth course which focuses on organisational issues and as such is particularly relevant to managers. It should normally be delivered by someone with personal experience of disability.
- 2.7 This Code recognises that small businesses, such as independent travel agents, may not be able to deliver in-depth disability training as part of induction training. It is vital in such instances that there is at least one senior staff member available who has been trained and is able to offer advice to less experienced employees and to customers.

- 2.8 Staff may lack confidence or feel uncertain about how best to assist disabled persons and persons with reduced mobility. For example, they may be unsure about the preferred means of communicating with customers who have speech or hearing impairments, or they may not know what type of questions to ask someone who has reduced mobility. Disability equality and awareness training will equip staff with the necessary skills and confidence to ensure that all stages of the customer's journey are trouble-free and made as easy as possible, from making the booking to setting out on their journey.
- 2.9 Organisations of disabled people should be involved in the development and implementation of these training programmes.
- 2.10 The training should involve disabled people, who understand and can share the wide range of needs and challenges faced. This has the added value of giving staff direct contact with disabled people. Small businesses should also involve disabled people where possible, but may need to consult and consider alternative training methods available, such as paper-based or electronic media based training, in order to achieve the basic recommendations.
- 2.11 Training should be tailored to the particular job function requirements and will need to take account of the relevant legal duties. In general, programmes should include (as appropriate):
- barriers faced by disabled persons and persons with reduced mobility, including attitude, environment and organisation, and suggestions for removing such barriers;
 - principles of accessibility audits;
 - information on the range of disabilities, including hidden or less visible disabilities;
 - the skills needed for assisting disabled or reduced mobility passengers;
 - enabling staff to deal with unexpected occurrences – to “think on their feet”;

- communication and interpersonal skills for inter-acting with disabled people, in particular those who are deaf, have a hearing or speech impairment or learning difficulties;
- general awareness of the EC Regulation, the Disability Discrimination Act and ECAC Doc 30.

2.12 ECAC Doc 30 Annex N contains guidelines on awareness and disability equality for all airport and airline personnel dealing with the travelling public. It includes useful hints on how best to provide a service to people with the following disabilities:

- wheelchair users;
- people with walking difficulties;
- people who are deaf or hard of hearing;
- people who are blind or partially sighted;
- people who are deafblind;
- people with impaired speech;
- people with learning difficulties;
- people with invisible disabilities.

2.13 The successful delivery of assistance to disabled persons and persons with reduced mobility depends on passengers notifying their needs at least 48 hours before their scheduled time of departure, and the transmission of this information to those involved in providing the assistance. **Booking agents** have a vital role in this process and should receive specific training on how to seek and record this information and to ensure that it is passed on correctly.

2.14 In addition to general training, airport managing bodies, air carriers and assistance providers should provide specific training for personnel who may be required to provide direct assistance to disabled persons and persons with reduced mobility. For example, guiding and manual lifting, driving specialist vehicles and using specialist equipment such as wheelchairs. As a minimum, training for personnel providing assistance should cover the topics listed in Section 2.2 of Annex K to ECAC Doc 30. Training should also cover health and safety information and guidance where appropriate.

- 2.15 Except in cases where staff are 'shadowing' as part of their induction, all training should be carried out before commencing duties. Training should be refreshed at appropriate intervals thereafter. Annex K of ECAC Doc 30 recommends that all staff dealing directly with the public should receive refresher training at least every two years, and staff whose duties include assisting disabled persons or persons with reduced mobility should receive refresher training on an annual basis. All training should be recorded.
- 2.16 Cabin crew are trained in safety procedures at regular intervals that are approved by safety regulators. In order to comply with the legal requirement, this training should be combined with disability awareness and how to assist disabled persons and persons with reduced mobility in the cabin environment.
- 2.17 Security checks can be a particular source of concern for disabled people, because of issues such as sensitivity around physical searches or handling of specialist mobility or medical equipment. Training for security staff should take account of guidance contained in Annex F to ECAC Doc 30 and guidance issued in support of the UK's National Aviation Security Programme by the Department for Transport's Transport Security and Contingencies Directorate (TRANSEC).
- 2.18 The Disabled Persons Transport Advisory Committee (DPTAC) has produced a disability and equality awareness training framework for transport staff which is designed to be used by all those involved in the delivery or commissioning of training for transport staff in the UK. In addition, ABTA, in association with the former Department for Education and Employment and the Royal National Institute of Blind People, has produced advice on tourism and the DDA which places particular emphasis on training. Sources of disability equality and awareness training are given in Annex 7 of this document. Annex 8 contains guidance to industry on working with organisations of disabled people.

Section 3

Pre-journey

Provision of information

An air carrier or its agent shall make publicly available, in accessible formats and in at least the same languages as the information made available to other passengers, the safety rules that it applies to the carriage of disabled persons and persons with reduced mobility, as well as any restrictions on their carriage or on that of mobility equipment due to the size of aircraft. A tour operator shall make such safety rules and restrictions available for flights included in package travel, package holidays and package tours which it organises, sells or offers for sale.

Article 4.3 of Regulation. (EC) No 1107/2006

- 3.1 It is acknowledged that it may not be practical for travel agents or tour operators to hold information about the safety rules or restrictions of all air carriers whose services they sell (including on connecting flights). Where information is not held, it is important that agents or tour operators know where to find such information so that it can be provided on request. Air carriers should publish such information on their websites.
- 3.2 In addition to safety rules, air carriers, tour operators and travel agents, should make available in accessible formats both general information, as well as specific information about services or arrangements for disabled persons and persons with reduced mobility.
- 3.3 Language should be simple and clear, with appropriate illustrations. In line with the Disability Discrimination Act (DDA), all reasonable steps should be taken to ensure that such information is made available in alternative media such as large print, audio formats or computer disk. Although demand may be lower than for other formats, it would be good practice to have Braille versions available on request, particularly for documents which have a wide circulation and whose content does not change frequently. The Royal National Institute of Blind People has published general advice on accessible formats in "See it right" (see Annex 9 for further details). Information published on the internet

should comply with website accessibility guidelines (see Annex 9 for details of the Worldwide Web Consortium's guidance).

- 3.4 The precise form of this information will be appropriate to the application. In tour brochures, for example, it is likely to be more beneficial to all parties if the information for disabled people is incorporated into the standard brochure but with appropriate support for those who are unable to read standard text. However, in some cases, it may be more reasonable and practical to produce separate information leaflets for disabled people.

Booking facilities

Air carriers, their agents and tour operators shall take all measures necessary for the receipt, at all their points of sale in the territory of the Member States to which the Treaty applies, including sale by telephone and via the Internet, of notifications of the need for assistance made by disabled persons or persons with reduced mobility.

Article 6.1 of Regulation (EC) No 1107/2006

This notification shall also cover a return flight, if the outward flight and the return flight have been contracted with the same air carrier.

Article 7.1 of Regulation (EC) No 1107/2006 (extract)

- 3.5 To ensure improved pre-notification to air carriers and airport managing bodies and to enable maximum accessibility for disabled persons and persons with reduced mobility, customers should be able to make bookings either by telephone or the internet. Many people requesting assistance will prefer to explain this in person by telephone and in some cases air carriers will wish to specify this means of communication. This allows booking agents to ask appropriate questions and better understand the customer's assistance needs.
- 3.6 Consideration should be given to the provision of a textphone (such as a Minicom), including appropriately trained staff, to allow accessibility for deaf and hearing impaired people. Textphones are devices used via the telephone network to allow people to communicate by text. Staff should also be trained to accept Tynetalk calls, the telephone relay

service for deaf and hard of hearing people. The Royal National Institute for Deaf People (RNID) has published guidance for business and organisations providing contact details about communication channels that are usable by deaf, hard of hearing and speech-impaired people.

- 3.7 Easily accessible links should be made available on the home page of websites and any pages dedicated to disabled persons and persons with reduced mobility. Websites should clearly indicate to the user how they should record and notify their requests for assistance.
- 3.8 As online booking processes do not normally involve a dialogue with customers, websites should encourage customers to provide as much detail as is necessary about their particular assistance needs. It is important that customers making online bookings can be contacted where further information or clarification is required.
- 3.9 Companies which encourage customers to book exclusively on a website should be aware that offers which are only available to internet users may infringe the DDA as some disabled people may be unable to use websites for a reason related to their disability. Requiring customers to use premium rate phone lines to discuss assistance needs is equally likely to be discriminatory where disabled people have no other realistic alternative but to use this method of communication for a reason related to their disability.
- 3.10 Disabled persons and persons with reduced mobility should not have to incur extra charges as a result of having to explain their assistance needs. In line with good practice in other service sectors, air carriers, travel agents and tour operators should consider making available a dedicated 'freephone' (0800) number for customers who wish to notify or discuss requests for assistance. Where the phone line is a general number used for all forms of booking enquiries and the time taken to discuss the customer's requirements adds significantly to the length of the call, it would be good practice for the booking agent to ring the customer back to avoid the customer incurring disproportionate extra charges.

- 3.11 Air carriers, tour operators and travel agents whose premises are open to the public to allow bookings to be made in person should ensure that these premises are accessible to disabled persons and persons with reduced mobility.
- 3.12 Part 3 duties under the DDA apply here (see Annex 3). In some cases there are also statutory requirements to be met in relation to the accessibility of buildings. A number of organisations have produced guidance on building design which cover a wide range of issues from the use of colour and tonal contrast to assist blind and partially sighted people, to the design of stairs, lifts and escalators. For a list of those publications and other relevant information see Annex 9.

Rules on carriage of disabled persons or persons with reduced mobility

Prevention of refusal of carriage

An air carrier or its agent or a tour operator shall not refuse, on the grounds of disability or of reduced mobility:

- (a) to accept a reservation for a flight departing from or arriving at an airport to which this Regulation applies;
- (b) to embark a disabled person or a person with reduced mobility at such an airport, provided that the person concerned has a valid ticket and reservation.

Article 3 of Regulation (EC) No 1107/2006

Derogations, special conditions and information

1. Notwithstanding the provisions of Article 3, an air carrier or its agent or a tour operator may refuse, on the grounds of disability or of reduced mobility, to accept a reservation from or to embark a disabled person or a person with reduced mobility:

- (a) in order to meet applicable safety requirements established by international, Community or national law or in order to meet safety requirements established by the authority that issued the air operator's certificate to the air carrier concerned;

(b) if the size of the aircraft or its doors makes the embarkation or carriage of that disabled person or person with reduced mobility physically impossible.

In the event of refusal to accept a reservation on the grounds referred to under points (a) or (b) of the first subparagraph, the air carrier, its agent or the tour operator shall make reasonable efforts to propose an acceptable alternative to the person in question.

A disabled person or a person with reduced mobility who has been denied embarkation on the grounds of his or her disability or reduced mobility and any person accompanying this person pursuant to paragraph 2 of this Article shall be offered the right to reimbursement or re-routing as provided for in Article 8 of Regulation (EC) No 261/2004. The right to the option of a return flight or re-routing shall be conditional upon all safety requirements being met.

2. Under the same conditions referred to in paragraph 1, first subparagraph, point (a), an air carrier or its agent or a tour operator may require that a disabled person or person with reduced mobility be accompanied by another person who is capable of providing the assistance required by that person.

3. [see above]

4. When an air carrier or its agent or a tour operator exercises a derogation under paragraphs 1 or 2, it shall immediately inform the disabled person or person with reduced mobility of the reasons therefor. On request, an air carrier, its agent or a tour operator shall communicate these reasons in writing to the disabled person or person with reduced mobility, within five working days of the request.

Article 4 of Regulation (EC) No 1107/2006

Before accepting reservations from disabled persons or persons with reduced mobility, air carriers, their agents and tour operators should make all reasonable efforts to verify whether there is a reason which is justified on the grounds of safety and which would prevent such persons being accommodated on the flights concerned.

Recital 2 of Regulation (EC) No 1107/2006

- 3.13 The Civil Aviation Authority (CAA) has issued guidance to UK air carriers on the circumstances in which an air carrier may refuse to embark a disabled person or person with reduced mobility (see Annex 9). The guidance states that, whilst it is not possible for the CAA to determine what is the maximum number of PRMs that may be carried on any particular flight, it seems unlikely that an operator will be in a position to refuse to carry a PRM on larger aircraft because the JAR-OPS limit has been reached.
- 3.14 Air carriers should only require a personal assistant to accompany a disabled person when it is evident that the person is not self-reliant and this 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). In some cases, more than one assistant may be necessary, for example, where lifting is required.
- 3.15 Article 4.2 of the EC Regulation allows air carriers to require that a disabled person or person with reduced mobility be accompanied by another person who is capable of providing the assistance required by that person, in order to meet applicable safety requirements. Where air carriers have such a requirement, this should be explained in their rules on the carriage of disabled persons and persons with reduced mobility (see Section 3.1).
- 3.16 Where a personal assistant is required, an air carrier may wish to consider offering a discounted rate for that person. It is acknowledged that this arrangement is unlikely to be viable or practical in many circumstances, such as where the airline seat is sold as part of a holiday package.
- 3.17 Airline cabin crew should not be expected to provide personal care to passengers. For this reason, passengers should be informed that they will also need to be accompanied by a personal assistant if they require assistance in any of the following areas:
- breathing (reliance on supplementary oxygen);

- feeding. Cabin crew should, however, be willing to assist with opening food containers and describing catering arrangements to blind people;
- toileting (if the passenger is incapable of using the toilet facilities unaided). Cabin crew can, however, be expected to assist a passenger to move through the cabin in an on-board wheelchair (where installed);
- medicating (if the passenger is incapable of administering their own medicines and medical procedures).

3.18 Air carriers should only require disabled passengers to obtain a medical clearance in cases of a medical condition where it is clear that the passenger's safety or well being, or that of other passengers cannot be reasonably assured. Medical clearance forms should not be required just to prove a need for assistance.

3.19 The EC Regulation specifies that an air carrier will permit the carriage of two items of mobility equipment free of charge. It is generally accepted that this means mobility equipment needed by the passenger for the purpose of the journey by air, for example a wheelchair and walking frame. Mobility equipment not essential for the journey that would normally be available for hire would not form part of the free allowance, for example, a motorised scooter being carried in addition to a motorised wheelchair. Air carriers should, however, consider, on a case by case basis, any requests for essential equipment needed by the passenger during his stay, for example a portable dialysis machine. See Section 7 for guidance on carriage of medical equipment and oxygen.

Obtaining information from customers

3.20 Travel agents, tour operators and air carriers' staff should actively enquire during all booking transactions whether there will be anyone in the party who may require assistance at the airport and/or in flight.

3.21 A passenger's right to assistance under the EC Regulation is subject to their providing notification of their need for such assistance at least 48 hours before the published time of departure of the flight. Advance notice should ideally be given at the time of booking, although there may be circumstances where the need for assistance changes or only

arises after the booking is made. However, where flights are changed at short notice by the air carrier, or people make bookings at short notice, there may not be sufficient time for the person to meet the requirement for advance notice. In such cases, an airport managing body is required under the Regulation to make all reasonable efforts to provide the assistance.

- 3.22 The requirement for advance notice should allow air carriers, airport managing bodies and their service providers to plan ahead to ensure that disabled persons or persons with reduced mobility receive the assistance they need. Conversely, companies which fail to facilitate pre-notification of assistance needs, or which fail to pass on information, risk delivering a lower standard of service to their customers and possible prosecution. In extreme cases, this could result in customers being unable to take their flights.
- 3.23 It is vital that booking agents ask the right sort of questions to establish the nature of assistance required and are aware of any rules and restrictions which might prevent carriage of the person or the provision of the assistance required, including on any connecting flights for which a ticket is being sold. For example, if the customer or their mobility equipment is particularly heavy and may require specialist equipment, if the customer wishes to travel with a type of wheelchair which cannot fit into the aircraft hold, is unable to travel without a personal assistant or has a particularly unusual request.
- 3.24 It is good practice for air carriers to have staff with expertise in handling booking requests from passengers with assistance needs. Where this is the case, booking agents should not accept a booking until it has been cleared by these specialist colleagues. Where there is any uncertainty, agents should always seek further advice rather than accept a booking which it may not be possible to honour.
- 3.25 Agents should advise on the limits of an air carrier's liability on carriage of mobility equipment, so that customers can consider taking out their own insurance. Agents should also alert customers to check the current status of security restrictions as these could impact on the carriage of medical or mobility equipment.

- 3.26 To assist with the process of gathering relevant data, ABTA has provided its members with a simple checklist to be completed by the agent, operator or customer at the time of booking. An outline of that checklist is provided at Annex 5¹². Using a checklist may make staff more comfortable in dealing with such personal information and more confident that they have covered all the relevant issues.
- 3.27 A typical question that could be asked is “would any member of your party have difficulty walking 500 metres?” This would address the difficulties that might arise for those with walking difficulties going between check-in and the gate, and it would also capture those people who do not consider themselves disabled but who would have difficulty in the airport environment.
- 3.28 It is recognised that there are different time pressures where bookings are made by telephone, but it is still important to establish what, if any, assistance will be required. Failure to do so could prove costly to resolve at a later stage if things go wrong.
- 3.29 Where a reservation is refused in accordance with Article 4.1 of the EC Regulation, it is essential that reasons are given, as required by Article 4.4. It would be good practice for these reasons to be recorded, not least because this information will be needed in case of any dispute.
- 3.30 There is no requirement to prove disability or reduced mobility in order to claim rights under the Disability Discrimination Act or the EC Regulation. It is good practice to accept that someone is a disabled person or person with reduced mobility and evidence, such as GP’s letter, should only be requested when fraud is suspected, not least because this is likely to incur a charge. However, it may be reasonable to ask for evidence where a service is offered which goes beyond a passenger’s legal rights. An example of this would be discounted second seats (see Section 3.37 below). In addition to a GP’s letter, a Blue Badge or other suitable evidence could be accepted.

¹² Checklist was correct at time of publication but may be subject to future changes. Please contact ABTA for latest version.

Seat reservations



Assistance to be provided by air carriers includes:

“The making of all reasonable efforts to arrange seating to meet the needs of individuals with disability or reduced mobility on request and subject to safety requirements and availability.”

Annex II of Regulation (EC) No 1107/2006 (extract)

- 3.31 Air carriers which allocate seats before the flight should allow disabled persons and persons with reduced mobility to pre-book seats which best meet their needs, subject to safety limitations. Those arrangements should be communicated to assistance providers at the airport and cabin crew, for both outward and return flights. Air carriers which do not allocate seats should allow disabled persons and persons with reduced mobility to pre-board, in order to choose seats which best meet their needs, subject to safety limitations.
- 3.32 In all circumstances it should be made clear to the disabled passenger that seating allocations cannot be guaranteed since operational difficulties, for example, a change of aircraft, may affect the seating plan. In such circumstances, however, every effort should be made to accommodate disabled passengers' needs, for example, by trying to allocate a comparable seat.

- 3.33 There have been occasions when disabled people have requested a seat in a particular area (for example, in a bulkhead seat) and have then been advised that their seat may be allocated to someone else at short notice. This should only occur when the airline regards someone else as having a greater need. Care should be taken to ensure that bookings are not taken if all suitable seats have already been allocated.
- 3.34 Current European Regulations on carriage of persons with reduced mobility state that such persons should not be allocated nor occupy seats where their presence could impede the crew in their duties, obstruct access to emergency equipment, or impede the emergency evacuation of the aircraft.
- 3.35 Wherever possible, people who require transfer from wheelchairs should be allocated seats with moveable armrests or seats where there is sufficient legroom which allows for ease of movement in front of the seats, subject to the restrictions in 3.34.
- 3.36 Airport check-in staff should be made aware of any pre-allocated seat reservations to ensure that a seat allocated to a disabled or reduced mobility passenger is not reallocated before the minimum check-in time for the flight. Cabin crew should be advised not to reallocate a seat on board unless the seat is occupied by a non-disabled passenger and a disabled person or person with reduced mobility needs the seat.

Additional seats

- 3.37 Where, because of the nature of their disability or reduced mobility, a disabled person or person with reduced mobility requires two seats (or more), air carriers should consider offering the second (and third) seat at a discounted rate. This would also apply to assistance dogs where a second seat is requested. The air carrier should have its own policy in place for dealing with such requests and should inform disabled passengers about the supporting evidence required.
- 3.38 It is acknowledged that this arrangement is unlikely to be viable or practical in many circumstances, such as where the airline seat is sold as part of a holiday package. For reasons of viability, the airline can restrict the number of such bookings that they can accept on any

particular flight. This will be particularly important for charter companies that are likely to have a higher proportion of disabled passengers. Passengers should be expected to provide proof of their need for two seats.

Where a disabled person or person with reduced mobility is assisted by an accompanying person, the air carrier will make all reasonable efforts to give such a person a seat next to the disabled person or person with reduced mobility.

Annex II of Regulation (EC) No 1107/2006 (extract)

Transmission of information

2. When an air carrier or its agent or a tour operator receives a notification of the need for assistance at least 48 hours before the published departure time for the flight, it shall transmit the information concerned at least 36 hours before the published departure time for the flight:
 - (a) to the managing bodies of the airports of departure, arrival and transit, and
 - (b) to the operating air carrier, if a reservation was not made with that carrier, unless the identity of the operating air carrier is not known at the time of notification, in which case the information shall be transmitted as soon as practicable.
3. In all cases other than those mentioned in paragraph 2, the air carrier or its agent or tour operator shall transmit the information as soon as possible.

Article 6 of Regulation (EC) No 1107/2006 (relevant extracts)

- 3.39 It is vital that information relating to passengers' assistance requirements is recorded accurately. It is the responsibility of air carriers, their agents and tour operators to transmit information in accordance with the times specified to ensure that assistance is provided as requested. An air carrier, agent or tour operator may wish to exceed the 36 hour deadline for transmitting assistance information. This will be necessary in cases where offices are not open at weekends.

- 3.40 The information provided should be recorded and transmitted to the operating air carrier (where relevant) and airport managing bodies using the internationally agreed codes (see Annex 4 for details) and in the agreed PAL/CAL IATA standardised format.
- 3.41 It is important for all businesses to comply with the requirements of the Data Protection Act 1984 (DPA). Information about physical or mental health is considered “sensitive personal data” under the DPA. When dealing with **sensitive personal data** the Act requires **explicit consent** to be given by the individual. Most assistance requests are unlikely to require data of this nature to be recorded, but where it is considered necessary to capture such data, it is important that the passenger understands that the information will need to be passed on to other parties for the purpose of providing the requested assistance. If passengers object to this, they should be made aware that air carriers will be unable to transmit their requirements and consequently there can be no guarantee that these will be met. Air carriers may wish to explore the possibility of storing data for future use, particularly for frequent customers.
- 3.42 Where it is genuinely not possible to obtain the explicit consent of the actual customer to whom the sensitive personal data relates, it might be possible to obtain that consent from someone acting on their behalf. Businesses should ensure, however, that they have **reasonable grounds** for believing that the person with whom they are dealing does actually have authority to give consent on behalf of the data subject, and that this option is used only as a last resort.
- 3.43 It is good practice for tour operators and air carriers to confirm that requests for assistance have been received and to keep records in order to demonstrate that requests have been transmitted.
- 3.44 Providing confirmation to the customer in a format they can easily understand will assist in reassuring them that their request has been recorded. Keeping a simple audit trail that assistance requests have been transmitted will help companies in such cases where disputes arise in respect of failure to provide the requested assistance. Records should be kept for an appropriate time to provide evidence in case of later complaints.

Section 4

Arrival at the airport



- 4.1 Regardless of how a disabled passenger or passenger with reduced mobility arrives at the airport, the aim should be to provide a seamless service. The EC Regulation imposes specific obligations with regard to the designation of points of arrival and departure at the airport. It does not cover the various modes of surface transport which may be used to arrive at the airport, but Disability Discrimination Act duties will apply to these.
- 4.2 When disabled passengers or passengers with reduced mobility arrive at the airport, signage should be clear and unambiguous to enable them to find their way easily to the correct part of the airport and to continue their journey.
- 4.3 Everyone arriving at an airport should be able to identify easily and quickly where they need to go and how to get there. Designing the signage and way finding systems with the needs of disabled people in mind – including those with learning disabilities or vision loss – will ensure that all passengers, regardless of disability, more easily understand the signage. It is important that airport managing bodies

understand their obligation to involve disabled users throughout the process in order to validate possible accessible design options. See Annex 8 for advice on working with organisations of disabled people. Sources of guidance on making signs accessible are in Annex 9. The Department for Transport's guide 'Inclusive Mobility' provides best practice advice on access to pedestrian and transport infrastructure. This will be relevant to the design of all airport facilities.

- 4.4 Information about the layout and facilities at an airport, including specific facilities and services for disabled passengers and passengers with reduced mobility, should also be available on airports' websites for passengers to consult before their journey. To help passengers assess whether they would need assistance, this information should include such things as average walking times from departure lounges to gates and any obstructions such as steps or narrow doorways. It would be helpful to include a simple process map to explain where passengers need to go at each stage and what is required. This will benefit in particular those with learning difficulties as well as anyone unfamiliar with the airport.

Designation of points of arrival and departure

1. In cooperation with airport users, through the Airport Users Committee where one exists, and relevant organisations representing disabled persons and persons with reduced mobility, the managing body of an airport shall, taking account of local conditions, designate points of arrival and departure within the airport boundary or at a point under the direct control of the managing body, both inside and outside terminal buildings, at which disabled persons or persons with reduced mobility can, with ease, announce their arrival at the airport and request assistance.
2. The points of arrival and departure referred to in paragraph 1, shall be clearly signed and shall offer basic information about the airport, in accessible formats.

Article 5 of Regulation (EC) No 1107/2006

- 4.5 The EC Regulation places a legal obligation on airport managing bodies to ensure the provision of official designated 'arrival and departure points' within their airport boundary. These will be particularly important for disabled persons or persons with reduced mobility who

are travelling unaccompanied and who need to know where they should summon and wait to receive assistance.

These points should be designated at least at the main entrances to terminal buildings, in areas with check-in counters, in train, light rail, metro and bus stations, at taxi ranks and other drop-off points, and in airport car parks.

Recital 5 of Regulation (EC) No 1107/2006 (extract)

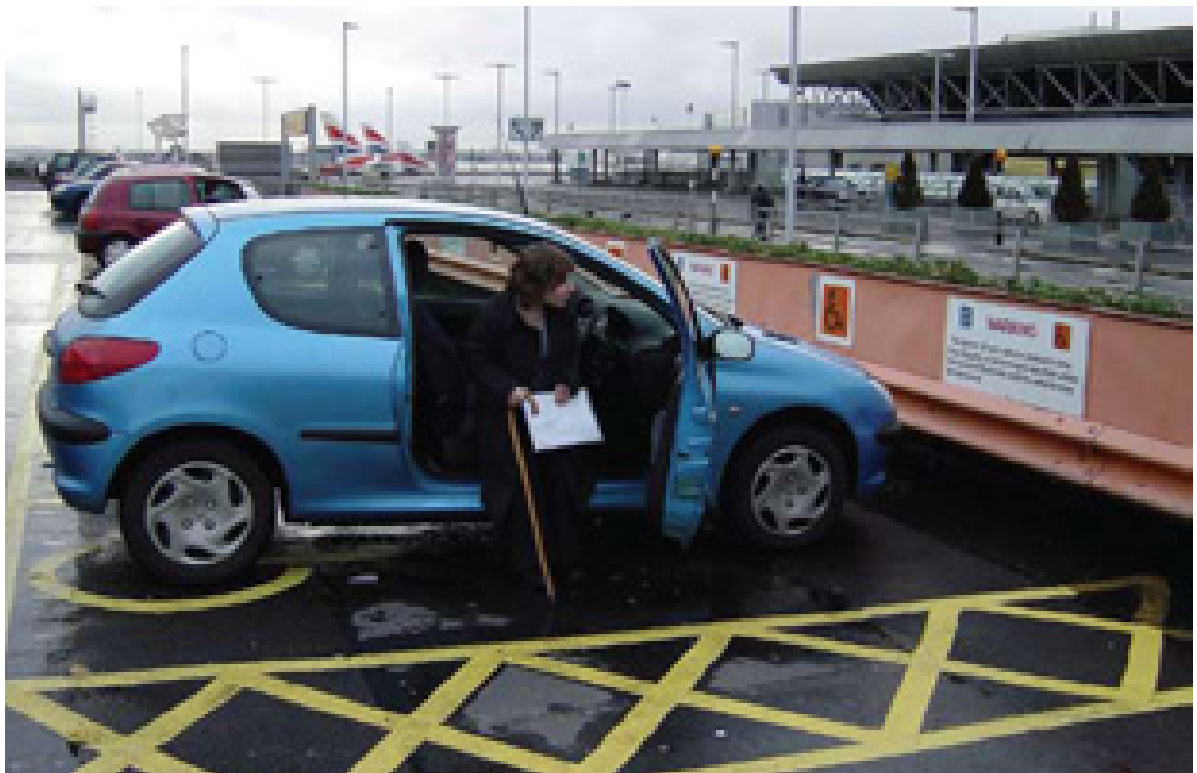
- 4.6 'Arrival' point in this context should be taken to mean the point where passengers arrive at the airport to take flights. Such points will not generally be found on Arrivals concourses as passengers needing assistance on disembarkation will receive this on leaving the aircraft. However, where Arrivals and Departures areas are located in close proximity and it is not practicable to position a point in the Departures area, a designated point may be positioned in the Arrivals area. In such cases, it is important that such points are clearly signed and easy to find.
- 4.7 Public transport interchanges are not always under the direct control of the airport managing body. In cases where they are not and it is not feasible to include a designated point at the interchange, a procedure should be agreed with the interchange operator to ensure that assistance is provided to the nearest arrival point at the airport boundary and ideally to the check-in (or beyond) (see also Section 4.43 below).
- 4.8 It is not necessary for all facilities within the airport boundary or under the direct control of the airport managing body, such as hotels, to have designated arrival/departure points. However, in these cases it would be helpful for staff to be aware of a contact number from where information about assistance at the airport can be obtained.



- 4.9 Automated arrival/departure points should follow the design specifications for designated points in car parks or public transport interchanges (see Sections 4.23 and 4.25 below). In addition to the specifications required for use in car parks, it is particularly important that arrival/departure points are accessible to people with a visual impairment. Airport managing bodies should provide seating at these points and clear signage should indicate that the seating is only for the use of disabled persons and persons with reduced mobility who are waiting for assistance. Shelter should be provided where this seating is outdoors.
- 4.10 Basic information to be provided at the arrival/departure points could include a map of the relevant airport terminal(s) and a list of key facilities, such as check-in areas, toilets and restaurants. The information displayed should follow guidance on accessible signage. Although provision of tactile mapping or Braille signage could also be considered in relation to the DDA duty to make reasonable adjustments, it is more likely that passengers with a visual impairment would seek information orally from the arrival/departure point. For this reason, a telephone will be required where the point is not staffed.

- 4.11 Where more than one assistance provider is involved (for example where different providers serve different terminals within the same airport), a procedure should be agreed between providers to ensure the smooth transfer of passengers who need to move between terminals.

By car



- 4.12 In all car parks the design of entry equipment should allow use by drivers who are disabled, including wheelchair users, and should consider positioning, height, ticket issue and provision for deaf and hearing impaired people. An easy to operate help button should be provided at the entrance.
- 4.13 It should be possible to reach all of the entry equipment controls from the driver's window, without the need to open the door or get out of the vehicle. All controls should be easy to use requiring an operating strength of no more than 15 Newtons. The controls should contrast with their surrounds and where they require operation by pushing action they should be able to be operated by using the palm of the hand.

- 4.14 The ticket issue should provide a sufficient length of ticket to enable the driver to grasp hold of it easily, and it should require minimum effort to remove the ticket. Provision should be made for people who are unable to use their arms. This may involve consideration of the installation of CCTV cameras at the barriers, or other systems which will alert staff to the need for assistance.
- 4.15 Where new systems are introduced a visual indication should be incorporated to notify to the user that their request for assistance has been received.
- 4.16 Where vehicle height barriers are installed a vertical clearance of 2.6m from ground level will be required to allow access to high-top conversion vehicles. Alternatively, a facility should exist to allow the users of such vehicles to make arrangements to pass. The vertical clearance should be maintained from the entrance to the car park to (and including) the designated parking spaces and exits from those spaces.
- 4.17 Some disabled people have vehicles which allow them to drive from, or travel in, their own wheelchair. These vehicles are converted from standard production vans or people carriers and may have a higher than average roof height to accommodate a person sitting in a wheelchair.
- 4.18 Spaces reserved for disabled people (using recognised blue disabled persons' parking badges) should be clearly signed from the car park entrance. The spaces should be near to terminal access points and payment facilities and should be designed to facilitate access from the side and rear of the vehicle.
- 4.19 It is important that the spaces for disabled people are designed to meet the needs of those using them. For example, there should be sufficient numbers provided, they should be clearly signed and spaces should be wide enough that they allow sufficient clearance for wheelchair users. The use of such spaces should be monitored on a regular basis to ensure that provision is sufficient to meet demand. Advice on layout and numbers of spaces needed is given in Traffic Advisory Leaflet 5/95 and BS8300 (see Annex 9). The users will normally be holders of the UK's national blue parking badge for disabled people. As the Blue

Badge is now the European Community standardised parking card for people with disabilities, with reciprocal arrangements extending to all other EU countries, users may also hold disabled persons' parking cards issued by those countries. These should be of a similar design to the UK Blue Badge, although the details should still be checked to ensure validity.

- 4.20 Airport managing bodies should put in place procedures for car park staff to follow in the event that there are insufficient disabled spaces. Clear advice should be provided to drivers who enter the car park but are unable to find disabled spaces from where they can call for assistance. For example, information could be displayed in proximity to the disabled spaces to explain what action they should take if there are no suitable spaces available.
- 4.21 In order to reduce the distance to travel, parking for disabled people is often located in short term car parks (which are generally those closest to the terminal buildings). This is not necessary, provided:
- long and mid-term car parks are served by wheelchair accessible buses;
 - the reserved spaces are close to and have unobstructed access to the bus stops;
 - the bus stops are accessible to wheelchair users;
 - a help button or similar system is provided for disabled passengers to call for assistance with baggage or mobility.
- 4.22 The Code recognises that in some airports the accessible buses may operate on special services dedicated to disabled people. However, in those cases, the services provided should be at least as good as those provided to other passengers, i.e. disabled people, having advised of their presence, should not have to wait longer for the service. Contact details for those services should be clearly displayed at pick up points.

- 4.23 In accordance with the EC Regulation, an arrival/departure point should be provided in close proximity to the reserved spaces. This point should be clearly signed and should contrast with its surroundings. Its controls and communication links should be located between 750 mm and 1200 mm above ground level. Any manually operated controls should be capable of being operated with the palm of the hand and should require a force not greater than 15 Newtons to operate. The system should be accessible to deaf and hearing impaired people. As an alternative a telephone based system (incorporating an inductive coupler) can be used. Where new systems are introduced a visual indication should be incorporated to notify to the user that their request for assistance has been received.
- 4.24 These designated points can be used to summon assistance in emergencies, but they can also be used by the disabled person or person with reduced mobility to call for support to assist them in getting from the car park to the airport terminal building.
- 4.25 All designated points, including those using telephone systems, should have amplification, inductive couplers, and a light or other visual display to assist deaf and hearing impaired people. A textphone would benefit people who are profoundly deaf and unable to use amplification.
- 4.26 Staff responding to assistance requests should be trained to assist with lifting baggage or mobility equipment out of (or into) the car, but they should not be expected to manually handle the disabled person or person with reduced mobility out of (or into) their vehicle. Where assistance is required with both mobility equipment and baggage, it may be necessary for more than one member of staff to assist.
- 4.27 The signage for all spaces reserved for disabled people should clearly indicate the status of those spaces to discourage other passengers from using them. Use of disabled spaces should be monitored for abuse. Airport managing bodies will also need to make arrangements for persons with reduced mobility who are not Blue Badge holders to access designated points in car parks.

4.28 Car park operators should establish a system for continuing to recognise disabled people’s vehicles that are not displaying a recognised disabled person’s parking badge because the person needs to use the badge at their destination. Information should be available to disabled people about such arrangements in advance of their journey, including on airports’ websites, and clear reminders placed in the car park, adjacent to the spaces.

4.29 In many countries UK parking badge holders can enjoy the parking concessions that are given to resident disabled people in those countries. In order to make use of those concessions, however, they need to display their UK parking badge. It is important therefore that some administrative arrangements are in place at the departure airport to ensure that the disabled person can park in the spaces reserved for badge holders but take the badge with them. An example of such an arrangement is shown below.

DISPLAY ON DASHBOARD	Voucher No. 00001
	
ACCESSIBLE PARKING VOUCHER	
Car Registration No..... Blue Badge Serial No.....	
BLUE BADGE RETAINED BY OWNER FOR USE ABROAD	
Valid from (date):.....Expires (date):.....	
Issued by (signature):.....	

- 4.30 Payment machines should aim to be accessible to disabled people, or a convenient alternative arrangement should be in place to facilitate payment. Provision should also, where possible, be made for people with hearing impairments if the machine includes a voice telephone/help button for emergency use, i.e. amplification, inductive couplers and a light or simple message display.
- 4.31 Advice on the design of payment machines – location, height of controls, etc is given in BS8300 (see Annex 9 for details). In circumstances where the payment machines do not meet the needs of disabled motorists, a clearly signed manual payment system should be provided.

By taxi

- 4.32 Taxi ranks should be well signed. They should allow disabled people or people with reduced mobility to get in and out of the vehicle on the nearside or rear, and should provide unobstructed, step free access to/from the terminal building. Where access requires passengers to cross other lanes of traffic, footways at those crossing points should be flush with the road surface (dropped kerb or raised carriageway) and incorporate tactile paving in accordance with Department for Transport guidelines.
- 4.33 Where airport managing bodies have entered into a contract with a firm to provide taxi services, they should include a condition that at least some of the vehicles serving the airport should be accessible to disabled persons and persons with reduced mobility (which includes – but is not limited to – people who need to travel in a wheelchair). A system should be established to enable those vehicles to be called to the rank or pre-booked.
- 4.34 In the absence of a condition to provide accessible taxi services, wheelchair users may not be able to access taxi services from the airport, or may have to wait longer than other passengers for a suitable taxi, which would be unacceptable to disabled people. It will particularly inconvenience foreign visitors, or those travelling to the airport from other parts of the country, who may be unable to make advance booking for their onward journey.

- 4.35 Unless the taxi rank is staffed during operating hours, a designated point should be provided to enable customers to call for assistance. See Section 4.23 for details.

By hire car

- 4.36 The drop off points should be clearly signed.
- 4.37 The premises should be accessible to disabled people.
- 4.38 The physical access arrangements are covered by Part 3 of the DDA (see Annex 3). There is a wealth of information available about making premises accessible to disabled people. For a list of those publications and other relevant information see Annex 9.
- 4.39 Hire car companies should ensure that an accessible shuttle service, or special service is available to transfer disabled persons or persons with reduced mobility from the hire car premises to the airport terminal buildings. Alternatively another system to allow disabled people to drop off close to the airport terminal buildings, for example, in the pick up area, should be provided.
- 4.40 Where pedestrian links are available between the hire car premises and the airport, the airport managing body should ensure that these are fully accessible to disabled persons and persons with reduced mobility.

By bus or train

- 4.41 Where the bus, train or tram station (interchange) is owned or operated by the airport managing body they should ensure that the premises are fully accessible. In other circumstances the airport managing body should liaise with the operator of the interchange to encourage such provision.
- 4.42 Guidance on the design of interchanges is provided in “Inclusive Mobility – A guide to best practice on access to pedestrian and transport infrastructure” (see Annex 9 for details).

- 4.43 A procedure should be agreed between the airport and the interchange operator to ensure that disabled persons and persons with reduced mobility receive assistance between the interchange and airport terminal building. Ideally the assistance should be given by one provider from interchange to check-in (or beyond) so as to provide a seamless service. Where more than one provider is involved, the procedure should ensure that a passenger is never left without assistance where this is needed.



- 4.44 A designated point should be provided at the exit/entrance and on platforms to allow a disabled person or person with reduced mobility to summon assistance. It should be clearly signed and should contrast with its surroundings. See Section 4.23 for details.

Routes to the terminal

- 4.45 Drop off points for passengers brought by another driver should have the same characteristics as the taxi rank environment (see Section 4.32). All pedestrian routes between drop off points and the terminal should be well signed and fully accessible to disabled persons and persons with reduced mobility. Guidance is provided in “Inclusive Mobility – A guide to best practice on access to pedestrian and transport infrastructure” (see Annex 9).

Section 5

Moving through the airport and boarding the aircraft



Assistance

- 5.1 In the past, assistance needed by disabled persons or persons with reduced mobility to use the airport and board the aircraft has been provided by both airlines and airports. To ensure a seamless service, the EC Regulation places a legal obligation solely on airport managing bodies to provide assistance. However, this does not prevent airport managing bodies from contracting with third parties to supply this assistance.

Right to assistance at airports

1. When a disabled person or person with reduced mobility arrives at an airport for travel by air, the managing body of the airport shall be responsible for ensuring the provision of the assistance specified in Annex I in such a way that the person is able to take the flight for which he or she holds a reservation, provided that the notification of the person's particular needs for such assistance has been made to the air carrier or its agent or the tour operator concerned at least 48 hours before the published time of departure of the flight. This notification shall also cover a return flight, if the outward flight and the return flight have been contracted with the same air carrier.
- [2. – see section below on assistance dogs]
3. If no notification is made in accordance with paragraph 1, the managing body shall make all reasonable efforts to provide the assistance specified in Annex I in such a way that the person concerned is able to take the flight for which he or she holds a reservation.
4. The provisions of paragraph 1 shall apply on condition that:
 - (a) the person presents himself or herself for check-in:
 - (i) at the time stipulated in advance and in writing (including by electronic means) by the air carrier or its agent or the tour operator, or
 - (ii) if no time is stipulated, not later than one hour before the published departure time, or
 - (b) the person arrives at a point within the airport boundary designated in accordance with Article 5:
 - (i) at the time stipulated in advance and in writing (including by electronic means) by the air carrier or its agent or the tour operator, or
 - (ii) if no time is stipulated, not later than two hours before the published departure time.

5. When a disabled person or person with reduced mobility transits through an airport to which this Regulation applies, or is transferred by an air carrier or a tour operator from the flight for which he or she holds a reservation to another flight, the managing body shall be responsible for ensuring the provision of the assistance specified in Annex I in such a way that the person is able to take the flight for which he or she holds a reservation.
6. On the arrival by air of a disabled person or person with reduced mobility at an airport to which this Regulation applies, the managing body of the airport shall be responsible for ensuring the provision of the assistance specified in Annex I in such a way that the person is able to reach his or her point of departure from the airport as referred to in Article 5.
7. The assistance provided shall, as far as possible, be appropriate to the particular needs of the individual passenger.

Article 7 of Regulation (EC) No 1107/2006

ANNEX I: Assistance under the responsibility of the managing bodies of airports

Assistance and arrangements necessary to enable disabled persons and persons with reduced mobility to:

- communicate their arrival at an airport and their request for assistance at the designated points inside and outside terminal buildings mentioned in Article 5,
- move from a designated point to the check-in counter,
- check-in and register baggage,
- proceed from the check-in counter to the aircraft, with completion of emigration, customs and security procedures,
- board the aircraft, with the provision of lifts, wheelchairs or other assistance needed, as appropriate,
- proceed from the aircraft door to their seats,
- store and retrieve baggage on the aircraft,
- proceed from their seats to the aircraft door,

- disembark from the aircraft, with the provision of lifts, wheelchairs or other assistance needed, as appropriate,
- proceed from the aircraft to the baggage hall and retrieve baggage, with completion of immigration and customs procedures,
- proceed from the baggage hall to a designated point,
- reach connecting flights when in transit, with assistance on the air and land sides and within and between terminals as needed,
- move to the toilet facilities if required.

Where a disabled person or person with reduced mobility is assisted by an accompanying person, this person must, if requested, be allowed to provide the necessary assistance in the airport and with embarking and disembarking.

Ground handling of all necessary mobility equipment, including equipment such as electric wheelchairs subject to advance warning of 48 hours and to possible limitations of space on board the aircraft, and subject to the application of relevant legislation concerning dangerous goods.

Temporary replacement of damaged or lost mobility equipment, albeit not necessarily on a like for like basis.

Ground handling of recognised assistance dogs, when relevant.

Communication of information needed to take flights in accessible formats

ANNEX I of Regulation (EC) No 1107/2006

Responsibility for assistance at airports

1. The managing body of an airport shall be responsible for ensuring the provision of the assistance specified in Annex I without additional charge to disabled persons and persons with reduced mobility.

2. The managing body may provide such assistance itself. Alternatively, in keeping with its responsibility, and subject always to compliance with the quality standards referred to in Article 9(1), the managing body may contract with one or more other parties for the supply of the assistance. In cooperation with airport users, through the Airport Users Committee where one exists, the managing body may enter into such a contract or contracts on its own initiative or on request, including from an air carrier, and taking into account the existing services at the airport concerned. In the event that it refuses such a request, the managing body shall provide written justification.
3. The managing body of an airport may, on a non-discriminatory basis, levy a specific charge on airport users for the purpose of funding this assistance.
4. This specific charge shall be reasonable, cost-related, transparent and established by the managing body of the airport in cooperation with airport users, through the Airport Users Committee where one exists or any other appropriate entity. It shall be shared among airport users in proportion to the total number of all passengers that each carries to and from that airport.
5. The managing body of an airport shall separate the accounts of its activities relating to the assistance provided to disabled persons and persons with reduced mobility from the accounts of its other activities, in accordance with current commercial practice.
6. The managing body of an airport shall make available to airport users, through the Airport Users Committee where one exists or any other appropriate entity, as well as to the enforcement body or bodies referred to in Article 14, an audited annual overview of charges received and expenses made in respect of the assistance provided to disabled persons and persons with reduced mobility.

Article 8 of Regulation (EC) No 1107/2006

Quality standards for assistance

1. With the exception of airports whose annual traffic is less than 150 000 commercial passenger movements, the managing body shall set quality standards for the assistance specified in Annex I and determine resource requirements for meeting them, in cooperation with airport users, through the Airport Users Committee where one exists, and organisations representing disabled passengers and passengers with reduced mobility.
2. In the setting of such standards, full account shall be taken of internationally recognised policies and codes of conduct concerning facilitation of the transport of disabled persons or persons with reduced mobility, notably the ECAC Code of Good Conduct in Ground Handling for Persons with Reduced Mobility.
3. The managing body of an airport shall publish its quality standards.
4. An air carrier and the managing body of an airport may agree that, for the passengers whom that air carrier transports to and from the airport, the managing body shall provide assistance of a higher standard than the standards referred to in paragraph 1 or provide services additional to those specified in Annex I.
5. For the purpose of funding either of these, the managing body may levy a charge on the air carrier additional to that referred to in Article 8(3), which shall be transparent, cost-related and established after consultation of the air carrier concerned.

Article 9 of Regulation (EC) No 1107/2006

- 5.2 ECAC Doc 30 Annex J (Code of good conduct in ground handling for persons with reduced mobility) sets out guidance on service standards. These are minimum standards and airport managing bodies should be encouraged to exceed these wherever possible, in consultation with airport users. Smaller airports whose annual traffic is less than 150,000 passenger movements should also consider setting quality standards on a voluntary basis.

- 5.3 In accordance with Article 9.1 of the EC Regulation, airport managing bodies should consider how they can best involve disabled persons and persons with reduced mobility in setting their quality standards. This could involve consultation with groups such as local access/disability groups whose membership would include users of the airports. Annex 8 contains a list of questions which can help airports in assessing the suitability of such groups. The Disability Rights Commission (now subsumed by the Equality and Human Rights Commission) produced guidance for public authorities on how to effectively involve disabled people in putting together a disability equality scheme (see Annex 9). Some of the principles in this guidance may also be helpful to airports as they consider how to involve users.
- 5.4 Where such a Committee exists, airport managing bodies should also keep their Airport Consultative Committee informed of the work to set quality standards.
- 5.5 Airport managing bodies should establish an appropriate performance management process to monitor performance against the standards.

Design of Infrastructure

- 5.6 Many disabled persons or persons with reduced mobility will not request specific assistance, either because they are independent or because they are travelling with an assistant. It is particularly important for these people that the airport environment is designed to be 'user-friendly' and easy to navigate.
- 5.7 This Code of Practice is not intended to be a design guide for new airport infrastructure. The design of infrastructure is a specialist area to which separate legislation applies. There is a wealth of detailed guidance on this topic, such as "Inclusive Mobility – A guide to best practice on access to pedestrian and transport infrastructure" and British Standards BS8300:2001 – Design of buildings and their approaches to meet the needs of disabled people – code of practice (see Annex 9 for details).

- 5.8 From the first phase of planning new public buildings or refurbishing existing ones, airport managing bodies should ensure that the needs of disabled persons and persons with reduced mobility are central to the design brief. This should include early involvement of local access/disability groups and engagement of an access consultant.

LANDSIDE



- 5.9 Signage throughout this area should be clear and unambiguous. Wherever possible pictograms should be used and where appropriate, tactile symbols should be used where the sign is within reach of passengers, for example at toilet facilities. Sources of guidance on making signs accessible are in Annex 9.

Check-in facilities

- 5.10 Check-in facilities should be designed to be accessible to passengers in wheelchairs as well as ambulant passengers. Provision should also be made to ensure that staff can communicate with deaf and hearing impaired passengers.

- 5.11 Where assistance is required and this has not already been provided before check-in, check-in staff should alert the service provider or direct passengers to a help-point. Staff should also do this where assistance has not been requested but they are made aware of a need for assistance. Check-in staff should point out to owners of assistance dogs the requirement to carry acceptable paperwork for their dog to ensure it is able to enter the country of destination and re-enter the UK under the Pet Travel Scheme scheme (if required).
- 5.12 In accordance with Article 7.3 of the EC Regulation, airport managing bodies are required to make “all reasonable efforts” to provide assistance where the passenger has not given at least 48 hours notice of their need for assistance. This is especially important to cater for passengers who need to travel with less than 48 hours notice, for example, because of a family emergency.
- 5.13 Where a passenger has identified their requirements and seats are assigned at check-in, the check-in staff should, before assigning that passenger a seat, inform the passenger of those available seats that are most suitable and then establish with that passenger an appropriate seat assignment for them and any assistant.
- 5.14 In accordance with Article 4.1 of the EC Regulation, if it becomes apparent at check-in (or at the gate) that a passenger is unable to be carried, either because of safety requirements, or because of the size of the aircraft or its doors, the passenger (and any accompanying person required to travel by the air carrier) must be offered reimbursement or re-rerouting.

Self-service equipment



- 5.15 Where self-service check-in facilities are provided they should be supported by a staffed check-in desk for passengers who are unable to access self-service equipment. The availability of that desk should be clearly indicated at the self-service machine. Where no staff are present, a designated point similar to that described at Section 4.9 should be provided for those who may experience difficulty with the self-service equipment.
- 5.16 Similarly, where automatic ticket machines are provided, they too should be supported by staffed ticket desks or designated points.

Reserved seating areas



- 5.17 Where seating areas are reserved for disabled persons and persons with reduced mobility these should incorporate signage to discourage others from using them. Such areas should be within close proximity to a staffed desk and should also be reasonably close to essential facilities (such as toilets, refreshments). In addition, or as an alternative, designated points should be provided in those areas. These can be similar to the points described at Section 4.9, or more commonly, they will be telephone based systems. In all cases the system should be capable of meeting the needs of people with sensory impairments.
- 5.18 For people who are deaf or hard of hearing the equipment needs to be compatible with hearing aids, have variable amplification for those who do not use a hearing aid, and some kind of visual indication to confirm requests for assistance have been received.

Access to information



- 5.19 All equipment provided for use by the general public, such as telephones and internet terminals, should also be accessible to disabled people, including those with sensory impairments.
- 5.20 Although provision of public telephones may be less common, where these are provided they should be accessible. At least one telephone in a bank should be accessible to wheelchair users. All telephones should incorporate amplification, inductive couplers and facilities for blind and partially sighted people. At least one textphone facility compatible with the Typetalk relay service should be provided both landside and airside in each terminal for people who are deaf or hard of hearing. Those facilities should be indicated by clear signage.

Public facilities

- 5.21 All areas and services in the terminal building that are open to the public, should be accessible to disabled people. For example, toilets, showers, smoking areas, restaurants and shops, business centres, executive lounges, leisure facilities, viewing galleries and places for prayer.
- 5.22 Whilst such areas are required to be accessible under the DDA as far as is reasonably possible, the EC Regulation does not require the provision of assistance to access such areas and services (apart from toilets). ECAC Doc 30 Annex J recommends that assistance should be provided to enable passengers to use the airport facilities as requested, subject to sufficient time being available.
- 5.23 Where facilities are provided for the sole or main use by disabled people they should be appropriately signed using pictograms and where appropriate, embossed tactile markings, such as on the wall adjacent to door handles at accessible toilets.

Assistance dogs

Where use of a recognized assistance dog is required, this shall be accommodated provided that notification of the same is made 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.

Article 7.2 of Regulation (EC) No 1107/2006

- 5.24 Provision should also be made for a well-maintained dog relief area for guide dogs and other assistance dogs used by disabled people. The route to this area must be signed, with level access and be well lit. Assistance from staff should be available on request. Appropriate relief areas should be available, where practicable, both landside and airside. Further guidance on provision of dog relief areas is available from the Guide Dogs for the Blind Association (see Annex 9). For advice on facilities for handling incoming assistance dogs, see Section 8.18–19.

AIRSIDE

Security

- 5.25 The Department for Transport's Transport Security and Contingencies Directorate (TRANSEC) is responsible for the development and maintenance of the UK National Aviation Security Programme (NASP). In developing security policies, the NASP allows airlines and airports to accommodate the needs of disabled people and people with reduced mobility to the fullest extent possible, but without compromising the security afforded to all travellers.
- 5.26 Supporting guidance is issued to industry as appropriate, either in the NASP or in supplementary guidance. Specific guidance has been produced on searching wheelchairs and wheelchair users, and on medication and medical equipment.
- 5.27 All facilities should, as far as practicable, be accessible to disabled persons and persons with reduced mobility and should explain in simple terms what passengers are required to do before entering (such as to present separately any liquids being carried and to remove footwear and coats/jackets). Aisle widths and security archways should permit the passage of passengers using wheelchairs. Staff should be able to offer assistance, if required, to help passengers use security facilities, including offering help when passengers experience difficulty lifting hand baggage on to the x-ray machine.
- 5.28 Disabled persons and persons with reduced mobility do not need, or indeed want to be exempt from security searches. However, they do expect that the security searches be carried out in a sensitive and considerate manner.
- 5.29 Security staff should adopt the advice in ECAC Doc No. 30, Annex F in relation to the handling of checks involving persons with reduced mobility. In particular, staff should explain clearly what actions are required and ask the passenger how this can best be achieved and whether the passenger would prefer this to take place in a private area. For example, a person may be required to transfer out of a wheelchair to facilitate a search.

- 5.30 This advice is reproduced in Annex 6 and can be usefully reproduced as a “pocket-size” guide for staff to use after they have been trained.
- 5.31 A private area should be available on request for physical searches or where a passenger has personal medical equipment which they do not wish to expose in public. As a minimum, these search areas should be capable of accommodating a passenger in a standard wheelchair (ISO standard 700mm x 1200mm) and the security personnel. Where an airport allows larger powered wheelchairs to the gate, the area should be able to accommodate such wheelchairs.
- 5.32 Some security threats can be of such intensity and arrive at such short notice that TRANSEC’s initial response may require the imposition of severe restrictions, impacting on all travellers and staff working at airports. Airport managing bodies and air carriers should ensure that contingency plans designed for such circumstances take account, as far as reasonably practical, of the particular needs of disabled people and people with reduced mobility.

Customs and VAT reclaim

- 5.33 As with all other desks in the airport, these desks should be accessible to wheelchair users as well as ambulant disabled people and provide for ease of communication with deaf and hearing impaired people.

Reserved seating areas



- 5.34 As with landside facilities, any reserved seating areas for disabled persons or persons with reduced mobility should be in close proximity to a staffed desk or to designated points and reasonably close to essential facilities. Staff will need to check back at regular intervals with passengers seated in these areas. This is particularly important for visually impaired passengers who cannot read customer information screens. Boarding passes belonging to passengers seated in enclosed areas may be retained by airport or airline staff for the purpose of identifying who is present in case of an emergency evacuation.
- 5.35 Departure lounges should display information about average walking times to gates so that passengers can assess whether they would need assistance in reaching their gate.
- 5.36 Even if they have not requested assistance before this point, passengers should be able to seek assistance from the staffed desk or designated points in the departure lounge, subject to the caveat that airport managing bodies are only required to make “all reasonable efforts” to provide assistance where the passenger has not given at least 48 hours notice of their need for assistance.

Shopping, catering and other public facilities

- 5.37 As for landside, all areas and services that are available to the public should be accessible (see Section 5.21). Reasonable steps should be taken to enable disabled people and people with reduced mobility to access departure lounge facilities.
- 5.38 It is an obligation under the EC Regulation to provide assistance to move to the toilet facilities if required. It would be reasonable for airport staff to provide assistance to allow passengers to access other essential facilities, such as the purchase of basic refreshments. Staff are not, however, expected to provide personal assistance in toilets or to wait in cafes or shops. Airports do not generally offer a personal shopping service, but the provision of self-propelled wheelchairs and/or paging devices would allow passengers to visit shops and other non-essential facilities and enable them to return to reserved seating areas (where provided) or meeting point at the appropriate time in order to receive assistance to reach the aircraft for boarding of their flight.

Information

- 5.39 Under the EC Regulation, airports are required to communicate information needed to take flights in accessible formats. Provision will need to be made for people who are unable to use visual displays, such as blind people and some people with learning disabilities. Audible announcements will generally meet this requirement. But where those are considered inappropriate a clearly defined information desk is required where passengers can obtain the information they need.
- 5.40 Flight information should be available to passengers seated in reserved seating areas. For example, information screens should be visible from these areas.
- 5.41 This will require airport managing bodies to pay particular attention to the design and positioning of the visual displays to ensure that they are easily readable by people in wheelchairs and people with visual impairments. It will also require alternative means of communication, such as pagers, for those unable to use visual displays. Audible announcements about standard flight information are not routinely

made in many airports, but these may be needed, particularly by passengers travelling independently, where there is no suitable information desk from which the information can be obtained. Airport staff should be instructed to ensure that passengers who may need assistance with obtaining this information are kept up to date with flight information.

BOARDING



Gate facilities

- 5.42 Staff at the gate should identify themselves to disabled passengers and passengers with reduced mobility, and in the case of deaf or hard of hearing passengers should ensure that they are kept informed when audible announcements are made. Priority seating should be installed at the gate where there is none nearby and staff should be advised to look out for passengers who may have difficulty with stairs or steps, or the distance to the aircraft from the gate. They may need to suggest an alternative route to the aircraft or summon appropriate assistance.

- 5.43 Under normal circumstances, disabled persons and persons with reduced mobility who need assistance should be pre-boarded on departure and should be the last passengers to disembark on arrival.
- 5.44 This is generally more dignified and less stressful for the passenger and a more efficient approach for the airline.
- 5.45 Where aircraft are on remote stands, the transport links to and from them should be accessible.
- 5.46 It will generally be more efficient for the airline and airport and more acceptable to disabled persons or persons with reduced mobility if they are able to travel out to the aircraft in the same vehicle used by other passengers. Low floor wheelchair accessible buses that provide ramped access are particularly suitable since they also offer easy access for other passengers. However, where disabled passengers need full lift on/lift off assistance, it is likely to be more dignified for the disabled passenger, and more efficient for the airline, to pre-board that passenger.

Loading wheelchairs and other mobility equipment

- 5.47 Wheelchair users should be able to remain in their own wheelchair to the gate where there are goods lifts or ramps available for use at that departure gate and where loading of the wheelchair is possible at the side of the aircraft. In other circumstances, wheelchairs will normally need to be taken from passengers at the check-in desk in order that they can be prepared for carriage.
- 5.48 Wheelchairs are often specifically designed for the user and it can be difficult for them to use 'standard' wheelchairs which do not meet their needs. For this reason, the general rule should be to allow disabled people to remain in their own wheelchairs until they reach the door of the aircraft. This will be relatively straightforward where the aircraft is on a pier and appropriate infrastructure exists, but where the aircraft is on a remote stand, wheelchair users will generally have to transfer on the ground outside the aircraft, or in the vehicle that has transported them to the aircraft.

- 5.49 It is unacceptable for airport staff to be required to carry equipment manually up and down stairs where this presents a health and safety risk. For this reason, where there are no facilities such as a lift near to the departure gate, the only option is to coordinate loading of wheelchairs and other mobility equipment with other checked-in baggage at check-in.
- 5.50 To ensure that wheelchair users are able to stay in their wheelchairs to the gate, lifts or ramps should be installed at gates to facilitate the vertical movement of wheelchairs and other mobility equipment as part of new build projects and rebuild projects.
- 5.51 It is acknowledged that the installation of new infrastructure is unlikely to be a reasonable expectation unless it is part of a wider building replacement or enhancement project. However, in the absence of suitable infrastructure, airlines and their ground handling contractors should work together with airport managing bodies to identify other solutions which will allow passengers to remain in their wheelchairs to the aircraft door.
- 5.52 Although space may be available on board to store a personal folding wheelchair, this Code recognises that there could be demand for that space and wheelchairs should therefore be stored in the hold. However, other small mobility aids, such as crutches, sticks, cushions or wheelchair accessories, should be carried in the passenger cabin, provided they can be securely stowed.
- 5.53 Air carriers should also ensure that the wheelchairs are protected and kept intact. If battery powered, the battery must be securely attached to the equipment, be disconnected and the terminals insulated to prevent accidental short circuits (the process being reversed on arrival). It is essential that staff involved in this process have received training on handling wheelchairs which are personal items and essential to the disabled person.

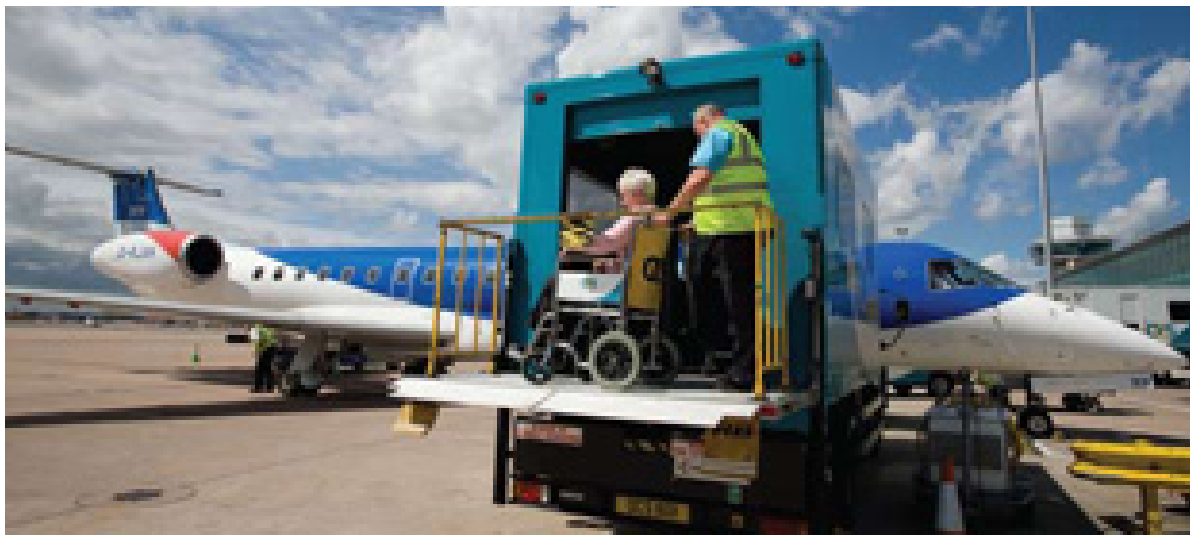
- 5.54 Personal wheelchairs should be the last items to be loaded in the hold and the first to be unloaded. They should then be returned to their owner with the minimum of delay. Where facilities permit, wheelchairs should not be sent to baggage reclaim. In accordance with the requirement in the EC Regulation, mobility equipment must be carried free of charge.

Compensation for lost or damaged wheelchairs, other mobility equipment and assistive devices

Where wheelchairs or other mobility equipment or assistive devices are lost or damaged whilst being handled at the airport or transported on board aircraft, the passenger to whom the equipment belongs shall be compensated, in accordance with rules of international, Community and national law.

Article 12 of Regulation (EC) No 1107/2006

Boarding wheelchair users



- 5.55 HSE guidance states that manual handling of passengers up and down stairs is an option which must be avoided, except in emergency situations where no alternative is available. For this reason, airport managing bodies should ensure that the appointed service provider has suitable equipment to facilitate boarding which minimises risks to staff and passengers. Equipment must be well maintained to ensure adequate availability.

5.56 HSE has produced guidance for inspectors on good practice on manual handling risks during assistance of disabled passengers boarding or disembarking aircraft. This is also available for the industry via the HSE Air Transport web pages (<http://www.hse.gov.uk/airtransport/index.htm>).

5.57 A key factor in reducing risk is for the handlers to be aware of passengers' requirements in advance so that equipment and suitable assistance is available. The provision of suitable equipment is the most significant factor in terms of the task design and in terms of manual handling risk to the individuals responsible for transferring passengers to and from the aircraft. The choice of equipment greatly influences the handling requirements.

5.58 Where air bridges are available and used the manual handling risks are significantly reduced. In the absence of an air bridge there are a number of methods for disabled passengers to board or leave the aircraft, each employing significantly different pieces of equipment:

- Scissor lift or ambulift;
- Battery powered wheelchairs and stair climbers or stair lifts;
- Boarding chair.

A boarding chair should be used as a last resort as using a chair on the stairway significantly increases the manual handling risk to the handlers.

5.59 Aisle chairs are used to move people from the aircraft door to their seats. To minimise lifting, passengers transferring from wheelchairs should be seated either in seats with moveable armrests or in seats where there is sufficient legroom which allows for ease of movement in front of the seats. Hoists or other suitable lifting or handling devices (such as inflatable cushions, pat slides or other emerging technological solutions) should be used wherever reasonably practicable.

5.60 In certain circumstances severely disabled people will be accompanied by specially trained personal assistants who will be best able to lift the disabled person. In those cases airport service providers should not insist on providing assistance but should follow the preferences of the passenger.

Transmission of information

As soon as possible after the departure of the flight, an operating air carrier shall inform the managing body of the airport of destination, if situated in the territory of a Member State to which the Treaty applies, of the number of disabled persons and persons with reduced mobility on that flight requiring assistance specified in Annex I and of the nature of that assistance.

Article 6.4 of Regulation (EC) No 1107/2006

- 5.61 Transmitting this information is normally the responsibility of an air carrier's staff or its agent. It is vital that the information is passed on accurately to ensure that the assistance required is available on arrival.

Section 6

Aircraft design



- 6.1 The European Civil Aviation Conference (ECAC) Doc No. 30, Section 5 includes specific recommendations in relation to the design of aircraft to make them more accessible to disabled people.
- 6.2 This section builds on the areas covered in Doc No. 30. **It should apply to aircraft coming newly into service, and, where practicable, to existing aircraft which have been subject to major refurbishment.**
- 6.3 New or refurbished integrated boarding stairs on an aircraft should have a uniform riser height, uniform tread depths and a height for the first step on and last step off that does not exceed the uniform riser height. Tread surfaces should be firm and slip resistant, non reflective and should not be of an open riser construction. The leading edge (or nosing) of each tread should be marked by a strip (50mm deep) of colour that contrasts with its surrounds. Handrails should, where practicable, be provided on both sides, be tonally contrasted to their surroundings and be rounded (max diameter 35-40mm). They should also extend beyond the top and bottom step.

- 6.4 On smaller aircraft it may be impossible to meet the requirement for a handrail on both sides unless extra ground equipment is provided.
- 6.5 Moveable armrests should be located appropriately, in order to facilitate non-ambulant passengers gaining access to seats.
- 6.6 Moveable armrests are essential to allow the transfer of non-ambulant passengers from a wheelchair to their seat in a dignified manner and to minimise manual lifting. ECAC guidance recommends that at least 50% of all aisle seats should have moveable armrests in aircraft with 30 or more seats. There may be less need to provide lifting armrests in cabins where the seat spacing allows for ease of movement in front of the seats. Moveable armrests will also be required on middle seats where disabled persons or persons with reduced mobility are seated in window seats. The design of new aircraft should also give consideration to facilitating the use of lifting aids, such as hoists.
- 6.7 An on-board wheelchair should be installed to facilitate the movement of non-ambulant passengers within the cabin and particularly to the toilet. Staff should be trained and confident in its use in the cabin environment, and should know where it is stored.
- 6.8 The provision of an on-board wheelchair will enable air carriers to comply with the requirement in EC Regulation 1107/2006 to assist passengers in moving to toilet facilities. This will be most relevant where an aircraft has a wheelchair accessible toilet, but it can also be useful to facilitate other movement within the passenger cabin, including semi-ambulant passengers who may need to use an on-board wheelchair to reach the toilet, but could then use a non-wheelchair accessible toilet. It is recognised that the physical dimensions of the aircraft cabin may be barrier to this on very small aircraft.
- 6.9 On multi-decked aircraft, consideration should be given to the number of on-board wheelchairs needed to serve all decks and classes, in order to ensure that disabled passengers are not restricted in their choice of class.

- 6.10 The Disabled Persons Transport Advisory Committee (DPTAC) has published a Design Specification for On-Board Wheelchair for commercial passenger aircraft. This specification is based on research, consultation and testing, taking account of comfort and ease of use. It is offered as best practice for industry to adopt.
- 6.11 DPTAC recommends that all passenger aircraft in commercial operation containing 20 or more passenger seats shall carry an on-board wheelchair for passenger use in accordance with this specification. This aspiration exceeds the ECAC recommendations that aircraft of 100 or more seats, and aircraft of 60 or more seats which are equipped with a wheelchair accessible toilet, should have at least one on-board wheelchair.
- 6.12 All newly designed or certificated twin aisle aircraft should have at least one spacious toilet facility enabling independent use by disabled passengers requiring the use of the on-board wheelchair for mobility. All newly designed or certificated single aisle aircraft should seek to provide at least one toilet accessible to passengers using an on-board wheelchair.
- 6.13 The dimensions of a wheelchair accessible toilet should enable a passenger, on-board wheelchair and assistant, if required, to be fully enclosed within the module with the door closed. Provision of wheelchair accessible toilet facilities will need to balance the requirements and legitimate expectations of disabled passengers with commercial and operational concerns.
- 6.14 Not all disabled passengers will require a wheelchair accessible toilet. There are opportunities to improve access in all toilets for passengers with limited mobility, dexterity, vision or impaired hearing amongst others. The access provisions in non-wheelchair accessible toilets should not present any commercial or operational concerns.
- 6.15 DPTAC is developing a specification for accessible toilets on commercial passenger aircraft. As well as standards for wheelchair accessible toilets, the specification covers accessibility features for all toilets and includes guidance on signage to and within the toilet, colour and tonal contrast, lighting, handrails and warning and alarm systems.

- 6.16 Handrails for passenger use on access stairs and throughout the aircraft should be round in section, slip resistant and colour contrasted against their surroundings. When used on stairways they should return to the wall or to the head and foot of the stairs in a smooth curve.
- 6.17 These design principles will ensure that the handrails can be used by people with poor grip and can be seen by people with low vision.
- 6.18 Floor surfaces on an aircraft should be level, non-reflective and slip resistant.
- 6.19 This will give people with walking difficulties confidence when moving around the passenger cabin, and will ensure that partially sighted people do not find the surface disorientating.
- 6.20 Lighting, except reading and other lighting under the control of the passenger, should be directed and controlled to prevent glare or shadows. Lighting in the passenger cabin should be strong enough to allow lip reading but should not result in any sharp contrasts in intensity. Coloured lighting should be avoided as this reduces contrast, whilst blue light can cause glare.
- 6.21 Controlling the lighting in this way will benefit partially sighted people who would otherwise have difficulties were they to encounter pools of light and dark. Sources of guidance on lighting and contrast are in Annex 9.
- 6.22 Signage should be positioned so as to avoid shadows and glare. Signage should also contrast with its surroundings and where appropriate be embossed and incorporate pictograms.
- 6.23 This will benefit all passengers, including blind and partially sighted people and those with learning disabilities.

Section 7

On board the aircraft

Assistance by air carriers

An air carrier shall provide the assistance specified in Annex II without additional charge to a disabled person or person with reduced mobility departing from, arriving at or transiting through an airport to which this Regulation applies provided that the person in question fulfils the conditions set out in Article 7(1), (2) and (4).

Article 10 of Regulation (EC) No 1107/2006

ANNEX II: Assistance by air carriers

Carriage of recognised assistance dogs in the cabin, subject to national regulations.

In addition to medical equipment, transport of up to two pieces of mobility equipment per disabled person or person with reduced mobility, including electric wheelchairs (subject to advance warning of 48 hours and to possible limitations of space on board the aircraft, and subject to the application of relevant legislation concerning dangerous goods).

Communication of essential information concerning a flight in accessible formats.

The making of all reasonable efforts to arrange seating to meet the needs of individuals with disability or reduced mobility on request and subject to safety requirements and availability.

Assistance in moving to toilet facilities if required.

Where a disabled person or person with reduced mobility is assisted by an accompanying person, the air carrier will make all reasonable efforts to give such person a seat next to the disabled person or person with reduced mobility.

ANNEX II of Regulation (EC) No 1107/2006

Training

- 7.1 All cabin crew, including the flight crew, must receive disability awareness training. For cabin crew, this should be refreshed in line with training in safety procedures (see Section 2.16).
- 7.2 This training should cover the air carrier's rules on carriage of disabled persons and persons with reduced mobility and the circumstances in which an air carrier may legitimately refuse to embark a passenger in accordance with these rules. For example, it may become apparent on boarding that a passenger is not self-reliant and needs a personal assistant for safety reasons (see Section 3.14). Ideally this should be identified at the stage of booking or check-in, but it is recognised that there may be rare occasions when a decision to refuse carriage has to be taken by the cabin crew or flight crew.
- 7.3 Cabin crew should not be expected to provide assistance to disabled persons or persons with reduced mobility which would fall into the category of 'personal care'. Personal care would include the areas covered in Section 3.17. Anyone needing such assistance would also be expected to travel with a personal assistant, though failure to do so would not necessarily lead to a denial of boarding.

Seat allocation

- 7.4 Except on grounds of safety, cabin crew must not move disabled passengers from seats that are most appropriate for them.
- 7.5 If a disabled passenger has been allocated to an emergency row seat, or to one which the operator has identified as unsuitable for people with specific disabilities then under current aviation regulations the crew would be right to ask them to move to another seat. However, it would be unlawful for cabin crew to ask a disabled person to move from a seat that has been allocated to them because of their disability in order to give that seat to a non-disabled passenger. For example, it would not be possible to ask someone with a fused leg to move to a seat with less legroom (see Section 3 on seat reservations).
- 7.6 Cabin crew should be prepared to provide reasonable assistance to disabled passengers with the stowage and retrieval of any hand baggage and/or mobility aid whilst in flight.

- 7.7 Cabin crew should familiarise disabled passengers with any facilities on board designed particularly for disabled passengers. In the case of visually impaired people they should additionally offer more general familiarisation information and such other explanations as may be requested, such as about on-board shopping.

Information

- 7.8 The EC legislation requires that all essential information concerning the flight be communicated in accessible formats. This would cover information such as safety briefings, emergency announcements and information about delays or connections. Provision should be made for people with learning disabilities, for deaf and hearing impaired passengers and for blind and partially sighted passengers.
- 7.9 Other printed material, such as dinner menus, should, where reasonably practicable, be accessible to blind and partially sighted people. Alternatively, cabin crew should explain the material.
- 7.10 Ideally, all announcements should be made visually and orally. In this way sensory impaired people are given equal access to the information provided to other passengers. The current practice of using pictures generally meets the requirements of people with learning disabilities. For blind and partially sighted people, cabin crew should also be trained to assist by reading/explaining the contents if requested to do so. Braille and large print formats should also be made available as a reasonable alternative.
- 7.11 Where video, or similar systems, are used to communicate safety or emergency information, sub-titles should be included to supplement any audio commentary.
- 7.12 The need for sub-titles will be minimised if the video programme is produced without the need for audio commentary, ie. a video relying solely on pictures. It will also assist people with a learning disability and sign language users. A separate audio description would, however, still be required for blind and partially sighted passengers.

Entertainment

- 7.13 Where possible, films and other programmes should be subtitled for deaf and hard of hearing passengers.
- 7.14 Technology is advancing rapidly in this area and over time disabled passengers will expect sub-titles and audio descriptions to be made available on new aircraft. However, it is acknowledged that the small size of seat-back screens can be a barrier to the use of subtitles. Audio systems should be compatible with the “T” switch on hearing aids worn by hearing impaired passengers.

Catering

- 7.15 In selecting catering supplies, air carriers should consider how “user-friendly” the packaging is for disabled people.
- 7.16 For people with poor dexterity opening food packages can be difficult, and in some cases impossible. Cabin crew should offer assistance with opening such packages.
- 7.17 Cabin crew should describe the food, including its location on the tray, to blind and partially sighted passengers.
- 7.18 This basic level of assistance will enable many disabled people to be independent.

Moving through the aircraft cabin

- 7.19 During the flight, cabin crew should check periodically to see if their disabled passengers or passengers with reduced mobility need any assistance. In the case of those requiring the use of the on-board wheelchair (where one is installed), the staff must be trained in how to assist the passenger to and from the toilet by pushing the on-board wheelchair. For the safety of crew and passengers cabin crew must not lift passengers. Passengers requiring lifting must travel with a personal assistant(s) capable of providing this assistance.

- 7.20 Not all disabled passengers will be able to access the “Call for assistance” button, particularly where it is located overhead. Section 6 contains further guidance on the design and use of on-board wheelchairs, which will be required to enable air carriers to comply with the requirement in the EC Regulation to assist passengers in moving to toilet facilities.

Assistance dogs



- 7.21 Subject to animal movement regulations, recognised assistance dogs (such as guide and hearing dogs) must be permitted to travel in the passenger cabin at no extra charge.
- 7.22 The air carrier can ask the owner of the animal to produce proof that their assistance dog has been trained by a recognised body. In practice, the most suitable proof would be the identification card issued by the organisation which trained the dog. In the UK those bodies will be members of Assistance Dogs UK – the umbrella organisation representing assistance animal organisations in the UK (see Annex 10 for details). The International Guide Dog Federation (IGDF) and Assistance Dogs International (ADI) are the world-wide umbrella bodies representing respectively guide dog and assistance dog organisations.

7.23 In order to carry assistance dogs, under UK animal movement regulations, air carriers must first seek approval to carry dogs under the Pet Travel Scheme for each individual route. Where UK airports have approved facilities to handle incoming dogs (see Section 8.18-19), there are no regulatory barriers to air carriers seeking approval to carry assistance dogs on routes to these airports. It is likely that any air carrier which fails to seek approval for such routes would be open to challenge under the Regulation. Further information on the approval process can be obtained from:

Animal Health Rabies Operational Branch

Tel: 01245 358383

Email: quarantine@animalhealth.gsi.gov.uk

7.24 CAA publication CAP 768 (Guidance Material for Operators), chapter eight, contains guidance on how assistance dogs can be carried in the cabin in a safe manner. It recommends that large dogs should be accommodated on the floor at the owner's feet, while lighter dogs may be carried on the owner's lap. Dogs must not be seated in a row adjacent to an emergency exit. Air carriers may wish to consider offering a free seat for larger dogs.

7.25 CAP 768 states that operators should provide guidance as to the number of guide dogs and/or assistance dogs that may be carried at any one time in the same aircraft passenger compartment. This criterion should take into consideration the restrictions of EU-OPS 1.260.

7.26 The Guide Dogs for the Blind Association has published guidance for the aviation industry "Policy for the carriage of guide dogs and other assistance dogs by UK airlines". It is the responsibility of owners to ensure that their animals are able to travel under the Pet Travel Scheme.

Carriage of medical and mobility equipment

7.27 Section 3.19 provides guidance on the sort of mobility equipment which should normally be accepted for carriage free of charge.

7.28 The Department for Transport's Transport Security and Contingencies Directorate (TRANSEC) has produced guidance on the carriage of essential medicines, essential medical equipment and other essential liquids/materials (including baby food and baby-care items). Current

security rules in place restrict the quantity of liquids taken through airport security checkpoints. However, essential medicines for the period of the trip may be permitted in cabin baggage in larger quantities above the 100ml limit, but will be subject to authentication. Passengers must have obtained the prior agreement of the air carrier with which they are travelling and their departure airport. Passengers must also bring with them supporting documentation from a relevant qualified medical professional.

- 7.29 Passengers are permitted to carry through airport security medical equipment essential for use during the period of their trip (such as syringes). As with medicines, this should be accompanied by supporting documentation from a relevant qualified medical professional.
- 7.30 Air carriers may approve the carriage of gaseous (not liquid) oxygen or air cylinders required for medical use. According to ICAO dangerous goods rules, each cylinder must not exceed 5kg gross mass. Security regulations do not prohibit the carriage of oxygen in small volumes; however, air carriers will wish to ensure that these do not pose a risk to security. TRANSEC advises that the passenger should present the cylinders for separate security inspection. This could require asking the passenger to sample a small amount of the gas. As with medicines, passengers should obtain the prior agreement of the air carrier with which they are travelling and their departure airport, and carry supporting documentation that confirms the medical necessity for carriage.
- 7.31 As an alternative to oxygen cylinders, passengers may wish to use their own portable oxygen concentrator device. These devices should normally be allowed if battery powered though air carriers will need to check the type of device to ensure it does not pose any technical problems (for example, interfering with the air conditioning system).
- 7.32 Although not required to do so under the EC Regulation, air carriers may wish to supply medical oxygen to passengers on request. This Code acknowledges that it would be possible to make a charge for this service to cover the provision of the oxygen.

Section 8

Disembarkation, transfer arrangements and leaving the airport



The EC Regulation specifies that airport managing bodies shall provide assistance and arrangements necessary to enable disabled persons and persons with reduced mobility to:

- retrieve baggage on the aircraft,
- proceed from their seats to the aircraft door,
- disembark from the aircraft, with the provision of lifts, wheelchairs or other assistance needed, as appropriate,
- proceed from the aircraft to the baggage hall and retrieve baggage, with completion of immigration and customs procedures,
- proceed from the baggage hall to a designated point,
- reach connecting flights when in transit, with assistance on the air and land sides and within and between terminals as needed.

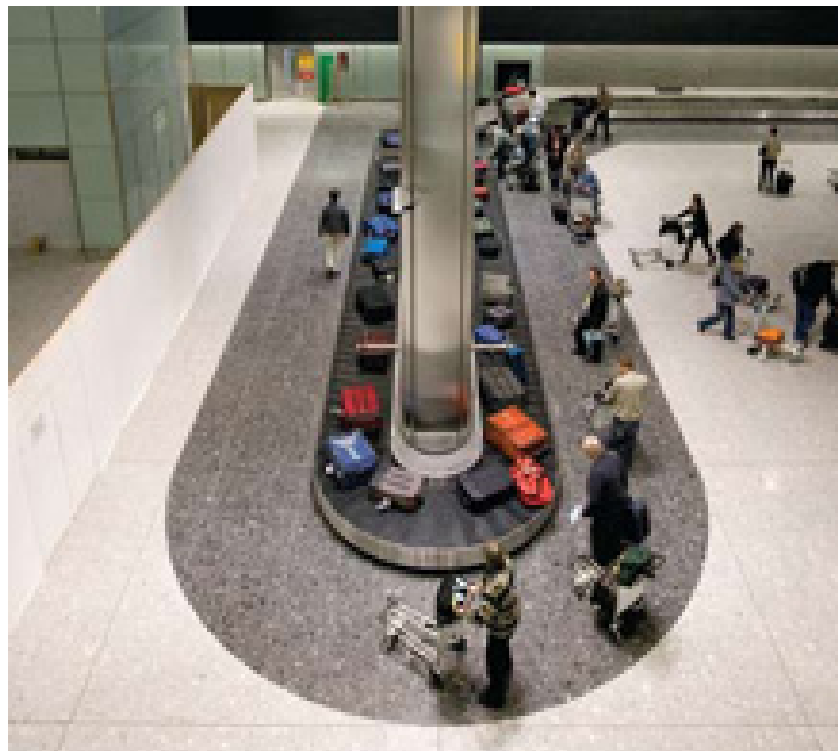
Annex I of Regulation (EC) No 1107/2006 (relevant extracts)

- 8.1 Passengers requiring assistance should normally be the last passengers to disembark. Assistance should be available with the minimum delay and, where there is delay, the passenger should be kept informed.
- 8.2 This is generally more dignified and less stressful for the passenger and is also a more efficient approach for the air carrier. However, it is recognised that there may be occasions when a disabled passenger or passenger with reduced mobility needs to be the first to disembark, such as when they need to transfer quickly to another flight. Priority for receiving assistance should be given to those passengers whose assistance needs were notified before the departure of the flight.
- 8.3 It is recognised that at busy airports some delay may be unavoidable, but the airport service provider should try to ensure that such delays are kept to a minimum for the comfort and well being of their customers. Where there is any delay, it is essential that communication is maintained with the passenger to ensure that they understand the reasons and do not feel abandoned.
- 8.4 For those disabled passengers using a wheelchair, their own wheelchair should be available as soon as is practical upon leaving the aircraft. Where facilities exist to return wheelchairs to the aircraft, wheelchairs should be delivered to the passenger on disembarkation from the aircraft and should not be taken to baggage reclaim hall unless the passenger has specifically requested it.
- 8.5 It is recognised, that where there are no lifts at or close by to the gate, it may not be possible to deliver a passenger's wheelchair or assistance device to the gate. In such situations this should be explained to the passenger.

Transfer arrangements

- 8.6 Air carriers and airport managing bodies should ensure that the arrangements for transfer passengers are accessible and can accommodate disabled passengers. Where the mainstream services are inaccessible, or the distances to be covered “on foot” are too great, specialised, accessible transport or other assistance should be provided. Where time permits, assistance to access essential services should be provided as described in Section 5.38.
- 8.7 Direct transfer from one aircraft to another should be authorised, where necessary and possible, whenever this is warranted by deadlines in making connecting flights or by other circumstances.
- 8.8 Where terminals are serviced by different assistance providers, a procedure should be agreed between providers to ensure a seamless transfer.

Baggage retrieval, Immigration and Customs



- 8.9 Staff assisting disabled passengers through the terminal should also assist them with the retrieval and carriage of baggage. This may require more than one staff member to comply with health and safety requirements.
- 8.10 Staff at immigration and customs desks should receive disability awareness training to enable them to deal effectively and sensitively with disabled passengers.
- 8.11 The physical design of baggage areas and immigration and customs areas, should allow for the passage of wheelchair users and passengers being transported in airport buggies.
- 8.12 Assistance should be provided from the aircraft up to the designated departure point, for example, car park or shuttle bus to long term car park, bus station, railway station or taxi rank. Before leaving the passenger, staff should, where necessary, ensure that the onward transport provider has been notified of their presence and need for assistance.
- 8.13 In assisting disabled persons or persons with reduced mobility at this stage, the staff should be prepared to assist them with transporting their baggage. Where the passenger is continuing a journey by car, staff may additionally be called upon to assist with loading the baggage, and mobility equipment, into the vehicle. It would be unreasonable, however, to expect staff to help lift the passenger into their vehicle.
- 8.14 Where the onward journey is by another mode of transport, it is important that the disabled person or person with reduced mobility is not simply abandoned at the bus or railway station. Where necessary the staff there should be advised of their need for assistance. Airports should hold details of accessible taxi services for passengers who may not be familiar with local providers.
- 8.15 If passengers have made arrangements to be met by private transport, it would not be reasonable for staff providing assistance to wait until the transport arrives. Instead, in this situation, staff should provide a

reasonable level of assistance in agreement with the passenger, for example, by taking them to an agreed point.

Loss or damage to mobility equipment

Compensation for lost or damaged wheelchairs, other mobility equipment and assistive devices

Where wheelchairs or other mobility equipment or assistive devices are lost or damaged whilst being handled at the airport or transported on board aircraft, the passenger to whom the equipment belongs shall be compensated, in accordance with rules of international, Community and national law.

Article 12 of Regulation (EC) No 1107/2006

- 8.16 In accordance with Annex I of the EC Regulation, airport managing bodies should be prepared to provide temporary replacement of damaged or lost mobility equipment, albeit not necessarily on a like for like basis. This only applies to airports in the EU.
- 8.17 This will be useful in particular for any passenger who has experienced damage or loss to their equipment on arrival and whose ability to make onward travel arrangements may be compromised. As it is unlikely to be practical or reasonable for airports to keep a stock of mobility equipment for this purpose, to assist in meeting this obligation, airports should hold information about local providers who can provide equipment.

Facilities for assistance dogs



8.18 Airport managing bodies are required under the EC Regulation to provide ground handling of recognised assistance dogs, when relevant. To meet this obligation, airports must ensure that they have facilities approved by Animal Health (the government agency responsible for enforcing quarantine rules) to receive incoming assistance dogs (including dogs in transit) under the Pet Travel Scheme.

8.19 The existence of such facilities is necessary to allow air carriers to seek approval to carry assistance dogs on routes into that airport. As a minimum these facilities should comprise:

- a caged area;
- microchip readers;
- a service level agreement with a quarantine kennel (in case of dogs which fail tests or whose paperwork is not in order);
- a minimum number of staff trained in the procedures;

- suitable toilet facilities (see Section 5.24). These would be particularly important for dogs coming off long haul flights or which are in transit.

Further information is available from:

Animal Health Rabies Operational Branch

Tel: 01245 358383

Email: quarantine@animalhealth.gsi.gov.uk

- 8.20 The Guide Dogs for the Blind Association has published guidance for the aviation industry “Policy for the carriage of guide dogs and other assistance dogs by UK airlines”. This guidance gives more information on clearance procedures to follow on arrival or in transit.
- 8.21 Air carriers will only be responsible for illegal landings if they have knowingly flown an assistance dog without giving pre-notification to the relevant checking facility. If the dog is smuggled or fails the Pet Travel Scheme check, then the owner is responsible.

Customer feedback and handling complaints

- 8.22 Airport managing bodies should consider appropriate means of seeking feedback (both positive and negative) on the assistance provided to passengers.
- 8.23 This could include surveys, giving feedback forms to passengers who have received assistance, and displaying information in seating areas reserved for disabled persons and persons with reduced mobility on how to comment on the quality of assistance provided. In addition, all customer facing staff should be encouraged to wear identify badges with at least first names clearly visible (large print and colour contrast), and should always be prepared to give their names if asked.

Complaint procedure

1. A disabled person or person with reduced mobility who considers that this Regulation has been infringed may bring the matter to the attention of the managing body of the airport or to the attention of the air carrier concerned, as the case may be.
2. If the disabled person or person with reduced mobility cannot obtain satisfaction in such way, complaints may be made to any body or bodies designated under Article 14(1), or to any other competent body designated by a Member State, about an alleged infringement of this Regulation.

Article 15 of Regulation (EC) No 1107/2006 (relevant extracts)

- 8.24 Airport managing bodies and air carriers should put in place robust procedures for handling complaints from disabled passengers or passengers with reduced mobility and should aim to respond within a reasonable timescale. Where standardised complaint forms are used, accessible formats should also be available.
- 8.25 In responding to complaints, airports and air carriers (along with their agents and tour operators) should bear in mind that passengers who are dissatisfied with the response they receive may elect to make a formal complaint to the bodies designated under the EC Regulation to handle complaints in the UK (the Equality and Human Rights Commission for Great Britain or the General Consumer Council for Northern Ireland). These bodies will in turn liaise with the Civil Aviation Authority, which has powers to enforce the Regulation in the UK. The Equality and Human Rights Commission is also the body which would receive complaints about alleged breaches of the Disability Discrimination Act in Great Britain. In Northern Ireland, this role is carried out by the Equality Commission for Northern Ireland. An individual is also free to enforce their own rights in the civil courts without the involvement of these bodies.

Annex 1

Members of the Air Access Working Group

Department for Transport (DfT)

Tim May (Accessibility & Equalities Unit)
Sabina Ali (Accessibility & Equalities Unit)
Wonett Hall (Aviation Directorate)

Airports

Alicia Hamilton (BAA)
Claire Longden (Manchester Airport)
Andy Brown (Liverpool Airport)

British Air Transport Association (BATA)

Jim Forster (British Airways)
Helen Neal (Virgin Atlantic)
Eddie Redfern (TUI Travel)

European Low Fares Airlines Association (ELFAA)

Ian Clayton (easyJet)

Disabled Persons Transport Advisory Committee (DPTAC)

Ann Bates
Keith Richards (also representing **ABTA Ltd**)
Sean Bolton

Civil Aviation Authority (CAA)

Janice Fisher

Health and Safety Executive (HSE)

Christine Barringer

The Scottish Government (SG)

Grace McGuire

Welsh Assembly Government (WAG)

Andrew Hemmings

Department for Regional Development Northern Ireland (DRDNI)

Máire Cairns

Annex 2

Summary of the Regulation's Provisions

July 2007 implementation

- No person shall be refused carriage on a commercial flight starting or finishing¹³ within the European Community on the basis of their disability or reduced mobility, subject to legitimate considerations of air safety.

July 2008 implementation

- A legal requirement will be placed on the managing bodies of airports handling commercial passenger flights to organise the provision of the services necessary to enable disabled/reduced mobility passengers to board, disembark and transit between flights. Airlines are responsible for assistance on board the aircraft.
- Minimum requirements for assistance are laid down in the Regulation.
- The managing body of all airports handling more than 150,000 commercial passenger movements per annum, will be required to set quality standards for the service, in co-operation with airlines and bodies representing disabled people.
- Airports may provide the services themselves, or contract out to another body, including an airline, to provide them, with the possibility of an airline initiating the contracting process.
- Passengers are not charged for services. The airport managing body will recover the costs of the service through a charge on airlines proportionate to the total number of passengers they carry to and from the airport.
- Such a charge shall be reasonable, cost-related, transparent and established in co-operation with airlines, and that information on costs and charges shall be made available by airports to airlines using the airport and to national enforcement bodies.
- Procedures must be in place to ensure notification and information exchange aimed at ensuring the smooth operation of the service to passengers.
- All staff dealing directly with the travelling public must receive disability-awareness and disability equality training.

¹³ Only applies to flights from third countries if the operating carrier is a Community carrier.

Annex 3

Duties under Part 3 of the Disability Discrimination Act (DDA) 1995

Less favourable treatment

It is unlawful for a service provider to discriminate against a disabled person:

- In **refusing** to provide a service offered to members of the public;
- In the **standard** or **manner** of service; or
- In the **terms** on which the service is offered to the disabled person.

Reasonable adjustments

It is also unlawful for a service provider to fail to provide a disabled person with **reasonable adjustments**, if that failure makes it impossible or unreasonably difficult for them to access a service.

This duty to make reasonable adjustments is considered to be the cornerstone of the DDA. It requires the service provider to plan ahead, anticipating where the barriers to disabled people are in accessing a particular service, and what adjustments could reasonably be made to prevent or remove such barriers.

Reasonable adjustments are divided into three broad categories:

- **Policies, practices and procedures** – service providers have a duty to take reasonable steps to amend any policies, practices or procedures which make it impossible or unreasonably difficult for disabled people to use their services.
- **Auxiliary aids or services** – service providers have a duty to take reasonable steps to provide auxiliary aids or services where these would enable or facilitate disabled people's access to a service.
- **Physical features** – service providers have a duty to take reasonable steps to remove, alter, provide a reasonable means of avoiding or provide a reasonable alternative to a physical barrier, which makes it impossible or unreasonably difficult for disabled people to access a service.

The Disability Rights Commission published a Code of Practice to assist service providers in meeting the Part 3 duties (see Annex 9). This includes guidance on what may be considered 'reasonable'.

The DDA does not promote the concept of minimum standards in terms of compliance. This is because it is not possible to determine a single point at which 'compliance' is achieved, and the legislation itself does not specify what would be considered the minimum standard of service access for disabled people. It is ultimately for the courts to determine whether or not someone has breached the Act.

The interpretation of disability legislation both in practice and by the court evolves over time, taking into account:

- changes in technology;
- the ever improving standards of existing service provision;
- the expectations of disabled people.

The implementation of the DDA also relies on:

- developing case law;
- principles underpinning the Act, such as 'reasonableness';
- the concept of reasonable adjustments in relation to the individual;
- the anticipatory duty on providers to consider and address in advance;
- the requirements of disabled people as a whole.

Annex 4

International Air Transport Association (IATA) codes –

applying to disabled persons and persons with reduced mobility requiring assistance

MEDA	Passenger whose mobility is impaired due to clinical cases with medical pathology in progress, being authorised to travel by medical authorities. Such passenger usually has social coverage in relation to the illness or accident.
STCR	Passenger who can only be transported on a stretcher. Such passenger may or may not have social protection or specific insurance.
WHCR	Passenger who can walk up and down stairs and move about in an aircraft cabin, who requires a wheelchair or other means for movements between the aircraft and the terminal, in the terminal and between arrival and departure points on the city side of the terminal.
WCHS	Passenger who cannot walk up or down stairs, but who can move about in an aircraft cabin and requires a wheelchair to move between the aircraft and the terminal, in the terminal and between arrival and departure points on the city side of the terminal.
WCHP*	Passenger with a disability of the lower limbs who has sufficient personal autonomy to take care of him/herself, but who requires assistance to embark or disembark and who can move about in an aircraft cabin only with the help of an onboard wheelchair.

WCHC	Passenger who is completely immobile who can move about only with the help of a wheelchair or any other means and who requires assistance at all times from arrival at the airport to seating in the aircraft or, if necessary, in a special seat fitted to his/her specific needs, the process being inverted at arrival.
BLIND	Blind.
DEAF	Passenger who is deaf or a passenger who is deaf without speech.
DEAF/BLIND	Passenger who is both deaf and blind, who can only move around with the help of an accompanying person.
MAAS	All other passengers in need of special assistance.
DPNA	Disabled passenger with intellectual or developmental disability needing assistance.
PETC	Passenger travelling with an assistance dog

* WCHP is not yet internationally recognised.

Annex 5

Checklist for Disabled and Less Mobile Customers



We want everyone to enjoy completely successful travel arrangements. We also strongly recommend that this checklist be completed before making a booking if you have a disability or a medical condition requiring special travel, accommodation or dietary arrangements. The form should also be used to give information regarding specific needs for equipment and/or medication you may have. It can be completed by you, your travel organiser or agent. The questions are not meant to be intrusive. The information you provide will be treated confidentially and will be used only to check that the transport, accommodation and facilities in the destination are right for you. It all helps to ensure you receive a quality service tailored to your particular needs.

To help you plan and prepare for your trip have a look at the ABTA/Foreign Office guide at www.abta.com/consumer-services/accessible_travel

If you are travelling by air you will need to be very sure to provide key information about your needs to the airport and airline you will be using. Where you need assistance you need to notify at least 48 hours before you travel. If you don't then you risk not getting the help you need, and may even be unable to board the plane. You will see an arrow like this ➤ in the checklist to highlight the kind of information necessary to ensure airports and airlines can meet your needs.

Once you have provided the information it should be recorded and sent to the airline (where relevant) and the airports you will be using. It will be transmitted using the internationally agreed codes in a standard format required by the International Air Transport Association (IATA) for passenger assistance lists¹⁴.

Please tick the 'Yes' or 'No' options on the following pages where the need for assistance applies to you. Remember to look for the arrows ➤ for the information you should provide at least 48 hours in advance.

¹⁴ See Annex 4 of this Code

A) YOUR TRAVEL DETAILS

Much of the information below will be on your travel documentation.

Your travel agent or operator can provide this for you.

Lead name (this is name of the person making the booking):

Full name of customer with special requirements (*if different from the name above*):

.....

Your name (if different from the name above):

Your phone number:

Your e-mail address:

Name of your tour operator:

Holiday/travel booking reference:

Your departure date:

Outbound flight number:

Your return date:

Return flight number:

Name of your travel agent:

B) GENERAL INFORMATION ABOUT YOU

1. How would you describe your needs?

Guide: if you feel it may be helpful, please give us a name, or if relevant, the medical term for your disability.

C) GETTING AROUND

➤ 1. Can you walk more than 500 metres without assistance?

Guide: for example, although you may not need assistance all the time, some distances at the airport terminal can be long – between, say, the airline check-in desk and the departure gate – or you may need more time than most to get from one place to another.

Yes No

If No, please give details.

➤ 2. Can you walk or travel on your own in an unfamiliar place without assistance?
Guide: e.g., you may be blind or partially sighted, or become confused when in unfamiliar places such as airports.

Yes No

➤ 3. Do you use or need a wheelchair when traveling?

Yes No

If No, please go to question 5.

If Yes, will you be taking your own wheelchair?

Yes No

If No, please go to question 4.

3(a) Is it battery powered?

Guide: if the airline doesn't ask for this information you should tell them anyway. They need to know the type of battery fitted to the wheelchair to ensure the safety of the flight. You should also be advised to remove the 'control box' from the wheelchair and carry it in your hand luggage to avoid any risk of it being lost or damaged.

Yes No

3(b) If Yes, is it:

i) Dry Cell Yes No

ii) Wet Cell Yes No

3(c) Does it fold up? Yes No

3(d) If Yes, what are the dimensions and weight of your wheelchair?

Open: Width inch/cm Height inch/cm Depth. inch/cm

Closed: Width inch/cm Height. inch/cm Depth inch/cm

Weight:

➤ 4. Do you need to borrow a wheelchair to/from the aircraft?

Guide: please ask your travel company for details about how they can help.

Yes No

➤ 5. Can you walk up/down the aircraft steps without assistance?

Guide: please be aware, these steps can be steep with narrow treads.

Yes No

➤ 6. Do you require a wheelchair to visit the WC on board the aircraft?

Yes No

7. If there's a transfer coach from the airport to the hotel provided as part of your travel arrangements, can you board and leave a standard coach without additional assistance other than from any companion you may be travelling with?

Guide: some buses and coaches may have steep steps.

Yes No

8. If there's no transfer coach provided as part of your arrangements, do you need a taxi transfer from the airport to your accommodation and return?

Guide: there may be a charge for this. Please ask your travel company for details.

Yes

No

D) GETTING ACCESS TO INFORMATION

1. Would it be difficult for you to see or hear or understand important information, for example, flight departure information or information about what to do in an emergency?

Guide: for example, some routine flight departure information may not be announced over loudspeakers and may only appear on a television screen; and on some aeroplanes the in-flight safety card or demonstration may not be accompanied by full spoken explanation.

Yes

No

If Yes, in what alternative format would you prefer to receive printed or visual information?

E) TRAVELLING ON AN AIRCRAFT, COACH, FERRY OR CRUISE SHIP

➤ 1. Are you travelling with someone who will provide all the assistance you need in getting around, and in and out of buildings, aircraft, coaches etc?

Yes

No

➤ **2. On an aircraft can you do the following without assistance:**

Guide: if you are travelling with people who can and will provide the assistance you need there may be no need to notify anybody, but it is important to bear in mind that if you will need assistance in doing any of the following the airline will insist on you travelling with a companion who can provide this assistance for you.

Breathe without supplementary oxygen Yes No

Feed yourself Yes No

Use the toilet facilities Yes No

Lift yourself in and out of your seat Yes No

Administer your own medication Yes No

Escape from the aircraft in an emergency Yes No

If the answer is No to any of these, will you be travelling with someone who can help you in those situations?

Yes No

➤ **2. Is it best for you to sit near to the WC?** Yes No

➤ **3. Is it best for you to have an aisle seat?**

Guide: airlines must make all reasonable efforts to arrange seating to meet your needs because of your disability on request and subject to safety requirements and availability.

Yes No

If yes, why?

4. Will you be taking medication during the journey?

Yes No

If Yes, please provide details. [warning over security restrictions and need to carry authorisation?]

➤ **5. Are you taking any medical equipment?**

Yes No

If Yes, please provide details. [warning over safety restrictions?]

➤ **6. Are you asthmatic or do you have other breathing difficulties?**

Yes No

If Yes, please provide details.

➤ **7. Are you likely to require supplementary oxygen?**

Guide: There may be a charge for supplementary oxygen. Please contact your travel company.

Yes No

➤ **8. Are you travelling with any kind of assistance dog?**

Guide: You must make sure that the dog has been micro-chipped, processed and immunised against rabies in accordance with the Pet Passport Scheme (check with the Guide Dogs for the Blind Association, telephone: 01189 835 555). A guide is available for download at www.gdba.org.uk.

Yes

No

F) ACCOMMODATION

1. Can you walk up/down stairs unaided?

It's important to know how many steps you can cope with unaided and whether this applies all the time.

Yes

No

a) all/most of the time b) some of the time c) occasionally

2. How many steps can you cope with unaided?

3. Would you prefer a ground floor room?

Guide: e.g., if the property has no lift you may not be able to cope with a room on an upper floor.

Yes

No

4. Would you prefer a room near the lift?

Yes

No

5. What special facilities do you require in your room?

Grab rails TV with Teletext
Accessible telephone
Vibrating pads for alarm/alarm clock
Fridge for medication
Level entry shower
Adjustable bed height
Washbasin with lever taps
Other [Please specify]

G) MEALS

1. Do you have a special dietary requirement for medical reasons?

Yes

No

If Yes, please give details.

IMPORTANT CUSTOMER INFORMATION

This information will be passed on to your travel suppliers, who will do their best to meet your needs. However it's very important to remember that:

Meeting your needs can't always be guaranteed. For example, planes, coaches and other elements of your travel may need to be substituted without prior notification due to unforeseen circumstances (e.g. breakdown, cancellation or non-availability of accommodation). Also safety & security restrictions mean you may be limited in what you can take on board the plane with you. Also, to ensure you get the right services the airport and airline must be told of your needs for assistance at least 48 hours before you board. Travel agents, tour operators and airlines themselves must have the systems in place to collect this important information and to pass it on. Airlines use an internationally recognised coding system to identify the level of assistance they need to provide to individuals. A copy of the list is included in this checklist.

Make sure your travel insurance policy adequately covers any pre-existing medical conditions and covers any expensive equipment you may be taking. Mobility & other equipment will be classified as 'baggage' and subject to legal limits on compensation you can claim in the event of damage or loss. So adequate insurance cover for your important and valuable equipment is crucial, as it the need to plan in case things are lost or delayed. It's important to read the ABTA/FCO Guide for Disabled Travellers at www.abta.com/consumer-services/accessible_travel. Guidance for Disabled and Less Mobile Passengers has also been produced by the Department for Transport to accompany the DfT Air Access Code. You may also find both at www.dft.gov.uk

Any change in your requirements may affect the suitability of the travel arrangements you've made. It's important to let your travel agent or tour operator know of any changes immediately.

I confirm that the information given on this form is correct and understand that there's no guarantee that all these needs will be met. I also understand that this information will be passed on to those people responsible for supplying all the arrangements for my travel, but that it won't be communicated to any party, which isn't responsible for the supply of any of my travel arrangements.

Customer signature Date

If you're answering the above questions on behalf of a disabled person, please sign below to confirm that this information is accurate and that you have the disabled person's permission to pass it on for the purpose of making travel arrangements.

Customer signature Date

(I am over 18 years of age)

Agency Name:

Agency Stamp:

Annex 6

European Civil Aviation Conference (ECAC)

Specialist guidance material for security staff – Key points for checks of persons with reduced mobility (PRMs)

Persons with reduced mobility (PRMs) are not exempt from security checks, but it is important that such checks are carried out carefully and sensitively.

General

- use plain clear speech, not jargon words
- address the person directly and naturally
- think carefully about the implications of any action you may take
- in all situations security clearance should be performed in a dignified manner
- explain why a different screening method is necessary
- always explain the procedures you are following
- verify that all special needs are correctly identified
- do not impose help

Body search

- be aware of hidden disabilities
- are you able to recognise common medical aids and understand suitable methods to search them?
- always offer a private search out of the view of other people
- ask the PRM how to best help them and listen carefully to their needs
- invite the PRM to voice any discomfort and be prepared to use another technique if necessary
- when searching someone in a wheelchair, crouch down to be at their height
- use firm but gentle movements, be discreet
- make sure that the person can stand on their own before you take away a stick, walking frame or crutches to search them

- arrange guidance for a blind person before taking away a white stick or the guide dog

Wheelchair search/assistance dogs

- airport wheelchairs should be checked regularly
- special search procedures should be applied to personal wheelchairs
- the harnesses worn by assistance dogs will activate the security machinery

Baggage search

- the person may not be able to lift the bag on, or off, the x-ray machine
- the person may not be able to hear your cry of “Whose bag?” nor see their bag in order to identify it following x-ray screening
- always call for a witness when searching the bag of a blind person
- re-pack bags carefully. It is important that the contents of a blind person’s bag are replaced exactly as you found them
- ensure all medication is carefully repacked
- be discreet especially when handling medical aids
- always remember the option of a private search
- always remember that the security clearance should be performed in a dignified manner

Note

Remember, it is important to be thorough but you do not have to stick rigidly to the procedure as long as the job gets done to the necessary standard.

Security searches

Dignity

Remember to focus on the person, not the disability. All passengers should be treated with respect.

Awareness

Not all disabilities are obvious. For example, some passengers may be deaf or hard of hearing, and others may have learning disabilities.

Always speak clearly and look directly at the passenger. Keep the language simple – this will help people with learning disabilities and others who may not have a good command of your language.

Ask how you can assist and **listen** to the advice which is offered. Disabled people are best placed to advise on how to deal with their particular needs.

Sensitivity

Some people will find it impossible to lift their arms or move in a particular way. Once you have established what they can do be prepared to listen to their comments during the procedure and act upon them. A badly handled search can lead to pain for hours or maybe days afterwards.

After baggage searches remember to replace the contents of blind people's bags in the order you found them.

Discretion

Remember that there are private rooms available for searches.

When handling personal possessions, particularly those relating to hygiene or other disability needs, be discreet.

Persons with Reduced Mobility (PRMs) should be subject to security screening in the same way as other passengers. But while it is important to be thorough when searching PRMs, you do not have to stick rigidly to the procedure as long as the search is carried out to the necessary standard.

Annex 7

Information on sources of disability awareness/equality training

Meeting the needs of disabled passengers is both a personal and a corporate responsibility.

At the personal level, it is not only important to have the ability to recognise disabled passengers and the skill and confidence to assist or communicate with them, but it is also necessary for designers and operators to have an understanding of how their roles affect disabled people.

At the corporate level, it is important that the responsibility for meeting the needs of disabled passengers is accepted at the highest level, and delegated to people with the skills and authority to make changes.

It is a corporate responsibility to ensure that training in disability issues consistent with legal requirements and professional responsibilities is given to all staff. Training is needed on a wide range of disability issues, as no amount of guidance can cover every eventuality or the needs of every disabled person.

Training in disability issues should be an integral part of the induction and familiarisation process, in both direct service training and professional training courses.

Disability awareness training should include:

- barriers faced by disabled people, covering attitude, environment and organisation;
- principles of access audits;
- suggestions for removing barriers faced by disabled people;
- information on all disabilities, including hidden and less visible disabilities;
- enabling staff to deal with unexpected occurrences – to think on their feet when a problem arises;

- communication and interpersonal skills for communicating with disabled people, particularly those with a hearing impairment or with learning disabilities.

Specific disability awareness training should be commissioned to meet the specific needs of your operation. The training should involve disabled people who understand the needs and problems of other disabled people. This has the further advantage of giving staff contact with disabled people.

The Disabled Persons Transport Advisory Committee (DPTAC) has produced a disability and equality awareness training framework for transport staff which is designed to be used by all those involved in the delivery or commissioning of training for transport staff in the UK.
www.dptac.gov.uk.

GoSkills, the sector skills council for passenger transport, is well placed to work with employers and other interested parties to produce appropriate training.

GoSkills, Concorde House, Trinity Park, Solihull, West Midlands B37 7UQ.
Tel: 0121 635 5520. www.goskills.org.

Disability awareness training and disability equality training is provided by many different organisations, including the following:

RNIB, 105 Judd Street, London WC1H 9NE.
www.rnib.org.uk

RNID, 19-23 Featherstone Street, London, EC1Y 8SL.
www.rnid.org.uk

RADAR, 12 City Forum, 250 City Road, London, EC1V 8AF.
www.radar.org.uk

SCOPE, 6 Market Road, London, N7 9PN.
www.scope.org.uk

Disability Matters, The Old Dairy, Tiebridge Farm, North Houghton, Stockbridge, Hampshire, SO20 6LQ.
www.disabilitymatters.com

Churchill and Friend, Weltech Centre Trust, Ridgeway, Welwyn Garden City, AL7 2AA.

www.churchillandfriend.com

ABTA, 68-71 Newman Street, London W1T 3AH, also run tailored disability awareness courses for the travel industry.

www.abta.com

Disability awareness training concentrates on the technicalities of delivering assistance. Disability equality training centres around organisational issues and would be useful to help senior managers to understand the issues.

Annex 8

Criteria for working with organisations of disabled people

The following questions or observations are suggested by DPTAC as a guide to industry to assist in deciding which disability groups to work with:

1. Do they discuss visible AND invisible disabilities?
2. Do they understand the relevant legislation? (e.g. importance of the 'reasonable adjustments' concept in the Disability Discrimination Act rather than 'rights').
3. Can they work co-operatively? Some groups can be very single-issue focused.
4. Have they talked to other providers? If so are they still in contact? (It may be helpful to ask for references).
5. Do they ask for money? The best and most objective groups will raise this issue. The disability movement now sees free advice to industry as a rights issue so have an answer ready. Cash payments can cause a problem to benefit recipients but people should not be out of pocket. Vouchers, lunch and travel expenses would all be reasonable to offer.
6. Do they articulate their support needs? To be truly representative you need not just fiercely independent people. To add value to consultation, groups should have a variety of needs and you should be prepared to meet these, e.g. signers, personal assistants, microphones, dog water bowls, etc.

Annex 9

Useful publications and other relevant information

Legal framework

The Disability Discrimination Act 1995 (ISBN No. 0105450952) –
Price £9.25

Disability Discrimination Act 1995: Code of Practice – Rights of Access – Services to the public, public authority functions, private clubs and premises.
(ISBN 0-11-703695-1) – Price £15.00

Downloadable from the Equality and Human Rights Commission website:
www.equalityhumanrights.com

Above documents are available from TSO (The Stationery Office),
PO Box 29, Norwich NR3 1GN
Telephone orders: 0870 600 5522
Fax orders: 0870 600 5533
www.tso.shop.co.uk

Tourism and the DDA – your guide to understanding the Disability Discrimination Act

Available free from the RNIB, 105 Judd Street, London
WC1H 9NE,
Tel: 08457 023 153 or
ABTA, Information Bureau,
68-71 Newman Street, London, SW1T 3AH,
Tel: 020 7307 1907

Design and infrastructure

New approved document on Part M of the Building Regulations
“Part M: Access to and use of buildings” 2006 Edition
(ISBN 0117534692) – Price £7.95

BS8300:2001 – Design of buildings and their approaches to meet the needs of disabled people – code of practice – Price £154.00

Available from British Standards Institute, Customer Services, 389 Chiswick High Road, London W4 4AL

Tel: 020 8996 9001,

Fax: 020 8996 7001

Email: cservices@bsigroup.com

The **Changing Places** Consortium provides advice on the design of toilets which can be used by disabled people with profound learning difficulties who are unable to access standard accessible toilets.

www.changing-places.org

Sign Design Guide – Price £20

JMU Access Partnership and the Sign Design Society.

Building Sight – Price £20

Both the above documents available from RNIB Customer Services on 08457 023 153 or online at: www.rnib.org.uk

Guidance on the Use of Tactile Paving Surfaces (DfT)

Inclusive Mobility – A guide to best practice on access to pedestrian and transport infrastructure (DfT)

Traffic Advisory Leaflet 5/95 “Parking for Disabled People” (DfT)

Above documents are available free from the DfT Accessibility and Equalities Unit, Zone 2/23, Great Minster House, 76 Marsham Street, London SW1P 4DR

Tel: 020 7944 4906, Minicom: 020 7944 3277

Fax: 020 7944 6102, E-mail: aeu@dft.gsi.gov.uk

Colour and Contrast: CD Design Guide and Colour Schemer.

Further details at www.duluxtrade.co.uk.

Chartered Institute of Building Services Engineers (CIBSE) Code for Lighting – Price £68 (or £158.64 with updated CD).

Available from CIBSE, 222 Balham High Road, London SW12 9BS

Tel: 020 8675 5211

www.cibse.org

Communicating with disabled people

W3C Web Accessibility Initiative (includes web content accessibility guidelines)

Available on the Internet at www.w3.org/wai

PAS 78, Guide to good practice in commissioning accessible websites.
(BSI – www.bsi-global.com)

Good signs – Improving signs for people with a learning disability (2004)

Disability Rights Commission (contact Equality and Human Rights Commission)

See it Right – Practical advice on designing, producing and planning for accessible information (2007)

Available from RNIB Customer Services on 08457 023 153 or online at: www.rnib.org.uk

Meeting the Needs of Disabled Travellers: a guide to good practice for real-time information systems providers (2006)

Published by the Real Time Information Group and available free of charge from DPTAC (www.dptac.gov.uk)

Guidance for businesses and organisations providing contact details – communication channels that are usable by deaf, hard of hearing and speech-impaired people.

Available from RNID, 19-23 Featherstone Street, London, EC1Y 8SL.
Tel: 020 7296 8063
www.rnid.org.uk

The **Disability Rights Commission (DRC)** produced a useful guide on involving disabled people in the development of disability equality schemes (http://www.dotheduty.org/files/Involving_disabled_people.pdf)

European Disability Mainstream Assessment Tool

Includes a checklist for assessing the mainstreaming of disability in laws, policies and programmes.

Available at www.edamat-europe.org

Getting It Right: Including Disabled People in Communication and Consultation: Philip Cortese and Louisa Nardini (Kirklees Metropolitan Council). May 2002 64pp
ISBN 0 950678 189 £30. Available from: Graham Smith, LARIA Administrator,
9 Cortland Road, Nunthorpe, Middlesbrough TS7 OJX or
telephone 01642 316576.

Air transport industry specific guidance

Manual of ECAC Recommendations and Resolutions Relating To Facilitation and Security Matters, ECAC Doc No.30 (10th edition).
Available to download from ECAC's website: www.ecac-ceac.org

“International Standards and Recommended Practices – Facilitation”, Annex 9 to the Convention on International Civil Aviation. ICAO Circular 274-AT/114 “Access to Air Transport by Persons with Disabilities”.

Price \$10

Available to order from ICAO's website: www.icao.int

FODCOM 18/07 – Regulation (EC) No. 1107/2006 Concerning the rights of disabled persons and persons with reduced mobility when travelling by air

Available to download from CAA's website:
www.caa.co.uk/docs/33/fod200718.pdf

CAP 768 Guidance Material for Operators

Available to download from CAA's website:
www.caa.co.uk/docs/33/CAP%20768.pdf

Preparation of UK Guide Dogs and other Assistance Dogs for International Travel

Policy for the Carriage of Guide Dogs and other Assistance Dogs by UK Airlines

Guidance on the Provision of Spending Facilities for Guide Dogs and Other Assistance Dogs

All downloadable from the Guide Dogs website:
www.guidedogs.org.uk

or available from:

Access and Inclusion
Guide Dogs
Hillfields
Burghfield Common
Reading
Berkshire RG7 3YG
Telephone: 0845 241 2178

Design Specification for On-Board Wheelchair for Commercial Passenger Aircraft

Available from DPTAC (See Annex 10 for contact details)

Annex 10

Useful contacts

Department for Transport (DfT)

Great Minster House
76 Marsham Street
LONDON SW1P 4DR
Website www.dft.gov.uk

DfT Accessibility & Equalities Unit (AEU)

Tel: 020 7944 2753
Fax: 020 7944 6102
E-mail: aeu@dft.gsi.gov.uk

The Disabled Persons Transport Advisory Committee (DPTAC)

c/o Secretariat
Great Minster House
76 Marsham Street
LONDON SW1P 4DR

Tel: 020 7944 8011
Fax: 020 7944 6102
Textphone: 020 7944 3277
E-mail: dptac@dft.gov.uk
Website: www.dptac.gov.uk

Equality and Human Rights Commission (EHRC)

Helpline

Freepost RRLG-GHUX-CTR

Arndale House

Arndale Centre

Manchester M4 3EQ

0845 604 6610 – England main number

0845 604 6620 – England textphone

0845 604 6630 – England fax

See Website for Scotland and Wales contact details:
www.equalityhumanrights.com

Civil Aviation Authority

CAA House

45-59 Kingsway

LONDON WC2B 6TE

Tel: 01293 573725 (General enquiries)

Email: infoservices@caa.co.uk

Website: www.caa.co.uk

British Air Transport Association (BATA)

Artillery House

11-19 Artillery Row

LONDON SW1P 1RT

Tel: 020 7222 9494

Fax: 020 7222 9595

E-mail: admin@bata.uk.com

Website: www.bata.uk.com

Airport Operators Association (AOA)

3 Birdcage Walk
LONDON SW1H 9JJ

Tel: 020 7222 2249
Fax: 020 7976 7405
E-mail: aoa@aoa.org.uk
Website: www.aoa.org.uk

Association of British Travel Agents (ABTA)

Information Bureau
68-71 Newman Street
LONDON SW1T 3AH

Tel: 020 7307 1907
Fax: 020 7307 1992
E-mail: information@abta.co.uk
Website: www.abta.com

Air Transport Users' Council (AUC)

5th Floor
Kingsway House
103 Kingsway
LONDON WC2B 6QX

Tel: 020 7240 6061
Fax: 020 7240 7071
Website: www.auc.org.uk

Royal National Institute of Blind People (RNIB)

105 Judd Street
LONDON WC1H 9NE

Tel: 0845 766 9999
Fax: 020 7388 2034
E-mail: helpline@rnib.org.uk
Website: www.rnib.org.uk

Royal National Institute for Deaf People (RNID)

19-23 Featherstone Street
LONDON EC1Y 8SL

Tel: 0870 605 0123
Fax: 020 7296 8199
E-mail: helpline@rnid.org.uk
Website: www.rnid.org.uk

Guide Dogs

Hillfields
Burghfield Common
Reading
Berkshire RG7 3YG

Telephone: 0845 241 2178
www.guidedogs.org.uk

Assistance Dogs UK

c/o Hearing Dogs for Deaf People
London Road
Lewknor
Oxon OX9 5RY

Tel: 01884 348100
Fax: 01844 353099
E-mail: info@hearing-dogs.co.uk
Website: www.hearing-dogs.co.uk

Joint Committee on Mobility of Blind and Partially Sighted People

www.jcmbps.org.uk

Royal Association for Disability & Rehabilitation (RADAR)

12 City Forum
250 City Road
LONDON EC1V 8AF

Tel: 020 7250 3222
Fax: 020 7250 0212
E-mail: radar@radar.org
Website: www.radar.org.uk

SCOPE

6 Market Road
LONDON N7 9PW

Tel: 020 7609 7100
Fax: 020 7619 7399
E-mail: information@scope.org.uk
Website: www.scope.org.uk

MENCAP (Royal Society for Mentally Handicapped Children and Adults)

123 Golden Lane
LONDON EC1Y 0RT

Tel: 020 7454 0454
Fax: 020 7608 3254
Website: www.mencap.org.uk

