



Ministry of Infrastructure  
and Water Management

Transporting your  
mobility aid:

**Be well  
prepared  
for your  
journey!**



# Step 1: The booking

## What can I do as the passenger?



Before booking your ticket, ask the airline whether your mobility aid can be transported safely on your journey. It is strongly recommended that you do this no later than **14 days prior to departure**.

Provide the airline with full details of your mobility aid and the journey you intend to make. This must include the following information about your mobility aid:

1. Brand and type;
2. If it can be folded and/or is electric;
3. Its dimensions;
4. Its weight.

Because mobility aids are battery-powered and airlines must comply with international safety regulations, in some cases it may not be possible to transport your mobility aid. You will find more information about that [here](#).



You are advised to request written confirmation from the airline that your mobility aid is permitted and can be transported.



**If your booking is refused by the airline**, continue reading from tab B: [The responsibilities of the airline](#).

As passenger, you can request assistance to help you move around the airport. Ideally, you should do this as soon as you make your booking with the airline or tour operator and no later than **48 hours prior to the flight**.

State clearly which assistance you will require and whether this will also be necessary for your transfer or arrival.



## ➔ Airport and airline

# Step 1: The booking

## Which responsibilities does the airport have?

When requested, the airport must provide assistance at departure, arrival and during transfers.

The airport's website must include details of how and where you can request assistance. This information must be shared with the passenger in an accessible format before, during and after the journey.

Disclaimer: These responsibilities are based on Regulation No. 1107/2006.

This Regulation concerns the rights of disabled persons and persons with reduced mobility when travelling by air. It applies at all airports within the European Union and in Switzerland, Norway and Iceland.

## Which responsibilities does the airline have?

The airline must take the necessary measures to facilitate the assistance.

The airline's website must include details of how assistance can be requested and how to travel with a mobility aid. This information must be shared with the passenger in an accessible format before, during and after the journey.



### Important note!

Important note: If you are being assisted by an accompanying person, the airline must make all reasonable effort to provide your accompanying person with a seat next to you.

You are entitled to free transportation of up to two mobility aids, but only if:

1. You have notified the airline of this no later than **48 hours prior to departure**.
2. Your mobility aid meets the safety standards and is in compliance with international regulations concerning the safe transport of dangerous goods.
3. The size of the aircraft is sufficient to transport the mobility equipment.



### Important note!

For aviation safety reasons, airlines apply strict safety rules. This information can be found on the airline's website.

**If the airline refuses your booking** for one of the following reasons, they will make every effort to provide an acceptable alternative:

1. If the refusal is necessary in order to meet international aviation safety requirements.
2. If the size of the aircraft or its doors make it physically impossible to board or to transport the mobility aid.

The airline or tour operator will provide the departure, arrival and/or transfer airports with details of which assistance the passenger has requested **no later than 36 hours prior to departure**.

## Step 2: At the airport

### What can I do as the passenger?

**Make sure you arrive at the airport on time!**

This is no later than 2.5 hours in prior to a European flight and 3.5 hours for a flight outside Europe.

**Do you need assistance at check-in?**

For this, you should announce your arrival at one of the designated points on the airport, these are located as well as at the car park, railway station or departure hall.

**Prefer to check in yourself?**

You can announce your arrival to the assistance desk after checking in. Please provide the details of the assistance you wish to receive: Walking independently, using one of the airport's wheelchairs or proceeding to the gate using your own mobility aid where possible. Your mobility aid must be issued with a baggage-label by the airline during check-in.

The assistant will help you at the security check, where your mobility equipment and medical baggage will be inspected by the airport. The assistant will also help you when your travel documents, such as passport and visa, are being checked.

The assistant will help you to board the aircraft and stow away your hand baggage. If you request it, you can be lifted into your aircraft seat. Under normal circumstances, you will be assisted in boarding the aircraft before the other passengers.

Your wheelchair or mobility aid will be loaded safely into the hold by the airline.



## ➔ Airport and airline

## Step 2: At the airport

### Which responsibilities does the airport have?

The airport must clearly mark the arrival and departure points where persons with disabilities and persons with reduced mobility can easily report their arrival at the airport. The airport must provide basic information about the airport in an accessible format.

If you request it, the airport is obliged to assist you in checking in and registering your baggage.

The airport must provide you with the desired assistance to reach the gate from the check-in desk. This also includes assistance in completing the immigration, customs and safety procedures.

The airport must make it possible for you to board the aircraft. This means that they must provide lifts and mobility equipment where appropriate. The airport and their assistants will help the passenger to reach their seat.

The airport is responsible for the ground handling of the necessary mobility equipment, providing that this is indicated **48 hours prior to departure**.

### Which responsibilities does the airline have?

At your request, the airline must make all reasonable efforts to arrange seating that meets your needs, providing that you have indicated this well in advance and subject to the safety requirements and availability.



## Step 3: During the flight

### What can I do as the passenger?

As passenger, you can be assisted during the flight in moving from your seat to the toilet door.

If you have brought an accompanying person with you, or if the airline has required you to be travel with an accompanying person, they will be expected to be able to provide the assistance you need during the flight.



## Step 3: During the flight

### Which responsibilities does the airline have?

The airline crew can assist you in using the wheelchair on board.



#### Important note!

However, they are not permitted to lift or carry you or to assist you inside the toilet. They are also unable to provide help with eating or medical procedures. Arrange your own travel companion who can help you during the flight if you require this kind of assistance.



## Step 4: Arrival at the airport

### What can I do as the passenger?

On arrival, you can disembark yourself, if possible. You will be met by the assistant at the aircraft door or at the terminal.

If you require assistance to disembark the aircraft, you can wait on board and will be assisted after all the other passengers have disembarked.

The airport assistant will help you from the aircraft to the baggage hall and in collecting your baggage and your own wheelchair. Depending on your preferences, you will walk with (or on the arm of) the assistant, or you will be in a wheelchair or on an electric caddy.

#### **Are you transferring to another flight?**


The assistant will help you to proceed to the next gate and to print out the boarding pass for your next flight, if necessary.

#### **Is this airport your final destination?**

If so, the assistant will escort you—via passport control if required—to the baggage belt and help you to retrieve your baggage.

You will pass through border control. The assistant will escort you to the car park, the bus, taxi or railway station.

### In the event of loss or damage

 Always first complete the damage claims form at the airport and then claim the damages from the airline.

If your mobility aid is lost or damaged during airport handling or during transport on board the aircraft, you will receive appropriate compensation.

If the airline caused the damage, always report this immediately to the airline at the arrival airport.





## ➔ Airport and airline

## Step 4: Arrival at the airport

### Which responsibilities does the airport have?

The airport must help you to disembark the aircraft. If necessary, this means that lifts, mobility equipment or other provisions are made available. The member of airline staff will ensure a hand-over to the assistant at the airport.

The airport must provide you with the necessary assistance to proceed from the aircraft to the baggage hall.

If you have a transfer, the airport will assist the passenger in making your connecting flight. This means that the passenger must be provided with assistance both in the aircraft as well as between the terminals at the airport.



The airport is obliged to assist the passenger at passport control and when other travel documents are being inspected.

The airport must provide assistance in enabling the passenger to proceed from the baggage hall to a designated point.

### Which responsibilities does the airline have?

The airline escorts the passenger to the aircraft door and ensures a handover of the passenger to the airport assistant.

### In the event of loss or damage

If your mobility aid is lost or damaged, the airport must provide you with a temporary replacement as an alternative.



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