

Operational Managers Practical Support



Pre-flight Information

Airports, airlines, tour operators and travel agents should provide clear and easy-to-use information that is accessible to customers in multiple formats such as large print and audio.

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Websites should also be accessible for all users.

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At the airport, clearly marked Help Points from which assistance can be called should be located at all points of arrival, including car parks and stations etc.

Airline Safety Rules

Airlines can only refuse a booking from a disabled or less mobile passenger if accepting it would break safety rules, or if the size of the aircraft or its doors makes boarding or carriage physically impossible. If a booking is refused, the airline or its agent must inform the passenger of the reasons why.

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Airline safety rules should always be available to the public, including being displayed on airline websites.

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Rules state that passengers will need to be accompanied if they:

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Are unable to fasten their seatbelt.

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Are unable to leave their seat or reach an emergency exit unaided (by any means, not necessarily by walking).

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Need help with breathing, feeding, assistance in the toilet, or taking medication.

Bookings

If passengers pre-book assistance, **confirm this in writing on the ticket or itinerary**. This will help staff understand what assistance has been agreed.

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Passengers who need it should always carry medication in their hand luggage. **They should be asked to bring a letter from their doctor**, so they are not prevented from bringing medication through the security area.

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Passengers should **always be advised to bring more medication than they think they will need** for the duration of the flight to cover delays etc.

Mobility Equipment

Disabled people and PRMs can take **up to two items** of mobility equipment with them **free of charge**.

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Passengers should always be **allowed to remain in their own wheelchair up to the door of the aircraft** and it should be returned at the door on arrival.

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Concerns about safety requirements for powered wheelchairs and scooters are not always understood by the passenger.

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Loss or damage to wheelchairs should be handled sensitively.

REAL

Respect

REAL

Empathise

REAL

Ask

REAL

Listen

REAL Passenger REAL Person



Department
for Transport