

Provision of Assisted Travel Service

Airside Operational Instruction 26

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AOI Owner – Customer Services



1. Introduction

1.1 EC 1107/ 2006 (as retained in UK law) facilitates access to air transport for disabled persons and persons of reduced mobility (PRM) and to ensure an equitable and consistent journey, when travelling by air. CAP1228 contains guidance on the application of this regulation in the UK.

1.2 The provisions of the Regulations apply to disabled persons using or intending to use commercial passenger air services. It also covers people with non- visible disabilities, and persons of reduced mobility, including people who would not normally be classed as disabled, such as older people or those with a temporary mobility problem. The Regulations covers flights from, on transit through, or on arrival at an airport situated in the EU.

2. Procedures and Check-In

2.1 All pre-bookings from the airlines arrive via SITA, a dedicated method of transferring information used by airlines. This enables the service provider to prepare for the arrival of the passenger. Passengers are encouraged to provide at least 48 hours' notice to their airline and tour/holiday operator to guarantee the service.

2.2 On arrival at the airport, help points are situated in the car park and bus shelters, for passengers who require assistance to the check-in hall. The help points are connected to the Assisted Travel operations office. PRMs may also be collected from any designated point, which are identified by Assisted Travel signage, displaying a phone number and WhatsApp number to contact.

2.3 The Assisted Travel Team have 70 numbered wheelchairs on site of the Staxi Chair model. Additionally, there are 32 manual- power foldable wheelchairs and 12 electric mobility devices available for customer use. Anyone wishing to use an airport mobility device must visit the Assisted Travel Reception Desk to register.

2.4 PRMs should then proceed to the relevant airline check-in desk and follow standard passenger check-in procedures. If the PRM is travelling with an electric mobility aid (electric wheelchair or scooter) the mobility aid should be checked in along with PRMs luggage and issued with an appropriate luggage label, at this point the mobility aid is to remain with the PRM.

3. Carriage of Mobility Aids

3.1 After check-in, the PRM is directed to the dedicated Assisted Travel Reception Desk, located in the main check in hall. The desk is manned during the hours of check in, when the desk is closed passengers are advised by a notice on the desk to use the help point. The help point is answered by the Assisted Travel Ops Supervisor who will complete the check in assessment.

3.2 An assessment regarding the level of assistance required will be made and agreed with all parties, a small waiting area (26 seats) is available at this point.

3.3 Assisted Travel personnel will facilitate the movement of the PRM (with mobility aid) to either 'out of gauge' hold baggage screening or through Central Search via the priority route to the Departure Lounge and onwards to the dedicated Assisted Travel waiting area.

- 3.4 Before the PRM leaves the mobility aid the battery should be disconnected or the electrical drive system disabled so as to ensure the device cannot be reactivated. An 'Electric Mobility Aid' checklist should be completed.
- 3.5 The Assisted Travel Team will arrange for it to be loaded into the a/c hold in conjunction with the Handling Agent.

4. Departures Procedure

- 4.1 All PRMs (unless making an independent journey) should be assisted to the Assisted Travel Waiting Area, the Airside Quiet Room, or any other location upon the PRM's request. The telephone help points located in the Assisted Travel Lounges are connected to the Assisted Travel operations office. Hearing loops are available at both Assisted Travel Lounges.
- 4.2 PRMs will be informed of the approximate time they will be collected for boarding, given directions to the nearest toilet and retail facilities, and informed how to get help via the intercom if needed.
- 4.3 Assisted Travel staff will aspire to assist with shopping and catering requirements whenever operationally possible. They will also accompany PRMs up to the toilet door if required.
- 4.4 Assisted Travel staff are able to access the departure lounges from the apron areas via ID swipe points located at gates 1, 15 and 18.
- 4.5 Depending on the category of assistance booked, PRMs are assisted onto the aircraft either via the aircraft steps, an aviramp, by minibus, or by ambulift. Some PRMs will require assistance into their aircraft seat.

5. Arrivals Procedure

- 5.1 All pre-bookings from the airlines arrive via SITA, a dedicated method of transferring information used by the airlines. These pre-booking details should arrive 48 hours prior to departure and are updated and confirmed -36 hours.
- 5.2 In addition, the Assisted Travel Team will receive details from the airport of departure. If there are unexpected PRM's on arrival at EMA the handling agent will radio their operations, who will in turn update the assisted travel team.
- 5.3 The Assisted Travel Team will assist PRMs with baggage from the overhead compartment if required.
- 5.4 Wheelchairs and other mobility devices will be offloaded from the hold by handling agent staff. Assisted Travel staff will ensure this is made available to the PRM at the aircraft door upon request.
- 5.5 Depending on the category of assistance booked, PRMs are assisted from the aircraft either via the aircraft steps, an aviramp, by minibus, or by ambulift. Some PRMs will require assistance out of their aircraft seat.
- 5.6 The Assisted Travel Team will escort PRM's through the Immigration procedures and assist with baggage reclaim if required. They are not expected to wait with a PRM should Border Force wish to speak to them.

5.7 The PRM will be assisted to an agreed point of departure – this could be Meet and Greeters area, Short Stay or Mid Stay Car Parks, the on- site Leonardo Hotel, bus stops or taxi rank.

6. General

6.1 Accessible toilets are provided throughout the terminal building, as well as dedicated 'Changing Places' facilities with hoists and showers.

6.11 A sensory pod is provided in the IDL for customers with sensory related disabilities. There are also Quiet Rooms available in the Check- in Hall and IDL

6.12 The Assisted Travel service is funded via the PRM Charge, listed under the airport fees and charges document, and remains free at the point of use to customers. Additional fees may need to be charged where there is a requirement for dedicated resource or other non-standard service provision. This must be requested in advance, and will be discussed at the time of booking

6.2 For enquiries contact the Customer Services Duty Manager 07720 641 218 or out of hours the Assisted Travel Ops Supervisor 07711 574 440.