

## Overview

### **RIGHTS OF PASSENGERS WITH REDUCTED MOBILITY**

Regulation (EC) 1107/2006 was introduced to allow disabled persons and persons with reduced mobility (PRMs) access to air travel on an equal footing with passengers without mobility limitations. This is achieved by providing specific rights to assistance, by assigning corresponding obligations to providers and thereby protecting disabled persons and PRMs from discrimination in exercising their rights while booking, purchasing and using air transport services.

The overriding and fundamental principle of flight safety for all passengers and crew members must, of course, be observed.

Refusal to provide carriage or the requested assistance should always be exceptional. Therefore, before refusing carriage or assistance, assistance providers must consider alternative methods of providing the service requested. The provision of any service should however be proportionate to the circumstances of the request.

Any refusal to provide assistance or carriage should be clearly based on a reason contained within the Regulation. It should however be noted that, in order to allow service providers to arrange for the required assistance, it is essential that disabled persons and persons with reduced mobility notify their needs at least 48 hours before the published time of departure. Where no pre-notification was given, assistance providers should make all reasonable efforts to provide the requested assistance.

In June 2012, following a consultation exercise with aviation stakeholders and Associations representing PRMs, the European Commission published its Interpretative Guidelines on Regulation 1107/2006.

