



香港特別行政區政府

民航處

Civil Aviation Department

The Government of the Hong Kong
Special Administrative Region

CAD 800

GUIDANCE FOR AIRLINE OPERATORS

IN HONG KONG:

FACILITATION OF PERSONS WITH

REDUCED MOBILITY IN AIR TRAVEL

Issue 1

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FOREWORD

This guidance is based on the outcome of discussions and meetings held between the Hong Kong Civil Aviation Department, the Equal Opportunities Commission, local air operators (airlines), and representatives of various disability groups. The publication of this guidance is to improve the accessibility of air travel to Persons with Reduced Mobility (PRM). This guidance does not have a formal legal status, nor is it an authoritative statement of the Law of Hong Kong.

All matters concerning with operational flight safety matters must be referred to the relevant documents contained within the Air Navigations (Hong Kong) Order 1995. Matters concerning with discrimination must refer to the Disability Discrimination Ordinance.



SECTION 1

INTRODUCTION

- 1.1 'Person with Reduced Mobility' (PRM) means any person whose mobility when using air 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 services made available to all passengers.
- 1.2 PRM 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.
- 1.3 PRM, whether caused by disability, age or any other factor, should have opportunities for air travel comparable to those of other citizens. PRM have the same right as all other citizens to free movement, freedom of choice and non-discrimination. This applies to air travel as to other areas of life.
- 1.4 PRM should NOT be refused air transport on the grounds of their disability or lack of mobility, except ONLY for reasons which are justified on the grounds of flight safety or cabin safety.
- 1.5 As specified in Chapter 8 of Annex 9 to the Convention on International Civil Aviation Organisation – Facilitation, PRM should have adequate access to air services. It is also recommended that, when travelling, PRM should be provided with special assistance in order to ensure that they receive services customarily available to the general public. All Hong Kong Operators are hereby reminded to take the necessary steps to facilitate PRM.



- 1.6 Meeting the needs of PRM 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 PRM 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 PRM, and the knowledge, skills, abilities and commitment to ensure that PRM are included.
- 1.7 Operators should review their policies, procedures and practices to ensure that they meet the needs of PRM. 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.



SECTION 2

TRAINING

- 2.1 In order to give PRM the opportunities for air travel comparable to those of other individuals, assistance to meet their particular needs should be provided by employing the necessary staff and equipment.
- 2.2 In addition to an accessible physical environment, a successful journey depends on the quality of service provided, in particular, by frontline staff along the various points of the journey. For this reason, training is essential to ensure staffs are well briefed on their legal responsibilities and how to meet the needs of passenger with disability or reduced mobility.
- 2.3 PRM knows best how their needs can be met. Staff should always seek to understand this through dialogue with the passenger, rather than making assumptions. PRM 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.
- 2.4 Operators should:
- (a) ensure that all their personnel, including those employed by any sub-contractor, who provide direct assistance to PRM, 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 who will provide direct assistance to PRM attend disability-related training and that such personnel receive refresher training courses when appropriate.



- 2.5 Staff attitudes towards PRM are often cited as the single most important aspect determining satisfaction with a service. Good training will ensure that PRM are more likely to receive a high level of customer service, to travel more easily and to take away with a favourable impression of the organisation.
- 2.6 Customer satisfaction depends to a great extent on staff being aware of legal obligations and how they can best meet the needs of PRM. Adequate training is the best means of mitigating this risk.
- 2.7 Disability awareness training provides practical advice and is relevant in particular to those providing assistance to PRM. It should increase understanding of the whole range of impairments, to ensure that staffs are aware of how to interact with PRM and to tackle negative perceptions and attitudes towards PRM. Awareness training does not need to be delivered by a PRM but should be designed with input from PRM where possible. If not, organisations of PRM 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.
- 2.8 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):
- (a) barriers faced by PRM, including attitude, environment and organisation, and suggestions for removing such barriers;
 - (b) principles of accessibility audits;
 - (c) information on the range of disabilities, including hidden or less visible disabilities, and their mobility equipment such as ventilator, power wheelchair and battery type;
 - (d) the skills needed for assisting PRM;
 - (e) enabling staff to deal with unexpected occurrences;



(f) communication and interpersonal skills for inter-acting with PRM, in particular those who are deaf, have a hearing or speech impairment or learning difficulties;

(g) general awareness of the **Disability Discrimination Ordinance and guidance provided by the Equal Opportunities Commission.**

2.9 Staff whose duties include assisting PRM should receive training before commencing duties. Training should be refreshed at appropriate intervals thereafter.

2.10 Cabin crew training should be combined with disability awareness and how to assist PRM in the cabin environment. All training should be recorded.

2.11 This training should cover the operator's rules on carriage of PRM and the circumstances in which an operator 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. 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.



SECTION 3

PROVISION OF INFORMATION

3.1 Communications

- 3.1.1 PRM are suggested to provide notification of their need for 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 operator, 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, all reasonable efforts should be made to provide the assistance.
- 3.1.2 The requirement for advance notice should allow operators to plan ahead to ensure that PRM receive the assistance they need.
- 3.1.3 An operator 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 PRM, as well as any restrictions on their carriage or on that of mobility equipment due to the size of aircraft. Such safety rules and restrictions available for flights should be included in package travel, package holidays and package tours which it organises, sells or offers for sale.
- 3.1.4 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 operators 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. Operators should publish such information on their websites and are encouraged the use of mobile applications for smartphones and tablet computers.



- 3.1.5 Language used should be simple and clear, with appropriate illustrations. 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.
- 3.1.6 Operators and their agents should take all measures necessary for the receipt, at all their points of sale, including sale by telephone and via the internet, of notifications of the need for assistance made by PRM. This notification should also cover a return flight, if the outward flight and the return flight have been contracted with the same operator.
- 3.1.7 To ensure improved pre-notification to operators and to enable maximum accessibility for PRM, 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 operators may wish to specify this means of communication. This allows booking agents to ask appropriate questions and better understand the customer's assistance needs.
- 3.1.8 Easily accessible links should be made available on the home page of websites and any pages dedicated to PRM. Websites should clearly indicate to the user how they should record and notify their requests for assistance.
- 3.1.9 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. PRM should not have to incur extra charges as a result of having to explain their assistance needs.



- 3.1.10 It is vital that information relating to passengers' assistance requirements is recorded accurately. It is the responsibility of operators and their agents to transmit information in accordance with the times specified to ensure that assistance is provided as requested.
- 3.1.11 The information provided should be recorded and transmitted using the internationally agreed codes (see Annex 1 for details) and in the agreed Passenger Assistance List (PAL)/Change Assistance List (CAL) of the International Airlines Transport Association (IATA) standardised format.

3.2 Proof of Disability

- 3.2.1 There should be **no requirement** to prove disability or reduced mobility. It is good practice to accept that someone is a PRM. Evidence, such as General Practitioner's letter, should only be requested when fraud is suspected.
- 3.2.2 Operators should only require PRM 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. Operators should consult its medical department if medical clearance is required and also refer to the guidelines as published in the IATA Medical Manual.



3.3 Data Privacy

- 3.3.1 Information about physical or mental health is considered “sensitive personal data” under the **Personal Data (Privacy) Ordinance**. 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 operators will be unable to transmit their requirements and consequently there can be no guarantee that these will be met. Operators may wish to explore the possibility of storing data for future use, particularly for frequent customers.



SECTION 4

SEATS

4.1 Reservation

- 4.1.1 Assistance to be provided by operators includes the making of all reasonable efforts to arrange seating to meet the needs of PRM on request and subject to safety requirements and availability.
- 4.1.2 Operators which allocate seats before the flight should allow PRM 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.

4.2 Allocation

- 4.2.1 In all circumstances it should be made clear to the PRM 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 PRM's needs, for example, by trying to allocate a comparable seat.
- 4.2.2 There have been occasions when PRM 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 operator 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.
- 4.2.3 No person should 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.



4.2.4 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 safety restrictions. Cabin crew should be flexible in reallocating seats on board when a PRM needs a specific seat but the seat is being occupied by a non-PRM.

4.3 Additional Seats

4.3.1 Where a PRM is assisted by an accompanying person, the air carrier should make all reasonable efforts to give such a person a seat next to the PRM. This should also apply to assistance dogs where a second seat is requested.



SECTION 5

EMBARKATION

5.1 Carriage of PRM

5.1.1 An operator should not refuse, on the grounds of disability or of reduced mobility:

- (a) to accept a reservation for a flight,
- (b) to embark a PRM, provided that the person concerned has a valid ticket and reservation.

5.1.2 Notwithstanding the provisions of 5.1.1, an operator or its agent may refuse, on the grounds of disability or of reduced mobility, to accept a reservation from or to embark a PRM. Specific reason of refusal is to be provided.

- (a) in order to meet applicable safety requirements established by the CAD;
- (b) if the size of the aircraft or its doors makes the embarkation or carriage of that PRM physically impossible.

5.2 Personal assistance

5.2.1 Under 5.1.2 (a), an operator or its agent may require that a PRM be accompanied by another person who is capable of providing the assistance required by that person.



5.2.2 Operators should only require a personal assistant to accompany a PRM 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. Where operators have such a requirement, this should be explained in their rules on the carriage of PRM.

5.2.3 In the event of refusal to accept a reservation on the grounds referred to under 5.1.2 (a) or 5.1.2 (b), the operator and its agent should make reasonable efforts to propose an acceptable alternative to the person in question.

5.2.4 A PRM who has been denied embarkation on the grounds of his or her disability or reduced mobility and any person accompanying this person should be offered the right to reimbursement or re-routing. The right to the option of a return flight or re-routing should be conditional upon all safety requirements being met.

5.2.5 When an operator or its agent exercises a derogation under paragraph 5.1.2 and 5.2.1, it should immediately inform the PRM of the reasons. On request, an operator or its agent should communicate these reasons in writing to the PRM.

5.3 Check-in

5.3.1 An operator is strongly suggested to provide designated check-in counter, with specially trained staff, to meet the needs of PRM.

5.3.2 With the consent from the PRM, an operator should provide a mean for the identification of PRM with difficulty in hearing or deaf for the purpose of facilitating them in passing through immigration, customs and boarding.



5.4 Boarding

- 5.4.1 For PRM requiring the use of wheelchair, air operator should encourage its ground support agent to use the same type of wheelchair fit for use in cabin to avoid the need of transfer of wheelchair from check-in to boarding.



SECTION 6

ON BOARD THE AIRCRAFT

6.1 Information

- 6.1.1 All essential information concerning the flight should 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.
- 6.1.2 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.
- 6.1.3 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.
- 6.1.4 Where video, or similar systems, are used to communicate safety or emergency information, sub-titles should be included to supplement any audio commentary.
- 6.1.5 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.
- 6.1.6 Where possible, films and other programmes should be subtitled for deaf and hard of hearing passengers.



6.1.7 Technology is advancing rapidly in this area and over time PRM 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.

6.2 Catering

6.2.1 In selecting catering supplies, operators should consider how “user-friendly” the packaging is for PRM.

6.3 Cabin Crew Assistance

6.3.1 Cabin crew should **not be expected** to provide assistance to PRM which would fall into the category of ‘personal care’. Personal care would include:

- (a) Breathing (reliance on supplementary oxygen);
- (b) Feeding. Cabin crew should, however, be willing to assist with opening food containers and describing catering arrangements to blind people;
- (c) 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);
- (d) Medicating (if the passenger is incapable of administering their own medicines and medical procedures).

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.

6.3.2 Cabin crew should be prepared to provide reasonable assistance to PRM with the stowage and retrieval of any hand baggage and/or mobility aid whilst in flight.



- 6.3.3 Cabin crew should familiarise PRM with any facilities on board designed particularly for PRM. 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.
- 6.3.4 If a PRM 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 safety regulations the crew would be right to ask them to move to another seat. However, it would be inappropriate for cabin crew to ask a PRM to move from a seat that has been allocated to them because of their disability in order to give that seat to a non-PRM. For example, it would not be possible to ask someone with a fused leg to move to a seat with less legroom.
- 6.3.5 During the flight, cabin crew should check periodically to see if their PRM 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.
- 6.3.6 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.
- 6.3.7 Cabin crew should describe the food, including its location on the tray, to blind and partially sighted passengers.
- 6.3.8 This level of assistance will enable many PRM to be independent.



6.4 Guide dogs and Assistance dogs

6.4.1 “Guide dog” is one that is trained to provide mobility assistance to a blind or partially sighted person. A guide dog is one that is trained by an individual or organisation that is accepted by and affiliated to the International Guide Dog Federation.

6.4.2 “Assistance Dog” is one that has been specifically trained to assist a PRM and that has been qualified by an organisation registered as a member of the Assistance Dog International and Assistance Dogs Europe. The dog will have been granted certification by the relevant country’s Health Department on the basis that the dog’s high standard of training, behaviour, health and welfare are such that it should be permitted to accompany its client, owner or partner at all times and in all places.

6.4.3 It is noted that PRM may require the company of Guide Dogs or Assistance Dogs to provide them with the necessary travel assistance. However, Hong Kong operators are to follow the guidelines below for the carriage of such dogs in the aircraft cabin for the purpose of ensuring flight safety: -

- (1) Only dogs complying with the definition of Guide Dog or Assistance Dog are permitted to be carried in an aircraft passenger compartment;
- (2) Dogs not meeting the definition of Guide Dog or Assistance Dog, or any other animal, must be treated as a pet and other arrangements must be made for its carriage as per the IATA regulations;
- (3) Suitable arrangements should be made in advance of a flight where a Guide Dog or Assistance Dog is to be accommodated;
- (4) The actual seating arrangements are for individual operators to determine but the dog and its owner shall not be seated in a row adjacent to an emergency exit;



- (5) A suitable harness shall be provided by the owner and then attached to the owner's seat belt, this shall be utilised to provide the dog with an effective level of restraint during take-off, landing and in turbulence;
 - (6) During cruise phase it would be acceptable for the dog to be subject to less constraint, sufficient to enable it to achieve a comfortable position. This should take into consideration problems associated with trip-hazards associated with passengers using the aircraft aisles and cross-aisles: and
 - (7) Large dogs should be accommodated on the cabin floor at the owner's feet but smaller lighter dogs may be carried on the owner's lap, suitably restrained with the harness outlined above.
- 6.4.4 Guide dogs and assistance dogs should be permitted to travel in the passenger cabin at no extra charge provided that no additional seat is required.
- 6.4.5 The operator 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.
- 6.4.6 Operators should remind the passenger to check in advance whether his/her destination imposes any restrictions on guide dogs and assistance dogs, such as vaccinations or a quarantine period, to facilitate smooth entry into and departure from the destination for both the guide dog owner and the dog.
- 6.4.7 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.



6.5 Medical and Mobility Equipment

- 6.5.1 Passengers should be permitted to carry medical equipment essential for use during the period of their trip unless restricted by aviation regulations. As with medicines, this should be accompanied by supporting documentation from a relevant qualified medical professional. In any case, operator should acquire sufficient information in advance to assist passenger needs.
- 6.5.2 Operators may approve the carriage of gaseous (not liquid) oxygen or air cylinders required for medical use in accordance with ICAO Doc 9284 - “Technical Instructions for the Safe Transport of Dangerous Goods by Air”. However, operators shall ensure that these do not pose a risk to security and safety.
- 6.5.3 Operators may wish to supply medical oxygen to passengers on request. It would be possible and reasonable to make a charge for this service to cover the provision of the oxygen.
- 6.5.4 Operators should permit the carriage of essential 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. Operators should, however, consider, on a case by case basis, any requests for essential equipment needed by the passenger during his travelling, for example a portable dialysis machine.
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SECTION 7

DISEMBARKATION

- 7.1 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.
- 7.2 This is generally more dignified and less stressful for the passenger and is also a more efficient approach for the operator. However, it is recognised that there may be occasions when a PRM 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.
- 7.3 For those PRM 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.
- 7.4 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.
- 7.5 For PRM requiring the use of wheelchair, air operator should encourage its ground support agent to use the same type of wheelchair fit for use in cabin to avoid the need of transfer of wheelchair.
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SECTION 8

CUSTOMER FEEDBACK AND HANDLING COMPLAINTS

- 8.1 Operators should consider appropriate means of seeking feedback (both positive and negative) on the assistance provided to passengers.
- 8.2 This could include surveys, giving feedback forms to passengers who have received assistance and for PRM on how to comment on the quality of assistance provided.
- 8.3 Operators should put in place robust procedures for handling complaints from PRM and should aim to respond within a reasonable timescale.
- 8.4 Operators should provide at least a half-yearly summary report to CAD regarding safety issues arisen from the air travelling of PRM.



SECTION 9

CABIN ACCESSIBILITY

- 9.1 All the cabin accessibility described in this Section should apply to aircraft for commercial air transport operations by all Hong Kong operators.
- 9.2 Moveable armrests should be located appropriately, in order to facilitate non-ambulant passengers gaining access to seats.
- 9.3 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. It is recommended 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 PRM are seated in window seats.
- 9.4 An on-board wheelchair should be installed in aircraft with 60 or more seats 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.
- 9.5 The provision of an on-board wheelchair will enable air carriers 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.



- 9.6 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 PRM are not restricted in their choice of class.
- 9.7 All twin aisle aircraft should have at least one spacious toilet facility enabling independent use by PRM requiring the use of the on-board wheelchair for mobility while single aisle aircraft should seek to provide at least one toilet accessible to passengers using an on-board wheelchair.
- 9.8 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 PRM with commercial and operational concerns.
- 9.9 Not all PRM 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.
- 9.10 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. These principles will ensure that the handrails can be used by people with poor grip and can be seen by people with low vision.
- 9.11 All these provisions will benefit all PRM, including blind and partially sighted people and those with learning disabilities.



SECTION 10

RECOMMENDATION

- 10.1 It is impossible to cover all types of scenarios in one single guidance document. Some of the most common impairments have been mentioned, but there will of course be many cases, either visible or invisible, that are not included in this document but also require particular attention. Let the person express their needs if he or she wishes to do so, and do your very best to meet the individual needs.
- 10.2 Remember also that older people, with or without disabilities, might need particular consideration.



ANNEX 1

IATA CODE

These codes apply to PRM 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 a 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.

*Note - * WCHP is not yet internationally recognised.*
