



## FAQs PRM

### **Who is entitled to receive the assistance service for people with reduced mobility? Who is considered to have reduced mobility?**

A passenger with reduced mobility is any person whose mobility when using transport is reduced due to any physical disability (sensory or locomotor, permanent or temporary), intellectual disability, age or any other cause of disability that requires special attention and the adaptation of the service made available to all passengers to his or her particular needs.

If you have some kind of physical or intellectual disability you should request for assistance in the airport almost 48 hours before the flight. However, you don't need to request for the service to Aena if you provided the information during the booking flight ticket process.

### **I have a disability and I need help for traveling. Do I have to warn far in advance? Do I have to pay for the service?**

Most of the services required –boarding assistance, wheelchair, personal help...- don't have any additional fee.

We recommend that, whenever possible, you make your booking seven days in advance and, in any case, at least 48 hours prior to departure. This way you will ensure that the assistance you require will be available and also your seat on the plane. Take into account that aeronautical regulations limit the number of people that can travel in a plane for security reasons and depending on the type of aircraft.

### **I have warned my airline that need assistance. What I am supposed to do now?**

If you provided the information to the airline it is not necessary to do nothing more. The airline will inform Aena in order to provide at the airport human and material resources needed for the assistance until boarding the aircraft. When you arrive at the airport first step is go to the closest meeting point and announce your arrival. People from the assistance service will come looking for you and will assist you from check-in until you are sitting in your airplane seat.

There is a telephone service from 7:00 AM to 12:00 PM where you can ask something about your needs and where you can request an assistance (Phone number 902 404 704 / (+34) 91 321 10 00).

Additionally you can request for assistance on the webpage or within the Aena APP for smartphones.

### **Could I remain on my own wheelchair or on my mobility equipment during my stay in the airport?**

In the airport, people with reduced mobility are permitted to stay in their own wheelchairs up to the door of the aircraft provided that the chair is manual and it is not necessary to go up or down stairs, as this would present a risk for staff. Otherwise, Aena will provide a wheelchair for travel and return your own wheelchair to you on your arrival at the destination.

When boarding the aircraft, if a folding wheelchair is used, this can be stowed in the passenger cabin if there is space. If the wheelchair has batteries, it must go in the aircraft hold during the flight for security reasons. If you require a wheelchair on board the aircraft, it must be requested when making the booking.

### **I travel with my electric wheelchair that uses a gel battery. Can I reach the plane with my own wheelchair?**

In that case we recommend you to ask your airline about it. Take into account that gel batteries are not considered dangerous goods but with the aim of protecting you from the menace of explosive liquids, the European Union (EU) has adopted new security measures that restrict the quantity of liquids or substances of similar consistency that passengers may carry with them when passing through the airport security checkpoints. These measures are applicable to all passengers who depart from EU airports, regardless of their destination. Therefore, you could have difficulties with this material when passing through security checkpoints. **Your airline will inform you about the steps to take in your case.**



### **I don't need anyone to go with me through the airport, I only need assistance on boarding. Should I request for the service?**

---

In order to provide sufficient equipment and staff and ensure the boarding, we recommend you to inform your airline about your necessity during your ticket booking since will ensure that the assistance you require will be available. And when you arrive at the airport announce your arrival, in a meeting point or in the check-in desk, and agree with Aena the flight time and the boarding gate in which you will need the assistance.

### **Should the assistance help me get on bus or taxi or go with me to my car in the parking?**

---

The scope of the assistance service set in the European Parliament Regulation (EC) 1107/2006 includes from the Meeting Point of the airport to the airplane seat in departures and from the airplane seat to the Meeting Point of the airport in arrivals.

Therefore, the PRM assistance staff doesn't have the obligation to help you get into a transport vehicle (taxi, bus, particular car, etc.). However, the staff could get you close because there is a Meeting Point near every way of transport in all the airports.

### **A family wants to go with me to the airport but he won't fly with me. Can he go with me until I board the plane?**

---

According to current civil aviation regulations the acces to areas after the security filters is limited to passengers with boarding passes that have been accepted for travel by the airline. Therefore, request for the assistance in the airport if you will need help after the security filters.

### **What happend in the security filters if I have medicines or medical equipment that I need during the flight?**

---

According to current civil aviation regulations, people with disabilities and/or reduced mobility must pass the same security controls as the other passengers, with searches being carried out insofar as their condition allows.

With the aim of protecting you from the menace of explosive liquids, the European Union (EU) has adopted new security measures that restrict the quantity of liquids or substances of similar consistency that passengers may carry with them when passing through the airport security checkpoints. These measures are applicable to all passengers who depart from EU airports, regardless of their destination. The new regulation only affects the quantity of liquids that can be carried in hand luggage. However, there are some exceptions to the regulation. Carrying medicines (liquid) in hand luggage for use during the journey (the term "journey" means the outgoing flight, the time spent at the destination and the return flight) will be permitted and these must be presented separately at security checkpoints. Passengers are recommended to keep the medical certificate and/or prescription with them, if possible.

Similarly, if a passenger has to carry special medical equipment (syringes or other medical instruments for which transport in the aircraft cabin is restricted), their use can be accredited on passing through the passenger security filters.

### **I suffer respiratory insufficiency and I need oxygen Can I bring my own oxygen?**

---

If you suffer respiratory insufficiency and need oxygen during the fligth the airline will facilitate you oxygen on board. Some airlines charge the service, but it is nos allowed to bring your own oxygen.

### **Could my guide dog go with me in the airport and board with me?**

---

If you are travelling with a guide or assistance dog, it can board with you without any additional charge. It should be appropriately equipped with muzzle, collar and lead. If the dog is to travel in the cabin, it will be placed next to you in a place indicated by the crew. However, you must take into account national regulations on assistance dogs if you are travelling to a country other than Spain as these regulations may require the dog to travel in the hold.



## **What happens if my mobility equipment is lost or damaged during the flight?**

---

According to international agreements, compensation for loss or damage to your personal luggage (including a wheelchair) is calculated based on the weight of the object(s) and not on their value, except when a special declaration is made, no later than the time of checking in, and a supplementary fee is paid. Before travelling, you must ensure that your travel insurance covers your mobility equipment. Additional coverage may be required.

Please ask your airline.