



Version 10/2020

Q&A Regulation 1107/2006

1: To which flights does Regulation (EC) No 1107/2006 apply?

Regulation (EC) No 1107/2006 requires all airports located in the territory of the European Union to provide assistance to passengers with reduced mobility. The Regulation also applies to airports located in Switzerland, Norway and Iceland.

Concerning the airlines, the Regulation applies to all flights departing from the European Union, Switzerland, Norway or Iceland, regardless of the airline, and to all flights departing from a country outside the European Union (incl. Switzerland, Norway and Iceland) as long as they are operated by an European (+ Switzerland, Norway and Iceland) airline.

2: Who may request assistance on the basis of the Regulation?

The Regulation allows disabled persons and persons with reduced mobility to receive assistance from air carriers and airports.

This applies equally to all forms of disability, whether motor, sensory or intellectual, and who therefore needs adequate support adapted to their particular needs. The restriction of passenger's mobility may be **permanent or temporary**.

The provisions of this regulation do not apply to unaccompanied minors. Many air carriers offer special services for this group of passengers enabling them to be supervised when travelling.

3: Is there a charge for the assistance provided?

No, assistance to passengers with reduced mobility is principally not subject to fees.

4: Are there reasons that allow an airline to refuse to transport a person with disability or reduced mobility?

Principally, air carriers may not refuse to accept bookings of passengers with reference to their disability or reduced mobility and to carry out the transport for these passengers.

Furthermore, air carriers are obliged to offer passengers with reduced mobility in particular the following assistance on a cost-free basis:

- carriage of medical devices and additionally of up to two mobility aids for each passenger including electric wheelchairs,
- carriage of recognized assistance dogs in the cabin
- making of all reasonable efforts to arrange seating according to the needs of the passenger
- assistance to move to the toilet facilities, if required.

The only restriction an airline can invoke to refuse a person with a disability or reduced mobility is safety of the crew members and other passengers or, of course, of the person in question.

The transportation of medical devices and electrical wheelchairs, must be complied with the requirements in the field of dangerous. This may possibly lead to the fact that the carriage of notified aids must be refused.

Furthermore, in individual cases, due to the size of the airplane used and its cargo doors it may happen that it is not possible to load and to carry notified baggage.

We kindly recommend you to contact the operating air carrier as early as possible and to inform yourself of the basic conditions as well as of possible restrictions in case of the carriage.

5: Can I choose my seat?

Pursuant to the Regulation, airlines are generally not obliged to arrange seating according to the wishes of the passengers. In compliance with the applicable safety requirements, they endeavor, as far as possible and to the best of their ability, to assign the passenger a seat suited to his or her particular needs.

The air carriers shall ensure that persons with reduced mobility are not assigned to seats where their presence could impede the crew in their duties, where their presence could obstruct access to emergency equipment or affect the evacuation of the aircraft in emergency cases. Due to these requirements, restrictions may arise when assigning the seats.

This leads to the fact that e.g. seats in emergency rows cannot be assigned to passengers with reduced mobility.

6: Can the airline require me to be accompanied by a third person?

Due to Regulation (EC) No 1107/2006, air carriers principally may not refuse the carriage of passengers with reduced mobility or may not impose special conditions. However, there are exceptions to this principle to meet the applicable safety requirements. In order to meet the applicable safety requirements, an air carrier can make the carriage of a passenger with reduced mobility dependent on an accompanying person.

Often, standardized criteria are used by air carriers regarding the request for an accompanying person. For example, many air carriers demand that the passenger should be able to carry out the following actions without any assistance:

- fasten and open his/her seat belt,
- take out and put on his/her life jacket,
- leave his/her seat and reach the emergency exit (not necessarily by walking),
- put on an oxygen mask.

The accompanying person of the passenger should be above 16 years of age and physically able to provide assistance for the passenger in an emergency case.

7: Are there any special conditions for accompanying persons?

The conditions for the carriage of an accompanying person for a passenger with reduced mobility are not subject to Regulation (EC) No 1107/2006. Insofar no claim for a cost-free carriage of an accompanying person can be derived from Regulation (EC) No 1107/2006.

8: Do I have to submit evidence for my disability or reduced mobility?

No. The Regulation does not oblige passengers to submit evidence for their disability or reduced mobility to receive the assistance requested. Principally, air carriers may not request any corresponding evidence as a condition for the purchase of a ticket.

However, in cases of reasonable doubt, where a passenger has a safe flight and does not need any assistance due to his medical condition, the air carrier is permitted to assess the fitness of this person and to request information.

9: Where can I address to in case of problems?

For any kind of problem, please contact the airline, airport or travel agency first. If you do not receive a reply or if the reply is unsatisfactory, you can contact us by filling in the form available on the page for [Disabled persons and persons with reduced mobility](#) on the FOCA website.

10: What happens if my wheelchair is damaged?

In case of damage, you can claim damages from the airline or the airport. The maximum amounts to be paid are established by the Montreal Convention.

Despite these legal limitations, it often happens that the entire damage is borne by the person who has caused the damage; for this reason it is important to contact the airline or the airport first and only contact the FOCA if an agreement cannot be reached.

11: When should I be at the airport?

It is recommended to be at the airport sufficiently in advance, at the latest at the time indicated by the company or to go to the check-in counter one hour before departure, even if the airline specifies a shorter time. In case of late arrival, the provision of assistance services is not guaranteed.

12: Who should I contact for assistance?

It is important to contact the airline or travel agency before departure to notify the type

of assistance required. Information on the need for assistance must be provided at the time of the

booking or at least 48 hours before departure. If there is no notification or if you use an incorrect code for the care service, this may lead to the fact that the need for assistance cannot be provided at all, cannot be provided in a suitable manner or can only be provided with delay.

13: What do I have to keep in mind if I travel with an electric wheelchair?

Under Regulation (EC) No 1107/2006, the airline must, in addition to normal baggage, accept two mobility devices per disabled person or person with reduced mobility free of charge, including electric wheelchairs.

Restrictions regarding the transport of wheelchairs may result from the size of the cargo doors of the airplane used, from restrictions for the safe stowage of the wheelchair or from dangerous goods regulations for the transport of battery-powered wheelchairs.

When transporting electric wheelchairs, battery type and battery power must be taken into account on the basis of the relevant dangerous goods regulations.

When notifying the need for assistance, please inform your air carrier of the required information on the medical devices, in case of electric wheelchairs in particular the following details:

- brand/model
- dimensions (length x width x height)
- weight
- type of battery and electrical power

Normally, there is the possibility of using your own wheelchair to the airplane door. However, if you have a heavy motorized wheelchair requiring special treatment, it might be necessary to have it checked earlier so that it can be loaded safely.