

Did you know?

Under European law, if you are disabled or have difficulty moving around, you can receive assistance when you fly to and from Europe.

This free service is available to anyone with mobility problems, for example, because of their disability, age or a temporary injury.

This leaflet gives you a quick overview of the service. You can find out more via our free step by step guide, 'Your rights to fly- what you need to know'.

See 'Getting help' for more details.

1



Before you fly

Consider the kind of assistance you may need, and check the airline's safety rules.

2



Booking your flight

Always tell your airline, travel agent or tour operator at least 48 hours in advance if you need special assistance.

3



Arriving at the airport

Find out in advance about the layout and facilities at your chosen airport.

If you have asked for assistance, they should be expecting you when you arrive.

4



At the check in desk

Remember to confirm any pre-booked assistance when you check in.

Seats with extra legroom are always in demand, so if you need one, explain why.

5



Moving through the airport

Airports must provide free assistance to get disabled and less mobile passengers to their flight.

6

Boarding the flight

Disabled and less mobile passengers will usually be called for boarding first.

All staff who deal with customers must have disability awareness training.

7

On board

Airlines must make all reasonable efforts to arrange suitable seating for you.

You can take up to two items of mobility equipment onto the aircraft.

8

Leaving the plane

Unless you're in a hurry, you will usually be the last to leave as it's easier to move around in an empty cabin.

Getting help

The Equality and Human Rights Commission deals with complaints about UK airlines and airports in England, Scotland and Wales. We can give you free advice on how to get the right service and provide a free step-by-step guide, 'Your rights to fly - what you need to know'.

Helpline:

Monday to Friday: 8am - 6pm
England **0845 604 6610**
Scotland **0845 604 5510**
Wales **0845 604 8810**

Or visit us at
www.equalityhumanrights.com/airtravel

Your passport to a smooth journey...

Eight top tips for disabled and less mobile passengers when they fly

www.equalityhumanrights.com/airtravel