

USEFUL INFORMATION ON ASSISTANCE TO DISABLED PASSENGERS AND PASSENGERS WITH REDUCED MOBILITY (PRM)

From July 26th 2008 SOGAER, in compliance with Regulation (EC) No 1107/2006, provides assistance to **disabled passengers and passengers with reduced mobility (PRM)**.

Regulation (EC) 1107/2006 is valid for all airports situated in the territory of a Member State of the European Community and establishes rules for the protection of and provision of assistance to disabled persons and persons with reduced mobility travelling by air, both to protect them against discrimination and to ensure that they receive assistance. According to this Regulation the managing bodies of the airports shall be responsible for ensuring the provision of assistance at airports while meeting high and equivalent standards throughout the Community.

An air carrier or its agent or a tour operator may refuse to accept a reservation from or to embark a disabled person or a person with reduced mobility only in order to meet applicable safety requirements established by international, Community or national law or in order to meet safety requirements established by the authority that issued the air operator's certificate to the air carrier or if the size of the aircraft or its doors makes the embarkation or carriage of that disabled person or person with reduced mobility physically impossible. In the event of refusal to accept a reservation on the grounds of disability or of reduced mobility the air carrier, its agent or the tour operator shall immediately inform the disabled person or person with reduced mobility of the reasons therefore. On request, an air carrier, its agent or a tour operator shall communicate these reasons in writing to the disabled person or person with reduced mobility, within five working days of the request. Furthermore the disabled person or person with reduced mobility shall be offered the right to reimbursement or re-routing.

Who is eligible for PRM assistance

At the airport assistance is provided to the following PRM categories:

- **BLND** visually-impaired or blind passengers
- **DEAF** hearing-impaired, deaf or deaf without speech passengers
- **DEAF/BLND** hearing-impaired deaf or deaf without speech and at the same time visually-impaired or blind passengers who can only move around with the help of an accompanying person
- **DPNA** passengers with intellectual or developmental disability
- **WCHR** passengers who can negotiate steps and move about in the aircraft cabin but who need a wheelchair or other assistance to move between the aircraft and the terminal building or within the terminal itself and between arrival and departure zones in the terminal
- **WCHS** passengers not able to negotiate steps but who can move about in the aircraft cabin and who need a wheelchair or other assistance to move between the aircraft and the terminal building or within the terminal itself and between arrival and departure zones in the terminal
- **WCHC** non-mobile passengers who can only move about with the aid of a wheelchair or other assistance and require help the whole time from arrival at the airport until taking their seat (or a special place suited to the respective situation) in the aircraft and such help in the reverse direction on arrival.

The last three categories are assisted with the aid of a wheelchair.

How to request assistance

The air carrier or its agent or a tour operator must receive a notification of the need for assistance at the time of booking or at least 48 hours before the published departure time for the flight in order to ensure an adequate quality standard for the services. The air carrier will then forward the information to the airport concerned.

Waiting times may vary as follows:

- short waiting times for passengers who notify the need of assistance up to 48 hours before departure time
- longer waiting times for passengers who notify the need of assistance less than 48 hours before departure time or apply directly at the airport.

Passengers are requested to accurately notify the air carrier or its agent or a tour operator requirements and physical conditions in order to be assigned to the right PRM category and receive the appropriate assistance.

With the aim of providing, as far as possible, the best appropriate assistance to the particular needs of each individual passenger the air carrier may ask the PRM passenger for additional details regarding special requirements, need of use of a recognised assistance dog, need of carriage or use of medical devices or mobility equipment or assistive devices.

On the day of departure disabled persons or persons with reduced mobility shall notify their arrival at defined pick-up points and call for assistance.

PRM passengers on departure

PRM passengers shall arrive at the airport at the time stipulated by the air carrier or its agent or the tour operator and announce their arrival at one of the following designated pick-up points within the airport boundary:

- Intercom stations located outside the terminal (see below 'Dedicated Services')
- check-in desks, also for applying for assistance upon arrival at the airport.

As specified in Regulation EC 1107/2006, if no time is stipulated, PRM passengers should arrive at one of the designated pick-up points outside the terminal not later than two hours before the published departure time. Passengers arriving at the check-in desks should arrive not later than one hour before the published departure time.

Should the intercom be out of order, PRM passengers may contact the staff at Sala Amica by phone at **+39-070-21121241**.

Once contacted, the Sala Amica staff will provide assistance through check-in formalities (including baggage registering). Then the staff will assist the PRM passengers in reaching the boarding gate through any applicable emigration and customs formalities or security checks. Assistance will be also provided to board the aircraft and to move to the assigned seat.

Disabled passengers or passengers with reduced mobility are granted the access to the airport services and will be assisted according to the assessed grade of mobility.

PRM passengers on arrival

PRM passengers on arrival - provided their need for assistance has been correctly notified to our staff at Sala Amica – will be assisted from their seat through disembarking procedures, customs and immigration formalities. They will also be assisted in reaching the baggage hall, collecting their luggage and moving from the baggage claim to one of the designated drop-off points located outside the terminal.

Dedicated services

- **3 intercom stations** located outside the terminal on the 2nd level (Departures Entrances A, B and C) in the proximity of disabled parking stands
- **1 intercom station** located on the 2nd level of the Multi-storey car park close to disabled parking stands
- **4 parking stands for persons with disabilities** located just in front of Departures Entrances A, B and C on the 2nd level of the terminal (see related intercom stations)
- **25 parking stands for persons with disabilities** located on the 2nd level of the Multi-storey car park, **2 parking stands** for persons with disabilities located on the Ground level in front of the EU Arrivals area
- **Sala Amica**, our lounge dedicated to passengers with reduced mobility, located on the 2nd level of the terminal (Departures), equipped with accessible toilet facilities and an adjustable sanitary bed (please contact Sala Amica staff before entering the lounge)
- **'Loges' Tactile pathways** designed to facilitate the movement inside the terminal from the entrances on Arrivals and Departures level (tactile maps of the terminal are available)
- **Drop-off points** for passengers with reduced mobility in the taxi area, at the bus stops and at the Multi-storey car park (arriving passengers will be assisted in reaching the requested drop-off point)
- **15 wheelchairs** Mod. 'Avio' available to PRM passengers on arrival and on departure
- **Wheelchair accessible elevators**, equipped with Braille plates next to buttons and chimes indicating door opening
- **2 ambulifts** (Mod Aviogei EA6000FLS) dedicated to PRM passengers unable to board the aircraft/disembark from it through loading bridge or stairs.

At Cagliari Airport the assistance to disabled passengers and to passengers with reduced mobility is supplied by a third party on behalf of SOGAER Spa, Via dei Trasvolatori snc 09030 Elmas (CA), ph. +39 070-211211, fax +39 070-241013, mail info@cagliariairport.it. For all information on PRM assistance, please contact staff on duty at Sala Amica lounge by dialing +39-070-21121241.

Should assistance be required for minors, they will be assisted only if accompanied by an adult.

Public means of transportation connecting Cagliari Airport to the city centre are available: you can reach Cagliari by train (service provided by Ferrovie dello Stato Italiane; journey time: approx. 6 mins., one way fare: 1,30 euro) or by taxi.

Suggestions, recommendations and complaints

In case of non compliancy with PRM regulations, all complaints must be addressed to the air carrier with info copy to ENAC (Italian Civil Aviation Authority), the body identified by the Italian Republic as “the subject responsible for ensuring compliance to the rights of disabled persons and persons with reduced mobility”. On its website, ENAC provides information on the rights of disabled persons and persons with reduced mobility when travelling by air and on how to submit an online complaint by using ENAC website.

You may also submit suggestions and recommendations by filling in the online form on ENAC website or by contacting the airport management company. SOGAER will reply within 30 days, but only to comments without offensive language and bearing the sender’s name, address and signature. For complex issues, a longer reply period may be necessary; in these cases an initial acknowledgement will be sent within 30 days.