

## Code of Good Conduct in Handling Disabled Persons and Persons with Reduced Mobility Travelling by Air.

### 1. Introduction

Regulation (EC) No 1107/2006 of the European Parliament and of the Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air (hereinafter referred to as "Regulation 1107/2006") sets out the rules of protection and providing assistance for disabled persons and persons with reduced mobility, travelling by air, both for the purpose of protecting them against discrimination as well as to make sure that they receive help. The provisions of this Regulation apply to disabled persons and persons with reduced mobility, using or intending to use commercial passenger air services on departure from, on transit through, or on arrival at an airport, when the airport is situated in the territory of a Member State to which the Treaty applies.

### 2. Quality standards

- 3.1 A PRM reports the need for assistance to a carrier or a travel agent at the time of booking or buying a ticket, no later than 48 hrs before departure.
- 3.2 It is also possible to report the need for assistance directly to the airport operator, no later than 48 hrs before published time of departure of the aircraft, in any of the following ways:
  - 3.2.1 by phone: +48 22 346 53 80

3.2.2 by email:

3.3 In lack of a request as specified in paragraph 3.2 airport services make every effort in order to provide assistance as specified in Annex 1 in such a way that the person can take the flight they have booked. In such a case the request may also be submitted by use of SOS panels or personally at the Information Point or a PRM-dedicated check-in point No. 1. This, however, may prolong the time of waiting for assistance.

3.4 At the moment of filing a request, the type of assistance required by a PRM at the airport should be specified.

3.5 Departing passengers who have booked the service in advance (in accordance with paragraph 3.1 or 3.2), after appearing at the Airport should not wait longer for assistance than:

- a) 80% of customers should not wait longer for assistance than 10 minutes,
- b) 90% of customers should not wait longer for assistance than 15 minutes,
- c) 100% of customers should not wait longer for assistance than 20 minutes.

3.6 Departing passengers who have not booked the service in advance in accordance with paragraph 3.1 or 3.2, after appearing at the Airport should not wait longer for assistance than:

- a) 80% of customers should not wait longer for assistance than 20 minutes,
- b) 90% of customers should not wait longer for assistance than 30 minutes,
- c) 100% of customers should not wait longer for assistance than 40 minutes.

3.7 For arriving passengers who have booked the service in advance (in accordance with paragraph 3.1 or 3.2), assistance on leaving the aircraft should be available:

- a) 80% of customers - within 5 minutes from the moment of the aircraft coming to a halt at the stand,
- b) 90% - 10 minutes,
- c) 100% - 20 minutes.

3.8 For arriving passengers who have not booked the service in advance in accordance with paragraph 3.1 or 3.2, assistance should be available at the aircraft:

- a) 80% of customers - within 10 minutes from the moment of the aircraft coming to a halt at the stand,
- b) 90% - 20 minutes,
- c) 100% - 35 minutes.

3.9 The provisions of paragraphs 3.2-3.8 shall apply, on the condition that :

a) **the person appears for check-in:**

- at the time as specified in advance in writing (also by electronic means of communication) by the air carrier or its representative or tour operator; or
- if the time is not specified, no later than one hour before published time of departure; or

b) **the person arrives at the point in the premises of Warsaw Modlin Airport specified in paragraph 5 of the Code:**

- at the time as specified in advance in writing (also by electronic means of communication) by the air carrier or its representative or tour operator; or



- if the time is not specified, no later than two hours before published time of departure.

**3.10** All the passengers using the services for **PRM** should observe the instructions of the airport personnel providing PRM handling services.

**3.11** A PRM passenger, at every stage of the trip, may give up further assistance of dedicated PRM handling personnel. Such a passenger shall then be requested to sign an appropriate declaration provided by a PRM agent. The assistance can also be restored upon the passenger's request at any time.