

ANNEX 2

APPLICATION OF THE REGULATION BY THE MEMBERS STATES

This annex contains three parts:

Part 1 - The implementation of the obligations issued from the regulation

Part 2 - The role and the liability of the national enforcement bodies

Part 3 - General questions related to liability, procedure and penalties

Abbreviations / Terminology:

Not specified	(“NS”)
Not applicable	(“NA”)
Negative response	(“NO”)
Positive response	(“YES”)
Member State	(“MS”)
Civil Aviation Authority	(“CAA”)
National Enforcement Body	(“NEB”)
Disabled person	(“DP”)
Person with reduced mobility	(“PRM”)
Passenger Service Message	(“PSM”)
Passenger Assertion List	(“PAL”)
Change Assistance List	(“CAL”)
Unaccompanied Minor	(“UM”)
Frequent Medical Travelling Card	(“FREMEC”)

International Air Transport Association	(“ IATA ”)
Equality and Human Rights Commission	(“ EHRC ”)
Consumer Counsel for Northern Ireland	(“ CCNI ”)
European Aviation Safety Agency	(“ EASA ”)
Joint Aviation Authorities	(“ JAA ”)
Medical Information Form	(“ MEDIF ”)
Special communication system message	(“ SITA ”)
European Commission	(“ Commission ”)
Regulation 1107/2006, concerning the rights of disabled persons and persons with reduced mobility when travelling by air	the (“ Regulation ”)
Bodies involved in the assistance of DPs and PRMs, such as tour operators, air carriers, assistance services and managing bodies	(“ Operators ”)

Remark: *other abbreviations are mentioned directly in the table and at the endnotes*

Questions:

Part A of the legal questionnaire (“**QA**”)

Part B of the legal questionnaire (“**QB**”)

Part C of the questionnaire (“**QC**”)

PART 1

THE IMPLEMENTATION OF THE OBLIGATIONS ISSUED FROM THE REGULATION

QA 1.1. Could you please specify whether the Regulation under your jurisdiction is applicable to the following persons: a. Persons with physical disability (sensory or locomotors, permanent or temporary); b. Persons with intellectual disability or impairment; c. Persons with any other cause of disability. d. Persons with reduced mobility due to age reasons; e. Persons with reduced mobility due to weight reasons; f. Other persons?

AT	YES. All categories.
BE	YES. All categories.
BG	YES. All categories.
CY	YES. All categories.
CZ	YES. All categories.
DE	YES. All categories.
DK	YES. All categories. Others: i.e. pregnant women.
EE	YES. All categories.
EL	YES. The assistance is provided to the following categories: Persons with physical disability (sensory or locomotors, permanent or temporary); Persons with intellectual disability or impairment; Persons with reduced mobility due to age reasons.
ES	YES. All categories. Others: e.g. pregnant women travelling with small children; passengers with casts or crutches.
FI	YES. All categories. The definition of DPs and PRMs has a wide interpretation: All persons who need assistance to move, are generally considered as PRMs.
FR	YES. All categories. The Regulation might be applicable not only to old persons, but also to children (as this is also an age reason) or unaccompanied minors. Airlines companies took measures concerning the transportation of young children travelling alone.
HU	YES. All categories. All persons with any other cause of disability whose situation need appropriate attention and service (e.g. pregnant women).
IR	YES. All categories. (i.e. pregnant women, children). The Irish NEB mentioned the existing policies of air carriers for UM According to the NEB, this Regulation has almost unlimited application to any member of the travelling public of any age or any impairment who can self elect to qualify for the rights set out therein. This could be regarded

	as an excessive measure which does not have at its core, a disability per se, but rather anyone who considers they need “assistance “ to manage children.
IT	YES. All categories under the following reserves: passengers due to age reasons and weight reasons are examined case by case.
LT	YES. All categories.
LU	YES/NO. It depends on the internal regulations of airlines. No general principle.
LV	YES. All categories. Pregnant women, children, elderly persons.
MT	YES. All categories.
NL	YES. All categories.
PL	YES. All categories.
PT	YES. All categories: temporary disability also (i.e. passenger with a broken leg).
RO	YES. All categories.
SE	YES. All categories. Individual reason are also taken into consideration (i.e. need for seating near to the toilet). However, as concerns the reduced mobility, not if the passenger is only obese without any other reason of reduced mobility.
SL	YES. All categories.
SK	YES. Not all categories. According to the Operational Manager, persons with other causes of disability and/or impairment are excluded.
UK	YES. However, in case of weight reasons, the Regulation would be applicable only in case the weight causes reduced mobility.

Q A 1.2. What are the criteria used in order to identify DPs or PRMs: a. Under simple declaration; b. Other formalities.

AT	Under simple declaration only. In case PRMs is travelling frequently a FREMEC may be issued.
BE	Under simple declaration only.
BG	Under simple declaration only.
CY	Under simple declaration only.
CZ	Under simple declaration only. Other Formalities: medical assessment may be demanded within the administrative procedure with regards to the penalties.
DE	Under simple declaration only.
DK	Under simple declaration only.
EE	NS.
EL	Under simple declaration only.
ES	Under simple declaration only.
FI	Under simple declaration only.
FR	Under simple declaration only. In case of complaint, a certificate might be requested in order to confirm real passenger’s situation (i.e. pregnant women, etc.).

HU	Under simple declaration only.
IR	Under simple declaration only.
IT	Under simple declaration only.
LT	Under simple declaration only.
LU	It depends on the policy of each airline. Some airlines ask formalities, such as medical certificate.
LV	Under simple declaration only.
MT	Under declaration/Other formalities: Use of service request form and physically observation of DPs and PRMs. For certain reasons, airlines may request from the DPs and PRMs to submit a medical information form.
NL	Under simple declaration only.
PL	Under simple declaration only.
PT	NS.
RO	Under simple declaration only. According to the Romanian NEB, when DPs and PRMs require extra services, they shall present a certificate of disability.
SE	Under simple declaration only.
SL	Under simple declaration only.
SK	Under simple declaration/Other formalities: Medical consideration needed to confirm permanent disability.
UK	Under simple declaration only.

Q A 1.3.Are there separate criteria used in order to identify PRMs? If yes, please explain.

AT	NO. In case PRMs is travelling frequently, FREMEC card may be issued.
BE	YES. IATA codes.
BG	NO.
CY	NO.
CZ	NO.
DE	NO.
DK	NO.
EE	NS.
EL	NO.
ES	NO.

FI	NS.
FR	NO.
HU	NO.
IR	NO.
IT	NO.
LT	NO.
LU	NO. There is a classification of different categories of DPs and PRMs to which assistance is provided according to their needs.
LV	NO.
MT	NO.
NL	NO.
PL	NO.
PT	NS.
RO	NO.
SE	NO.
SL	NO.
SK	NO.
UK	NO. Furthermore, Operators are not obliged to identify PRMs.

Q A 1.4. Could you please specify whether in case of refusal to identify a person as DP or PRM, the Operators have the obligation to: a. Motivate in writing the refusal to the concerned person; b. Report the refusal to the NEB; c. Report the refusal to other authority. If yes, please explain; d. No specific obligation.

AT	Motivate in writing the refusal to the concerned person only.
BE	No specific obligation.
BG	Motivate in writing, spontaneously and under request.
CY	No specific obligation.
CZ	Motivate immediately about the reasons of the refusal in writing within 5 working days.
DE	NA. As this event shall not occur: all passengers as DPs and PRMs shall be accepted.
DK	Motivate in writing the refusal if requested by the DPs and PRMs.
EE	NS.

EL	NS.
ES	Motivate in writing the refusal to the concerned person/Report the refusal to the NEB / Report the refusal to other authority.
FI	Motivate in writing the refusal to the concerned person/Report the refusal to the NEB if requested.
FR	Report the refusal to the NEB.
HU	No specific obligation.
IR	No specific obligation.
IT	Motivate in writing the refusal to the concerned person/Report to the NEB if requested.
LT	Motivate in writing the refusal to the concerned person if requested.
LU	Depends of each airline. Airlines must give explanations.
LV	Motivate in writing the refusal to the concerned person.
MT	Motivate in writing the refusal to the concerned person. Report to the NEB if requested.
NL	No specific obligation.
PL	No specific obligation.
PT	Motivate in writing the refusal to the concerned person.
RO	Motivate in writing the refusal to the concerned person.
SE	Motivate in writing the refusal to the concerned person.
SL	Motivate in writing the refusal to the concerned person.
SK	Motivate in writing the refusal to the concerned person.
UK	No specific obligation.

Q A 1.6. Could you please specify whether it exists under your jurisdiction a specific procedure in case the Operators refuse to identify a person as DP or PRM? If yes, please explain.

AT	NO.
BE	YES. Through mediation procedure under a jurisdiction which is independent of both Air Carriers and the CAA.
BG	NO.
CY	NO.
CZ	NO.
DE	NO.

DK	NO.
EE	NO.
EL	NS.
ES	NO.
FI	NO.
FR	NO.
HU	NO.
IR	NO.
IT	NO.
LT	NO.
LU	NS.
LV	NO.
MT	YES. In case of a possible infringement of the Regulation the NEB will investigate the case. In case of sufficient evidence of an infringement, the NEB will pass all the information to the Police. In such case, there is a criminal procedure which is instituted by the Police before the Courts of Magistrates. There is the possibility of appeal before the Criminal Court of Appeal.
NL	NO. If a complaint is lodged to the NEB, the latter will ask the Operator to give a written explanation on the refusal of carriage or assisting the DP/PRM.
PL	NO.
PT	NO.
RO	NO.
SE	NO.
SL	NO.
SK	NO.
UK	NO. However, passengers may seek advice from the EHRC/CCNI and can complain to these bodies if Operators refuse to accept them as a DP or PRM.

QA 1.7. Are there penalties applicable in case of unjustified refusal of identification of a person as DP or PRM? If yes, please specify the provision foreseeing such penalties. ⁱ

AT	YES. Under complaint to the Federal Minister of transport, Innovation and Technology. In such case, the managing bidders and the air carriers can be fined through an administrative procedure up to 22.000 €. In case of aggravating circumstances, to be sentenced with imprisonment up to six weeks.
BE	YES. Criminal penalties: Article 32 of the Law of 27 June 1937 regarding review of the law of 16 November 1919 concerning the organisation of aviation. Administrative penalties: Article 45 of the Law of 27 June 1937 regarding review of the law of 16 November 1919 concerning the organisation of aviation.

BG	NS.
CY	YES. According to the civil Aviation Legislation Penalty consisting in a fine of approximately 8.000 € or 10% of the Operator's annual turnover. Such fine might be inflicted by the Minister of Communications and Works.
CZ	YES. General provision on penalties under the Regulation.
DE	NO.
DK	YES. Danish Air Navigation act, article 149, subsection 11, cf. Art. 1, letter a. The penalties can vary from a caution to imprisonment. The amount of the fines is an exclusive competence of the criminal courts.
EE	NO.
EL	NS.
ES	Specific provision: Act 21/2003 of 7 July of Air Security, Art. 44.1 (Offences against civil aviation safety). The administrative offences classified in this Act may be minor, serious or very serious and accordingly, penalties might be imposed from 60 € to 4.500.000 €.
FI	NS.
FR	NO.
HU	<p>The legal consequences and sanctions of the violation of any Regulation in connection with air transport is based on the Article 66/A of the Act XCVII of 1995. If the Authority has established a violation of the Regulation, it may impose a fine from twenty thousand to three million HUF (cca. 11.500€). The amount of the fine has to be determined taking into consideration all circumstances of the violation.</p> <p>According to the Act CXXV of 2003 on equal treatment and the promotion of equal opportunities, if the Equal Treatment Authority established that the provisions ensuring the principle of equal treatment have been violated, they may order that the situation of the conduct constituting a violation of law be eliminated, prohibit the further continuation of the conduct constituting a violation of law, publish its decision establishing the violation of law and impose a fine.</p>
IR	NO.
IT	NO.
LT	YES. The article 115 of the Code of Administrative Violations states that: <i>"Violation the rules of protection and assistance of disabled persons and persons with reduced mobility when travelling by air incur fine from one thousand to one thousand Lithuanian litas to the head of the company"</i> .
LU	<p>Art. 43. (1) The Director of Civil Aviation is the competent authority for the application of the provisions relating to disabled persons and persons with reduced mobility when travelling by air.</p> <p>(2) The Minister for Transport by air may impose a fine of 2.500 € to 10.000 € to any air carrier or its agent or tour operator who refuses, on the grounds of the disability or the reduced mobility, to accept a reservation for a flight from Luxembourg airport or to embark a disabled person or a person with reduced mobility if that person has a ticket and reservation valid, unless the air carrier or its agent or tour operator could establish a cause of exemption listed in Article 4 of Regulation (EC) No 1107/2006 of the European Parliament and the Council of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air.</p> <p>(3) The Minister for Transport by air may impose a fine of 1.250 € to 5.000 € to any air carrier or its agent shall not have made available, in accessible formats and in at least the same languages as the information made available to other passengers, the safety rules applicable to the carriage of disabled persons and persons with reduced</p>

	<p>mobility, as well as any restrictions on their carriage or on that of their mobility equipment due to the size of the aircraft and any tour operator does not provide the safety rules and restrictions available for flights included in package holidays and package tours it organises, sells or offers for sale.</p> <p>(4) The fine should only be imposed if the air carrier or its agent or tour operator has previously been enabled to submit comments. To this purpose, they were invited by letter with return receipt to make inspection of the record and give their comments, all in a period of not less than a month.</p> <p>(5) The Minister's decisions are subject to appeal overruling the Administrative Court, within one month from the notification.</p>
LV	YES. A Latvian Administrative Code has been established with regards to the DPs and PRMs. However, this Code is not yet into force.
MT	YES. Article 5 of the Civil Aviation (Rights of Disabled Persons and Persons with Reduced Mobility) Regulations (LN 234/07), as subsequently amended specifies the penalties applicable in case of an infringement to the Regulation. The sanctions imposed per infringement of the law can vary between 232.94 € and 1.164,69 € and between 582.34 € and 2.329,37 €. The Court decides on the amount of the fine on a case by case.
NL	<p>Article 11.15, section b, item 7, of the Civil Aviation Act (enforcement action) and article 5:31 of the General administrative law Act (impose a duty backed by an '<i>astreinte</i>'). The aim of that (reparatory) sanction is to remedy the infringement or to prevent a further infringement or a repetition of the infringement.</p> <p>Article 11.16, paragraph 1, section e, item 3, and paragraph 3, section e, of the Civil Aviation Act (administrative fine).</p> <p>Article 11.27 of the Civil Aviation Act (periodic publication of a list of companies which were given a administrative fine).</p> <p>With regard to an <i>astreinte</i> there is no fixed maximum. This (financial) preventive or reparatory sanction should be reasonable and proportional to the severity of the violation and the objective (article 5:32 and 5:32b) of the General Administrative Law Act.</p> <p>The administrative fine is of a more penal nature and is limited to 74.000 € per infringement of the Regulation.</p> <p>Reparatory sanctions give the Minister the power to do what should have been done according to the law, or to take away anything that has been done in conflict with the law (i.e. in theory could buy wheelchairs for an airport and charge them for it, but this would never happen in practice).</p> <p>The law states that the Minister can levy a fine, but that this authority is delegated to the NEB, and effectively to individual inspectors.</p> <p>The sanction can also be used as a preventative measure – NEB can state that if an organisation does not comply within the coming year it will have to pay a sanction.</p> <p>Article 11.16 is the amendment which introduced the punitive fine. Article 11.27 required the publication of a list of companies which were given an administrative fine.</p>
PL	No specific penalties for refusal of identification of a person as DP or PRM are foreseen, however, if a person who identify him/herself as DP or PRM is not assisted in accordance with the Regulation, sanctions may be imposed, after the implementation of the sanction system (see answer 2.6.).
PT	NO.
RO	NO.
SE	In case of discrimination, articles 3 and 4 of the Prohibition of Discrimination Act is applicable (regarding professional provision of goods, services or housing.) Complaints can be handled by the Swedish Disability Ombudsman or in a civil law case. There is a final legislation proposal from the government regarding the Civil Aviation Act. One chapter from the old Civil Aviation Act will according to the proposal be lifted out and form an own law. This gives the possibility of sanctions regarding article 3 and 4. The competent authority will probably be the national consumer authority, (the same as for the Regulation 261/2004 ⁱⁱ). This new law will probably be effective 1 September 2010.
SL	NO.
SK	NO.

UK	NO. According, to the British NEB the issue of 'identification of a PRM' would not in itself form the basis of a complaint. There is no obligation that Operators should identify PRMs. A complaint would be about lack or failure of arrangements necessary to provide the assistance specified in the Regulation. 'Unjustified refusal of identification of a person as a PRM' may be part of a complaint, but would not be its basis.
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Q A 1.8. Do you have knowledge of the existence under your jurisdiction of cases of refusal of identification of a person as DP or PRM? If yes, please explain how these cases were solved?

AT	NO.
BE	NO.
BG	NO.
CY	NO.
CZ	NO.
DE	NO.
DK	YES. The CAA has been informed by airports of some small cases/misunderstandings, which have been solved by the parties involved.
EE	NO.
EL	NS.
ES	NO.
FI	NO.
FR	NO.
HU	NO.
IR	NO.
IT	NO.
LT	NO.
LU	NO.
LV	NO.
MT	NO.
NL	NO.
PL	NO.
PT	NO.
RO	NO.

SE	NO.
SL	NO.
SK	NO.
UK	YES. Some airlines have a policy of requesting that PRMs provide proof of their need for an appropriate seat. EHRC has offered conciliation to a passenger and an airline in such a case. The offer has not yet been accepted by the airline.

QA 2.1. Could you please specify for which reasons Operators can refuse to accept reservation for DPs and PRMs for a flight under your jurisdiction: a. In order to meet applicable safety requirements. If yes, please provide us with examples of such safety requirements; b. Due to the size of the aircraft or its doors which makes the embarkation physically impossible. If yes, please provide us with examples (type of aircraft, type of physical condition of DPs or PRMs); c. Due to the lack of appropriate personnel; d. Due to the lack of appropriate aircraft equipment; e. Due to an increased number of DPs or PRMs on the same flight; f. Other reasons. If yes, please explain .

AT	In order to meet applicable safety requirements (i.e. injured people)/Due to the size of the aircraft or its doors which makes the embarkation physically impossible (i.e. Fleet CRJ and DH 8-300 have only 50 seats; when DPs and PRMs require wheelchair which makes the board impossible because is too heavy for a small aircraft)/Due to an increased number of DPs or PRMs on the same flight: if the number of PRMs exceeds the number of non PRMs.
BE	All specified reasons are applicable (i.e. case of an increased number of DPs and PRMs).
BG	In order to meet applicable safety requirements/Due to the size of the aircraft or its doors which makes the embarkation physically impossible.
CY	In order to meet applicable safety requirements/Due to the size of the aircraft or its doors which makes the embarkation physically impossible/Due to an increased number of DPs or PRMs on the same flight.
CZ	In order to meet applicable safety requirements (i.e. in case the number of DPs and PRMs exceeds the number of other passengers; in case of special disability requiring large place for the legs; the captain flight is also entitled to exclude some people if it appears that the behaviour of such persons can endanger the safety of other passengers/Due to the size of the aircraft or its doors which makes the embarkation physically impossible.
DE	In order to meet applicable safety requirements (i.e. the number of DPs and PRMs exceeds the number of other passengers; attribution of places to the PRMs)/Due to the size of the aircraft or its doors this makes the embarkation physically impossible/Due to an increased number of DPs or PRMs on the same flight (it is considered as a safety reason).
DK	In order to meet applicable safety requirements (i.e. in case of special disability requiring large place for the legs)/Due to the size of the aircraft or its doors this makes the embarkation physically impossible/Due to an increased number of DPs or PRMs on the same flight.
EE	NS.
EL	NS.
ES	In order to meet applicable safety requirements (i.e. The Operative Circular of 04/01 of 22 June 2001 limits the number of PRMs to the number of available persons able to assist during an emergency evacuation. However, the Operative Circular 04/01 does not provide that any passenger shall provide assistance during an emergency evacuation. Operations Manuals companies must submit the required standards)/Due to the size of the aircraft/Due to an increased number of DPs or PRMs on the same

	flight.
FI	In order to meet applicable safety requirements (those which are provided by EASA or CAA, i.e.: Operations Manuals)/Due to the size of the aircraft or its doors which makes the embarkation physically impossible/Due to an appropriate aircraft equipment (i.e. in case the aircraft doesn't have an on-board wheelchair, related to the size of the aircraft)/Due to an increased number of DPs or PRMs on the same flight (if the number of PRMs exceeds the number of non PRMs). Operators can have more restrictive limitations in their Manuals.
FR	In order to meet applicable safety requirements (France has elaborated the instruction of 26 June 2008 concerning the technical regulation and administrative procedures applicable to air commercial transportation in order to help the airlines drafting their Exploitation Manuals)/Due to the size of the aircraft or its doors which makes the embarkation physically impossible/Due to the lack of appropriate personnel (i.e. in case the passenger with a wheelchair require a cabin crew member within the plane)/Due to an increased number of DPs and PRMs.
HU	All specified reasons are applicable (i.e. if the number of PRMs exceeds the number of non PRMs; missing of appropriate equipment such as special toilets).
IR	For safety requirements/Due to the size of the aircraft/Due to an increased number DPs or PRMs on the same flight.
IT	All specified reasons are applicable (i.e. a stretched passenger that would like to board a flight from Bari to Otopeni operated by a Fokker aircraft with a two seats aisle).
LT	All specified reasons are applicable except in case of the lack of appropriate personnel.
LU	NS.
LV	In order to meet applicable safety requirements/Due to the size of the aircraft or its doors which makes the embarkation physically impossible.
MT	In order to meet applicable safety requirements/Due to the size of the aircraft or its doors which makes the embarkation physically impossible.
NL	In order to meet applicable safety requirements/Due to the size of the aircraft or its doors which makes the embarkation physically impossible.
PL	YES. In order to meet applicable safety requirements /Due to the size of the aircraft or its doors which makes the embarkation physically impossible. As regards the increase number of DPs or PRM on the same flight, the Polish NEB mentions that in accordance with operations manuals of the air carriers the number of DPs and PRMs on board of the specific aircrafts may be limited. However, the limitations are due to safety reasons and therefore, the number of DPs or PRMs cannot be seen as separate and sole reason for refusal.
PT	YES. For safety reasons.
RO	YES. In order to meet applicable safety requirements/Due to the size of the aircraft or its doors which makes the embarkation physically impossible.
SE	YES. In order to meet applicable safety requirements (i.e. oxygen or wheelchair batteries and other types of equipment containing parts considered as dangerous goods), EU OPS (seating not allowed at emergency exit etc)/Health and safety rules (passengers may not be carried in steps or on board very small aircraft types)/Due to the size of the aircraft or its doors which makes the embarkation physically impossible (i.e. Jetstream 32; Manual lifting is impossible due to health and safety reasons; Not possible due to health and safety regulation to carry passengers in stairs and to lift them on-board. No cabin crew on aircraft with 19 seats or less).
SL	YES. For all mentioned reasons except in case of the lack of personnel.
SK	NS.
UK	YES. In order to meet safety requirements and due to the size of the aircraft. Are considered the safety requirement the following situations:

	<p>EU-OPS:ⁱⁱⁱ The JAA guidance material associated with EU-OPS provide for the maximum number of PRMs that may be carried on a flight. The UK CAA has provided guidance to UK air carriers in CAA FODCOM 49/2008 and notes that it does not expect UK carriers to be more restrictive than EU-OPS.</p> <p>Fitness to Fly: The Department for Transport’s <i>Access to Air Travel for Disabled Persons and Persons with Reduced Mobility – Code of Practice</i> says at 3.18 that “Air carriers should only require disabled passengers to obtain a medical clearance in cases of a medical condition where it is clear that the passenger’s safety or well being, or that of other passengers cannot be reasonably assured. Medical clearance forms should not be required just to prove a need for assistance.” Where such medical clearance is not provided, Operators may refuse to accept a reservation. Authority for such refusal lies with the pilot, under article 77 Air Navigation Order 2005.</p> <p>Dangerous Goods: Operators may refuse a reservation if the passenger needs to travel with medical or mobility equipment that does not meet the criteria in <i>The Air Navigation (Dangerous Goods) (Amendment) Regulations 2009</i> and the <i>ICAO Technical Instructions for the Safe Transport of Dangerous Goods by Air</i>.</p> <p>As regards the question related to an increased DPs and/or PRM on the same flight: UK’s approach is to look at situations on a case by case basis, with guidance being that the number of PRMs should not exceed the number of able-bodied persons capable of assisting with an emergency evacuation.</p>
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QA 2.2. Could you please specify the reasons for which under your jurisdiction the Operators can refuse to embark DPs and PRMs with a valid reservation: a. In order to meet applicable safety requirements. If yes, please provide us with examples of such safety requirements; b. Due to the size of the aircraft or its doors which makes the embarkation physically impossible. If yes, please provide us with examples (type of aircraft, type of physical condition of DPs or PRMs, etc.);c. Due to the lack of appropriate personnel; d. Due to the lack of appropriate aircraft equipment; e. Due to an increased number of DPs or PRMs on the same flight; f. Other reasons. If yes, please explain.

AT	YES. In order to meet applicable safety requirements (i.e.: no safety assistant available and the passenger is unable to evacuate himself in case of emergency)/Due to the size of the aircraft or its doors which makes the embarkation physically impossible (i.e. CRJ and DH 8-300 have only 50 seats; heavy wheelchairs impossible to board)/In case the numbers of DPs and PRMs exceeds the number of non disabled passengers.
BE	YES. All reasons of refusal are applicable. In case of exceptional demand, lack of personnel properly trained might occur.
BG	YES. In order to meet applicable safety requirements/Due to the size of the aircraft or its doors which makes the embarkation physically impossible.
CY	YES. In order to meet applicable safety requirements/Due to the size of the aircraft or its doors which makes the embarkation physically impossible/Due to an increased number of DPs and PRMs on the same flight.
CZ	YES. For safety requirements/Aircraft’s size/Due to an increased number of DPs and PRMs.
DE	YES. See answer 2.1.
DK	YES. See answer 2.1.
EE	NS.

EL	NS.
ES	YES. See answer 2.1.
FI	YES. See answer 2.1.
FR	YES. See answer 2.1.
HU	YES. See answer 2.1. The refusal is just possible according to the Regulation. It does not depend on the pre-notification. If the not pre-notified DP or PRM has a reservation and the carriage is possible, the DP/PRM will be carried.
IR	YES. See answer 2.1.
IT	YES. All reasons are applicable except the lack of appropriate personnel.
LT	YES. See answer 2.1.
LU	NS.
LV	YES. See answer 2.1.
MT	YES. See answer 2.1.
NL	YES. See answer 2.1.
PL	YES. See answer 2.1.
PT	YES. For safety requirements, due to the size of the aircraft and eventually in case of flight with no cabin crew.
RO	YES. See answer 2.1.
SE	YES. See answer 2.1.
SL	YES. See answer 2.1. In case DPs or PRMs passengers have not requested assistance before embarkation and there are more DPs or PRMs than they are afforded on board.
SK	YES. All reasons are applicable except the lack of appropriate personnel.
UK	YES. See answer 2.1.

Q.A 2.4. Could you please explain at which moment the DPs and PRMs are informed about the refusal of reservation and/or embarkation?

AT	At the reservation.
BE	NS.
BG	At pre-notification; check in.
CY	NS. Reference is made to the Regulation.
CZ	Immediately. If requested, in writing within 5 working days.
DE	Immediately without any delays.
DK	NS.

EE	NS.
EL	NS.
ES	At the reservation/During the checking at the airport.
FI	At the reservation/pre-notification. Refusal of embarkation could be only due to lack of pre-notification or for reasons of force majeure.
FR	During the registration or the embarkation.
HU	At booking, during check-in if no pre-notification.
IR	The information in relation to this question lies solely with the relevant entities (i.e. tour operators, air carriers and their agents vis-à-vis reservations and with airports vis-à-vis embarkation). It is to be assumed that if an air carrier or their agents intend to refuse a reservation that the passenger will be told so at the first opportunity. Similarly, as the airport management body is the responsible entity for the embarkation phase, any refusal to carry this out should be made to the person seeking assistance at that time.
IT	During the reservation/During the checking at the airport and even at boarding.
LT	NS.
LU	This question shall be checked with each airline regulation.
LV	Within 5 days of the ticket booking and/or while booking.
MT	The refusal will be notified at the reservation.
NL	NS.
PL	NS.
PT	At reservation and during check in.
RO	There is no specific obligation to inform the DPs and PRMs in a specific deadline. It depends of the internal procedure of the Operator.
SE	As soon as the problem is detected.
SL	At the moment of the decision.
SK	At the check in.
UK	At all stages: from booking to boarding the return flight.

Q A 2.5. Could you please specify whether the Operators are obliged to communicate to DPs and PRMs the reasons of such refusal? If yes, could you please explain if (a) this refusal must be notified by writing and (b) it exists a deadline?

AT	YES.
BE	YES. The refusal is notified in writing only under request within 5 working days as from the refusal by the DPs and PRMs.
BG	YES. The refusal must be notified in writing.

CY	YES.
CZ	YES. If requested by the DPs and PRMs, the refusal is notified in writing only under request within 5 working.
DE	YES. In writing only under request within 5 working days as from the demand.
DK	YES. The refusal is notified in writing only under request within 5 working days as from the refusal by the DPs and PRMs.
EE	NS.
EL	NS.
ES	YES. The refusal is notified in writing within 5 working days of request.
FI	YES. Must be in writing. No official deadline exists, should be given immediately.
FR	YES. The refusal is notified in writing only under request within 5 working days.
HU	YES. The Operators are obliged to communicate but there are no specified requirements about deadline or form. Anyway, the Operators can have requirements in their "General conditions of transportation".
IR	YES. They must notify them verbally. In addition, if the passenger requests writing, the air carrier, its agent or the tour operator must comply within 5 days.
IT	YES.
LT	YES.
LU	This question shall be checked with each airline regulation.
LV	YES. The refusal is notified in writing within 5 working days of the request.
MT	YES. Verbal communication.
NL	YES. According to the Regulation.
PL	YES. Immediately. In writing within 5 working days of the request.
PT	YES. In writing within 5 working days of the request.
RO	YES. In writing. No deadline.
SE	YES. In writing within 5 working days of the request.
SL	YES.
SK	NO.
UK	YES. Immediately/In writing within 5 working days as of the request.

Q A 2.6. Are there penalties applicable in case of unjustified refusal of reservation or embarkation of DPs or PRMs? If yes, please specify the provision foreseeing such penalties.

AT	YES.
BE	YES. See answer 1.7.
BG	YES.
CY	YES. See answer 1.7.
CZ	Provision of § 93/7 k) of the Civil aviation Act (Act No. 49/1997 Sb.). Penalty: up to 5. 000. 000 CZK /§ 93/8 e). According to § 93/7 k): an air carrier or its agent or a tour operator groundlessly refuses to accept a reservation for a flight departing from or arriving at an airport; or refuses to embark a disabled person or a person with reduced mobility at such an airport, provided that the person concerned has a valid ticket and reservation.
DE	YES. § 58. 1, No. 13 of the Law on traffic in connection with § 108 Section 4 of the Regulation on air traffic. The infringements of the Regulations may be sanctioned under § 58, al.2 in connection with Division 1, No. 13 of the Act on air traffic to a penalty of up to 25,000 €.
DK	YES. General penalty regime under the Regulation. See answer 1.7.
EE	NS.
EL	NS.
ES	YES. Art. 45.2.6 LSA 21/2003: penalty from 135.001€ to 450.000 €.
FI	NS.
FR	YES. The airline is likable to receive an administrative penalty on the basis of the Civil Aviation Code.
HU	YES. The legal consequences and sanctions of the violation of any Regulation in connection with air transport is based on the Article 66/A of the Act XCVII of 1995. If the Authority has established a violation of the Regulation, it may impose a fine from twenty thousand to three million HUF (cca. 11.500 €). The amount of the fine has to be determined taking into consideration all circumstances of the violation.
IR	YES. The sanctions were transposed in Ireland via Statutory Instrument No. 299/2008. The NEB - can impose a penalty for non compliance with any aspect of the Regulation. The maximum financial penalties are the same in each category (i.e. a summary fine not exceeding 5.000 € or an indictable fine not exceeding 150.000 €, regardless of the right that is infringed).
IT	YES. Unjustified refusal of reservation: penalties from 10.000 € up to 40.000 €. Unjustified refusal of embarkation: penalties 30.000 to 120.000 €. Legislative Decree of 24 February 2009, n. 24.
LT	YES. See answer 1.7.
LU	YES. See answer 1.7.
LV	YES. Not yet enforceable. See answer 1.7.
MT	YES. See answer 1.7.
NL	YES. See answer 1.7.
PL	NO. At present, an amendment of the Aviation Act which implements penalties for infringements of the provisions of the Regulation (i.e. in case of refusal of reservation or embarkation or lack of assistance) is pending for parliament's approval. The sanction system is expected to be operational in few months time.
PT	YES. The Decree-Law 241/08 N° 1 a) of article 7.

RO	YES. Government Decision no. 787/2007 regarding the set up of the implementation of the Regulation (EC) no 1107/2006 of the European Parliament and of the Council concerning the rights of disabled persons and persons with reduced mobility when travelling by air. The penalties applicable in case of unjustified refusal of reservation or embarkation of DPs or PRMs are fines from 1.000 lei to 2.500 lei.
SE	YES. These penalties are not applicable via NEBs supervision. In case of discrimination (article 3 and 4) the Prohibition of Discrimination Act is applicable (regarding professional provision of goods, services or housing.) Complaints can be handled by the Swedish Disability Ombudsman or in a civil law case.
SL	NO.
SK	NO.
UK	<p>YES. The Civil Aviation (Access to Air Travel for Disabled Persons and Persons with Reduced Mobility) Regulations 2007 sets out the penalties for breaches of obligations in the Regulation. By virtue of Criminal Justice Act 1991 (Commencement No 3) Order 1992, fines on the standard scale are as follows: Level 1: £200; Level2: £500; Level3: £1000; Level4: £2500 and Level5: £5000. Articles 3, 4(1), 4(4), 5(1), 8(1), 8(5) and 13, attract Level 5 fines on summary conviction, or an unlimited fine on conviction on indictment. These 'either way' offences allow the defendant to elect between trial by jury on indictment in the Crown Court and summary trial in the Magistrates' Court. However, the election may be overruled by the court of first instance if the facts suggest that the sentencing powers of a Magistrates' Court would be inadequate to represent the seriousness of the offence.</p> <p>These fines are part of the criminal sanction regime and are relevant in cases where an Operator is prosecuted by the CAA.</p> <p>The parallel civil regime involves an individual making a claim for breach of the Regulation. The Civil Aviation (Access to Air Travel for Disabled Persons and Persons with Reduced Mobility) Regulations 2007 provides that remedies available in such proceedings are those which are available in the High Court. EHRC may support such claims.</p>

QA 2.7. Do you have knowledge of the existence under your jurisdiction of cases of refusal of reservation or embarkation of DPs or PRMs? If yes, please explain how these cases were solved.

AT	NO.
BE	NO.
BG	NO.
CY	NO.
CZ	NO.
DE	YES. Claims were reported. The NEB considered them as not founded.
DK	YES. Some small claims, solved between the parties.
EE	NS.
EL	NS.
ES	NO.

FI	NO.
FR	YES. The French CAA has received complaints in great majority concerning the refusal of embarkation in connection to the refusal of the accompaniment of another person. Penalties have been applicable to one of these cases.
HU	YES. A case was condemned by the NEB was made public for 30 days on the Authorities' website.
IR	YES. However, the Irish NEB did receive a complaint, which related to an instance of forced disembarkation as distinct from a refusal to embark the passenger in the first place. The passenger, who had booked a return journey with the air carrier, unexpectedly required use of oxygen during his outbound flight. However, he failed to book oxygen for use on his return journey and when this was discovered he was asked to disembark the aircraft as the Captain would not take off unless he had the full MEL quota of oxygen at the disposal of other passengers. He would have been permitted to travel once he reserved oxygen and the required notice period for his reservation had elapsed. The timeframe involved was not acceptable to him as he had to return for personal reasons so he made his own arrangements.
IT	YES. The Italian NEB had also been informed about some small cases. The NEB had direct contact with the Operators in order to analyse the problems and concluded that there was not any infringement of the Regulation.
LT	NO.
LU	The NEB was familiarised with one case. Procedures were undertaken against the airline.
LV	NO.
MT	YES. The airline was not able to carry the guide dog on board because the airport at destination did not have the procedures in place for such cases.
NL	NO.
PL	YES. The Polish NEB is aware of one case of refusal of embarkation of a group of DPs at an airport in Poland. The Operator and the DPs reached amicable an agreement.
PT	NS.
RO	YES. The DP refused to present the Certificate of Disability in order to certify that the DP is able to travel alone. The case was solved by the Operator by finding another flight for the DP, served by another type of airplane.
SE	<p>Only one case of denied boarding due change of aircraft to smaller aircraft than planned. Airline was advised to pay the passenger according to Regulation 261/2004. The Swedish NEB received a written complaint with reference to the Regulation 1107. The case revealed that the handling at the airport was not correct and that the passenger should have received denied boarding compensation. The NEB contacted the airline and was informed that they normally have good procedures for checking the size of the wheelchair against the size of the aircraft, but in this case they changed the operating carrier on all flights to a specific destination with short notice, and they missed the fact that some passengers were already confirmed. The airline did not question the arguments for paying out denied boarding compensation.</p> <p>According to the Swedish NEB, their role in this case was to advise the passenger about her rights and what rules that apply and were to turn for help. It also have a role to inform the airlines.</p> <p>The airline involved was Iberia. The NEB, in a first step interpreted that according to the Regulation it shall contact the Spanish NEB since Iberia has a Spanish AOC. (The Swedish NEB later learned that this interpretation of competent authority might be wrong, according to discussions at meetings with the Commission).</p>

	<p>The Swedish NEB translated the complaint from Swedish to English and sent it to the Spanish NEB together with their comments.</p> <p>Spain contacted the airline several times and finally received information that the staff at the airport had made an error and that the passenger should be reimbursed for the amount paid.</p>
SL	NO.
SK	NO.
UK	<p>YES. Passengers have been refused reservation or embarkation for a number of reasons. Valid complaints have involved passengers being refused reservation because the Operator required 5 days' notice; because they believed a PRM should not travel alone; because they required a medical certificate at check-in; because they refused to carry mobility equipment.</p> <p>Cases may be solved if passengers pursue them to conclusion, but this does not happen often. According to the British NEB, some have unrealistic expectations about what can be done to resolve a complaint; some encounter delays or failure to respond when they contact Operators. This deters many from pursuing their complaint. In other cases the Operator is able to resolve the complaint directly with the PRM, for example by offering a free flight or shopping vouchers. For a variety of these reasons, no cases of refusal of reservation or embarkation have been concluded by means of EHRC's complaint handling process.</p>

QA 3.1. Could you please specify whether it exists under your jurisdiction alternatives offered to DPs and PRMs in case of refusal of reservation? If yes, please specify these alternatives.

AT	YES. Rebooking on a later flight.
BE	NO.
BG	NS.
CY	YES.
CZ	YES. Acceptable alternative solution.
DE	YES. According to the Regulation.
DK	Yes. Reimbursement or rerouting.
EE	NS.
EL	NS.
ES	YES. Obligation of best efforts on the air carriers, its agent or tour operators in order to propose an acceptable alternatives.
FI	YES.
FR	NS
HU	YES. Right to reimbursement and/or rerouting.

IR	YES. No specific framework citing alternatives has been drawn up here or in any Member State to the knowledge of the NEB. It is understood that the options available to an entity refusing a reservation would be to suggest an alternative carrier who might be able to accommodate the DP/PRM and their equipment or to suggest that an alternative piece of equipment is acceptable to the carrier.
IT	YES.
LT	YES.
LU	NS. This question shall be checked with the airlines.
LV	YES.
MT	YES. The Maltese legislation do not specifies which alternative shall be offered.
NL	YES. These alternatives are settled between the air carrier and the passenger.
PL	YES. The air carrier, its agent or the tour operator shall make reasonable efforts to propose an acceptable alternative to the person in question.
PT	YES.
RO	NO.
SE	YES. Only one case of denied boarding due change of aircraft to smaller aircraft than planned. Airline was advised to pay the passenger according to the Regulation.
SL	YES. Firstly, to find another flight.
SK	NO.
UK	YES.

Q A 3.2. Could you please specify whether it exists under your jurisdiction alternatives offered to DPs and PRMs in case of refusal of embarkation? If yes, please specify whether the Operators have the obligation to: a. Offer the possibility of another flight. If yes, please specify if there is a deadline to the departure of the flight; b. Reimburse the cost of the ticket. If yes, please specify within which deadline; c. Reimburse the cost of the ticket and other expenses due to this refusal; d. Pay compensation; e. Offer re-routing, under comparable transport conditions; f. Offer the choice between reimbursement of the ticket and re-routing under comparable transport conditions; g. Other obligatory alternatives.

AT	YES. Offer the possibility of another flight (in principle, next available flight)/Reimburse the cost of the ticket (within 7 days)/Reimburse the cost of the ticket and other expenses due to this refusal/Pay compensation/Offer re-routing, under comparable transport conditions/Offer the choice between reimbursement of the ticket and re-routing under comparable transport conditions.
BE	NO. Mediation procedure exists in order to obtain compensation.
BG	YES. Offer the possibility of another flight/Reimburse the cost of the ticket/Reimburse the cost of the ticket and other expenses due to this refusal/Pay compensation (under CA Act, Article 81a; paragraph 2,3)/Offer re-routing, under comparable transport conditions/Offer the choice between reimbursement of the ticket and re-routing under comparable transport conditions.

CY	YES. Offer the possibility of another flight (in principle, next available flight)/Reimburse the cost of the ticket/Reimburse the cost of the ticket and other expenses due to this refusal/Offer re-routing, under comparable transport conditions/Offer the choice between reimbursement of the ticket and re-routing under comparable transport conditions.
CZ	YES. Offer the possibility of another flight/Pay compensation/offer the choice between the reimbursement of the ticket and re-routing.
DE	YES. According to the Regulation: airlines do not reimburse other expenses and do not pay compensation.
DK	YES. All alternatives except pay the compensation.
EE	NS.
EL	NS.
ES	YES. Pay compensation/Offer the choice between the reimbursement of the ticket and re-routing.
FI	YES. All alternatives.
FR	YES. All alternatives.
HU	YES. All alternatives except reimburse the cost of the ticket and pay compensations.
IR	YES. Offer the possibility of another flight/Reimburse the cost/Offer the choice between reimbursement and rerouting.
IT	YES. All alternatives except compensation payment. Compensation is paid only in case the refusal is unjustified in respect to the Regulation.
LT	YES. Offer the possibility of another flight /Reimburse the cost of the ticket/Pay compensation/Offer re-routing.
LU	NS. This question shall be checked with the airlines.
LV	Yes. All alternatives except pay compensation.
MT	YES. See answer 3.1.
NL	YES. All alternatives except pay compensation.
PL	YES. All alternatives. As regards compensation, it might be paid in case the boarding was denied in violation of the Regulation. The earliest possible flight should be offered. However, there is no specific deadline to the departure of the offered flight. The reimbursement should be made within 7 days. The reimbursement of other expenses may be required, if the air carrier was obliged to provide assistance stipulated in Art. 9 of the Regulation and failed to fulfil it.
PT	YES. Offer the choice between reimbursement and rerouting.
RO	YES. All alternatives applicable except reimbursement of the ticket and other expenses and payment of compensation.
SE	YES. All alternatives applicable.
SL	In case DPs or PRMs passengers have not requested assistance before embarkation and there are more DPs or PRMs than they are afforded on board.
SK	YES. Reimburse the cost of the ticket and other expenses, if any.
UK	Yes. All alternatives except pay compensation.

QA 3.4. Are there penalties applicable in case of lack of alternatives or unacceptable alternatives offered to DPs and PRMs? If yes, please specify the provision foreseeing such penalties.

AT	YES. See answer 1.7.
BE	YES. See answer 1.7.
BG	YES. Under Civil Aviation Act, Article 147 (1).
CY	YES. See answer 1.7.
CZ	YES. See answer 2.6.
DE	YES. See answer 2.6.
DK	YES. See answer 1.7.
EE	NS.
EL	NS.
ES	NO.
FI	NS.
FR	YES. Administrative penalty against the airline.
HU	YES. The legal consequences and sanctions of the violation of any Regulation in connection with air transport is based on the Article 66/A of the Act XCVII of 1995. If the Authority has established a violation of the Regulation, it may impose a fine from twenty thousand to three million HUF (11500 €). The amount of the fine has to be determined taking into consideration all circumstances of the violation. See the sanction of the Act CXXV of 2003 on equal treatment (Article 16.)
IR	See answer 2.6.
IT	YES. Penalties from 20.000 to 80.000 €. Article 4.2 of the Legislative Decree n. 24 of 24 February 2009.
LT	NO.
LU	NS.
LV	YES. Not yet enforceable. See question 1.7.
MT	YES. See answer 1.7.
NL	YES. See answer 1.7.
PL	NO.
PT	YES. See answer 2.6.
RO	NO.
SE	YES. Currently, a proposed amendment to the Civil Aviation Act is going through the parliamentary process. In addition, a new law regarding air transport probably will be effective the same date, from September 2010. The details of the proposed amendment are given in Regeringens proposition 2009/10:95- Luftfartens lagar, which sets out sanctions for infringements of Articles 3 and 4, and defines procedures for monitoring of, and sanctions for, infringements of Articles 5-11.

SL	NO.
SK	NO.
UK	YES. See answer 2.6.

Q A 3.5. Do you have knowledge of complaints/cases due to the lack of alternatives or unacceptable alternatives offered to DPs and PRMs? If yes, please explain how these cases were solved.

AT	NO.
BE	NO.
BG	NO.
CY	NO.
CZ	NO.
DE	NO.
DK	NO.
EE	NO.
EL	NS.
ES	NO.
FI	NO.
FR	YES. No proposal of alternative in a case of refusal of embarkation.
HU	NO.
IR	NO.
IT	NO. Direct contact with the Operators to analyse the problems.
LT	NO.
LU	NO.
LV	NO.
MT	NO.
NL	NO.
PL	NO.
PT	NO.

RO	NO.
SE	NO.
SL	NO.
SK	NO.
UK	NO.

Q A 4.1. Have the Operators under your jurisdiction the right to require from DPs and/or PRMs to be accompanied by another person?

AT	YES.
BE	YES.
BG	YES.
CY	YES.
CZ	YES.
DE	YES.
DK	YES.
EE	NS.
EL	NS.
ES	YES.
FI	YES.
FR	YES.
HU	YES.
IR	YES.
IT	YES.
LT	YES.
LU	YES. Depends on the airline.
LV	YES.
MT	YES. Some airlines may require from DPs and PRMs to be accompanied for safety and security reasons or because of a special physical condition. If the latter contests such a request the NEB would decide on case by case basis.
NL	YES.

PL	YES.
PT	YES.
RO	YES.
SE	YES.
SL	YES.
SK	NO.
UK	YES. The Department for Transport's <i>Access to Air Travel for Disabled Persons and Persons with Reduced Mobility – Code of Practice</i> at 3.14 provides that "Air carriers should only require a personal assistant to accompany a disabled person when it is evident that the person is not self-reliant and this could pose a risk to safety." In practice, this means anyone who is unable to unfasten their seat belt, leave their seat and reach an emergency exit unaided, retrieve and fit a lifejacket, don an oxygen mask without assistance, or is unable to understand the safety briefing and any advice and instructions given by the crew in an emergency situation (including information communicated in accessible formats). In some cases, more than one assistant may be necessary, for example, where lifting is required.

QA 4.2. If you responded yes to the previous question, could you please specify the conditions under which the Operators can require from DPs and/or PRMs to be accompanied by another person: a. No specific condition; b. Lack of specific personnel; c. Special physical condition of DP or PRM; d. Safety reasons. If yes, please explain; e. Security reasons. If yes, please explain; f Other reasons. If yes, please explain.

AT	YES. In case of special physical condition of DP or PRM/For safety reasons (DPs and PRMs cannot evacuate themselves alone in case of emergency).
BE	YES. For the lack of specific personnel/Special physical condition of DP or PRM/Safety reasons in accordance with the Circular CIR/OPS-04. Other: According to Circular CIR/OPS-04, Per 12 WCHR or mentally handicapped, 1 valid passenger must be in charge and if DPs and PRMs are travelling as a group accompanying persons may be required depending on the categories of DPs and PRMs.
BG	YES. Only in case of special physical conditions of DPs and PRMs.
CY	YES. In case of special physical condition of DP or PRM and safety reasons (in case of an increased number of DPs and PRMs, the refusal might occur for evacuation in case of crashes).
CZ	YES. In case of special physical condition of DPs or PRMs (in case DPs and PRMs are on stretcher, they shall be accompanied by a specialized medicinal assistant or persons based on the information from physician stated in MEDIF)/Safety reasons.
DE	YES. For safety reasons only. In case of emergency evacuation one not disabled passenger must be available to help one disabled passenger.
DK	The Operators can require DP's and PRM's to be accompanied by another person if the presence of the unaccompanied person hinders evacuation of the aircraft in case of an accident to be carried out according to the Operators evacuation programme. In case of special physical condition and for other reasons (i.e. if the DPs and PRMs require assistance inside the lavatory).
EE	NS.
EL	NS.

ES	YES. In case of special physical condition of DP or PRM (as stated in the Operational Manual of air carriers)/Safety reasons (number of DPs and PRMs).
FI	YES. In case of special physical condition of DP or PRM/Safety reasons.
FR	YES. For safety reasons.
HU	YES. In case of lack of specific personnel /Special physical conditions (in which case, Operators may require accompanied persons)/Safety reasons.
IR	YES. Different air carriers have different requirements in this regard.
IT	YES. In case of special physical condition of DP or PRM and safety reasons.
LT	NO. No specific obligation.
LU	NS.
LV	YES. In case of special physical condition of DP or PRM/Safety reasons (in case the passenger is not able to follow cabin crew safety instructions); Security reasons (in case the passenger is a DP and/or PRM deportee and needs to be accompanied accordingly to Security reasons).
MT	YES. In case of special physical condition of DP or PRM/Safety reasons.
NL	YES. In case of special physical condition of DP or PRM.
PL	YES. For safety reasons.
PT	NS.
RO	YES. For safety reasons.
SE	YES. In case of special physical condition of DP or PRM (Long haul flights; if the passenger cannot eat or visit the toilet without help; if the passenger is in a constant need of help for communication, etc.)/Safety reasons (i.e. if quota of unaccompanied WCHC/S ^{iv} already is filled; if passenger cannot understand and follow safety instructions given by cabin staff)/Other reasons: Blind and deaf pass or in other cases where specially trained staff is needed for communication.
SL	YES. For all mentioned reasons (i.e. the Operator cannot provide personnel; in case of emergency); Other reasons: to help through security checks.
SK	NS.
UK	YES. Safety is the only reason for which Operators can require PRMs to be accompanied.

QA 4.3. If you answered yes at the question 4.1, could you please indicate whether the requirement to be accompanied by another person is applicable: a. Until the embarkation gate; b. Until the aircraft seat; c. During the flight; d. Other. If yes, please explain.

AT	YES. Covers all travel: DPs and PRMs must be accompanied until the embarkation gate, aircraft seat and during the flight.
BE	NA.
BG	YES. During the flight only.
CY	YES. During the flight only and in special cases (i.e. for safety reasons in case of an increased number of DPs and PRMs).
CZ	YES. Covers all travel: DPs and PRMs must be accompanied until the embarkation gate, aircraft seat and during the flight.

DE	YES. During the flight only.
DK	YES. During the flight only.
EE	NS.
EL	NS.
ES	YES. Covers all travel: DPs and PRMs must be accompanied until the embarkation gate, aircraft seat and during the flight.
FI	YES. During the flight.
FR	YES. During the flight.
HU	YES. Covers all travel: DPs and PRMs must be accompanied until the embarkation gate, aircraft seat and during the flight.
IR	YES. During the flight.
IT	YES. Covers all travel.
LT	YES. During reservation process.
LU	NS.
LV	YES. Covers all travel.
MT	YES. Covers all travel.
NL	YES. During the flight.
PL	YES. Covers all travel.
PT	YES. According to the Regulation.
RO	YES. Until the embarkation gate and/or aircraft seat.
SE	YES. During the flight.
SL	YES. Covers all travel.
SK	NS.
UK	YES. During the flight.

QA 4.5. Are there penalties applicable in case the Operators oblige and/or abuse of their right to oblige DPs and/or PRMs to be accompanied by another person? If yes, please specify the provision foreseeing such penalties.

AT	YES. See answer 1.7.
BE	YES. See answer 1.7.
BG	YES. See answer 1.7.

CY	YES. See answer 1.7.
CZ	NO.
DE	YES. See answer 2.6.
DK	YES. See answer 1.7.
EE	NS.
EL	NS.
ES	NO.
FI	NS. No specific penalties.
FR	YES. Administrative penalties, hardly applicable.
HU	YES. The legal consequences and sanctions of the violation of any Regulation in connection with air transport is based on the Article 66/A of the Act XCVII of 1995. If the Authority has established a violation of the Regulation, it may impose a fine from twenty thousand to three million HUF (cca. 11500 €). The amount of the fine has to be determined taking into consideration all circumstances of the violation.
IR	YES. See answer 2.6.
IT	YES. Penalties from 5.000 € to 20.000 €.
LT	YES. See answer 1.7.
LU	NS.
LV	YES. Not yet enforceable. See answer 1.7.
MT	YES. See answer 1.7.
NL	YES. See answer 1.7.
PL	NO.
PT	NS.
RO	NO.
SE	According to the Swedish NEB, there is no penalty as regards this matter. Furthermore, the Swedish NEB insists and is currently discussing with the Operators to change procedures which do not work. Currently, a proposed amendment to the Civil Aviation Act is going through the parliamentary process. In addition, a new law regarding air transport probably will be effective the same date, from September 2010. The details of the proposed amendment are given in Regeringens proposition 2009/10:95- Luftfartens lagar, which sets out sanctions for infringements of Articles 3 and 4 and defines procedures for monitoring of, and sanctions for, infringements of Articles 5-11.
SL	NO.
SK	NO.
UK	YES. See answer 2.6.

QA 4.6. Do you have knowledge of complaints/cases of abuses of Operators in obliging DPs or PRMs to be accompanied by another person? If yes, please explain how these cases were solved.

AT	NO.
BE	NO.
BG	NO.
CY	NO.
CZ	NO.
DE	NO.
DK	NO.
EE	NS.
EL	NO.
ES	NO.
FI	<p>YES. There was one case where a passenger asked whether an Operator was acting according to Regulation, when it stated that the person totally incapable of moving would need to be accompanied on intercontinental flights. According to the Finish NEB, the passenger in question was not totally incapable of moving and thus did not need an accompanying person.</p> <p>The passenger addressed the complaint/inquiry via email to the Finnish Transport Safety Agency. The complaint concerned a flight from Bangkok to Helsinki. The NEB interrogated the air carrier about their procedures on this matter. In the opinion of the NEB, this attitude was not in breach of the Regulation. The reasons of that requirement were the fact that according to the air carrier, they assist passengers with reduced mobility in moving to the toilet facilities. However, in case it involves actual lifting, the cabin crew are not able to provide such assistance, since they do not have the appropriate training and their own work safety would thus be endangered.</p> <p>According to the Finish NEB, the cabin crew can also provide help by supporting the passenger to get up, but the passenger must be able to move him/herself from the seat to the wheelchair, if he/she is to travel without an accompanying person. The cabin crew can also support the passenger when they are walking to the toilet. If the passenger needs help in the toilet facilities, he/she must have an accompanying person, since the cabin crew cannot assist there due to hygiene reasons.</p>
FR	YES. Sanction against a British airline.
HU	NO.
IR	NO.
IT	YES.
LT	NO.
LU	YES. The NEB had only one complaint regarding a group of passengers which wanted to board the plane and the company did not want them to be unaccompanied. In the

	meantime, the company has changed its procedures and it is all set. There were no penalties applicable.
LV	NO.
MT	NO.
NL	NO.
PL	NO.
PT	NO.
RO	NO.
SE	NO.
SL	NO.
SK	NO.
UK	YES. Correspondence with the Operator led to an offer of a free flight as a gesture of apology and an assurance that an appropriate policy would be applied in future.

QA 5.1. Could you please specify whether specific points of arrival and departure are designated in all airports under your jurisdiction in order to allow DPs and PRMs to announce their arrival at the airport and to request assistance? If yes, could you please specify whether these points are: a. Located inside terminal buildings; b. Located outside terminal buildings; c. Located both inside and outside terminal buildings; d. Clearly signed in accessible format; e. Likable to offer basic information about the airport; f. Likable to indicate where appropriate assistance is offered to DPs and PRMs; g. Likable to offer appropriate assistance to DPs and PRMs which demand such assistance.

AT	YES. All the location points, efficient and accessible.
BE	YES.
BG	YES. At all the points.
CY	YES. Located outside terminal buildings (Larnaca international airport: three designated points of arrival/pick-up points; outside the terminal building; PRM assistance desk in check-in area. Pafos international airport: two designated points of arrival/pick-up points outside the terminal building and one information/PRM desk in the check-in area; Clearly signed in accessible format: clearly signed with international disability sign; likable to offer basic information about the airport and likable to indicate where appropriate assistance is offered to DPs and PRMs: assistance is requested by pressing the assistance button at the designated points of arrival outside of terminal building. Assistance is also available directly at the PRM assistance desk in check-in area; likable to offer appropriate assistance to DPs and PRMs which demand such assistance
CZ	YES.
DE	YES. No points located inside and outside terminal buildings.
DK	YES. At all points.

EE	YES.
EL	YES. Specific points of arrival and departure (inside and outside terminal buildings) only at airports with an annual traffic of 150.000 commercial passenger movements.
ES	YES. All the location points, efficient and accessible.
FI	YES. Located both inside and outside terminal buildings clearly signed and likable to indicate where appropriate assistance is offered.
FR	YES. According to the Regulation. However, given the time, the French NEB did not yet have the time to verify the correct implementation of the Regulation in 120 French airports.
HU	YES. At all points.
IR	YES. At all points.
IT	YES. At all points.
LT	YES. At all points.
LU	YES. At all points.
LV	YES. At all points.
MT	YES. At all points. Not likable to offer basic information about all airports.
NL	YES. At all points.
PL	YES. At all points. Not likable to offer basic information about all airports.
PT	YES. At all points except outside terminal buildings.
RO	YES. At all points. Not likable to offer basic information about all airports.
SE	YES. At all points. The meeting point is a sign with wheelchair symbol, written information, also in Braille and often a telephone connected to the assistance desk. From this point it is possible to communicate and inform about the arrival at the airport (bus-stop, parking lot, etc.). Staff will come to this meeting point and assist DPs and PRMs to check-in and all other procedures.
SL	YES. At all points.
SK	YES. At all points.
UK	YES. According to the British NEB designated points of arrival and departure have been established at airports. As there are a large number of airports with commercial passenger services in the UK, the CAA is not aware of the location of all of the points. Typically, there are designated points located both inside and outside terminal buildings and these points indicate where appropriate assistance is offered and have a telephone which can be used to inform airports of their arrival.

QA 5.3. Are there penalties applicable to the managing body of the airport in case there are no points of arrival and departure or these points are not visible or they do not offer basic information about the airport? If yes, please specify the provision foreseeing such penalties.

AT	YES. See answer 1.7.
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BE	YES. See answer 1.7.
BG	YES. See answer 1.7.
CY	YES. See answer 1.7.
CZ	YES. See answer 1.7.
DE	YES. See answer 2.6.
DK	YES. See answer 1.7.
EE	N.S.
EL	NO. According to the Greek NEB, no specific penalties are applicable to managing bodies. However, there is a general penalty established for the infringement of the Regulation ranges from 500 € to 250.000 €.
ES	YES. See answer 1.7.
FI	NO. In case the managing body would not fix the problem after it had been noticed, then penalties could be applicable.
FR	YES.
HU	YES. See answer 1.7.
IR	YES. See answer 2.6.
IT	YES. Penalties from 5.000 to 20.000 €.
LT	YES. See answer 1.7.
LU	NS.
LV	YES. Not yet enforceable. See point 1.7.
MT	YES. See answer 1.7.
NL	YES. See answer 1.7.
PL	NO. See answer 2.6.
PT	YES. See answer 2.6
RO	<p>YES. Government Decision no. 787/2007 regarding the set up of the implementation of the Regulation (EC) no 1107/2006 of the European Parliament and of the Council concerning the rights of disabled persons and persons with reduced mobility when travelling by air.</p> <p>“Article 2. - The following acts are considered contraventions:</p> <p>a) Failure by a carrier, his representative or agent or tour operator of their obligations under Art. 3, 4, 10 and 12 of Regulation (EC) 1107/2006;</p> <p>b) Failure by the managing body of an airport of its obligations under Art. 5, 7, 9 and 12 of Regulation (EC) 1107/2006.</p> <p>Article 3. - (1) The contraventions referred to in Art. 2 are sanctioned as follows:</p> <p>a) The contraventions under the letter a) a fine of 1,000 lei to 2,500 lei;</p>

	<p>b) The contraventions referred to in points b) a fine of 800 lei to 1,800 lei.</p> <p>(2) The penalties provided in par. (1) shall apply, where appropriate, to the air carrier representative or his agent, to the tour operator or managing body of the airport, according to their obligations under Regulation (EC). 1.107/2006.</p> <p>(3) Finding contraventions under Art. 2 and apply the penalties, in compliance with legal provisions, is done by representatives of the National Authority for the Persons with Handicap.</p> <p>(4) To the offenses referred to in Art. 2 are applicable the provisions of Government Ordinance no. 2/2001 on the legal regime of contraventions, approved with amendments.”</p>
SE	NO.
SL	NO.
SK	NO.
UK	YES. See answer 2.6.

QA 5.4. Do you have the knowledge of claims/cases related to the failure of these points? If yes, please explain how these cases were solved.

AT	NO.
BE	NO.
BG	NO.
CY	NO.
CZ	NO.
DE	NO.
DK	NO.
EE	NO.
EL	NO.
ES	NO.
FI	NO.
FR	NO.
HU	NO.
IR	NO.
IT	NO.
LT	NO.

LU	NO.
LV	NO.
MT	NO.
NL	NO.
PL	NO.
PT	NO.
RO	NO.
SE	NO.
SL	NO.
SK	NO.
UK	NO.

QA 6.1. Could you please specify how DPs and PRMs can notify to the Operators their need of specific assistance: a. The Operators are obliged to request the need of assistance at the reservation; b. The need of assistance must be demanded when buying the ticket online c. The need of assistance could be demanded any time by phone or via website; d. Other. If yes, please specify.

AT	The Operators are obliged to request the need of assistance at the reservation (passengers are asked whether they suffer from a chronic disability which exists longer than 6 months/The need of assistance can be demanded when buying the ticket online/By phone or via website at least 48 hours before the departure/Ad hoc request at check in, however refusal and waiting time might occur.
BE	The need of assistance must be demanded when buying the ticket online.
BG	YES. Through all specified means.
CY	The need of assistance can be demanded by all means at the reservation. The airlines are not obliged to request the need of assistance at the reservation. The reservation shall be made up to 48 hours.
CZ	YES. Can be demanded by phone or via website.
DE	YES. Can be demanded by phone or via website.
DK	YES. Can be demanded by phone or via website.
EE	YES. The need of assistance must be demanded when buying the ticket online/can be demanded by phone or via website.
EL	YES. Through all specified means.
ES	YES. The need of assistance must be demanded when buying the ticket online/via website.
FI	YES. The need of assistance must be demanded when buying the ticket online/via website and by phone.

FR	NS.
HU	YES. Through all specified means.
IR	YES. DPs and PRMs can request assistance with the tour operator, the air carrier or its agent at the time of booking or at a later date up to the time of departure. This can be done via telephone or via email - depending on the air carrier - or indeed in person with the tour operator/air carrier agent as appropriate.
IT	Yes. By phone or via web site.
LT	YES. The need of assistance must be demanded when buying the ticket online, any time by phone or via web site.
LU	YES. Through all specified means. All Operators have to communicate all information given to the managing body by SITA message. It is a data processing. In case the DPs and PRMs request assistance directly at the airport the day of their arrival, in principle the managing body of the airport accepts to handle the special assistance.
LV	YES. Through all specified means.
MT	YES. Through all specified means.
NL	YES. Through all specified means.
PL	The need of assistance should be notify at least 48 hours before the published time of departure of the flight. The Operators are obliged to receive the notification at all points of sale, including sale by telephone and via the internet.
PT	YES. The need of assistance must be demanded when buying the ticket online, at reservation with a pre-notification with 48 hours.
RO	YES. At the reservation and when buying the ticket online.
SE	YES. The need of assistance can be demanded any time by phone or via website. The Swedish NEB stresses that is not always possible via website.
SL	YES. The need of assistance can be demanded any time by phone or via website/When buying the ticket online.
SK	YES. At the reservation/When buying the ticket online.
UK	YES. The need of assistance could be demanded any time by phone or via website

QA 6.2. Could you please specify whether there is a need of notification by DPs or PRMs in order to receive this special assistance? If yes, please specify whether the assistance provided to DPs and PRMs is subordinated to a notification at least: a. 5 days before the flight; b. 72 hours before the flight; c. 48 hours before the flight; d. 24 hours before the flight; e.2 hours before the flight. f. Other. If yes, please specify.

AT	48hours.
BE	48 hours.
BG	48 hours.
CY	72 hours / 24hours/2hours.
CZ	48 hours.
DE	48 hours.

DK	48 hours. Best efforts obligation in case of no notification.
EE	36 hours.
EL	48 hours.
ES	48 hours.
FI	48 hours.
FR	48 hours.
HU	A notification is useful but not necessary.
IR	48 hours.
IT	48 hours.
LT	36 hours. If less, best efforts obligations.
LU	48 hours.
LV	48 hours.
MT	No specific deadline.
NL	48 hours.
PL	48 hours.
PT	48 hours.
RO	48 hours.
SE	48 hours.
SL	48 hours.
SK	At Stefanik airport 2 hours before the flight. At Bratislava airport, 36 hours before the flight. At Kosice airport, 48 hours before the flight.
UK	48 hours. If not, best efforts obligations.

QA 6.3. When a need of assistance is notified within the deadline specified at the question 6.2, do the Operators have the duty to : a. Inform a specific authority. If yes, please specify; b. Inform a specific coordinator in charge of assistance of DPs and PRMs. If yes, please specify; c. Inform the managing body of the airports of departure; d. Inform the managing body of the airports of arrival; e. Inform the managing body of the airports of transit; f. Inform the operating air carrier; g. Other. If yes, please explain. If there is a deadline in which the Operators should transmit this need of assistance, please specify.

AT	YES. The Operators have the obligation to: Inform a specific coordinator in charge of assistance of DPs and PRMs (i.e. the Red Cross point)/inform the managing body of the airports of departure/inform the managing body of the airports of arrival/inform the managing body of the airports of transit/inform the operating air carrier.
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BE	YES. The Operators have the obligation to inform: the managing body of the airports of departure, arrival and transit; the operating air carrier as soon as possible.
BG	YES. The Operators have the obligation to inform: the managing body of the airports of departure, arrival and transit/the operating air carrier.
CY	YES. The Operators have the obligation to Inform a specific coordinator in charge of assistance of DPs and PRMs/the operating air carrier/the managing body (this last request depends of the airport).
CZ	YES. The Operators have the obligation to inform: the managing body of the airports of departure, arrival and transit/the operating air carrier.
DE	YES. The Operators have the obligation to inform: the managing body of the airports of departure, arrival and transit/the operating air carrier.
DK	YES. The Operators have the obligation to inform: the managing body of the airports of departure, arrival and transit/the operating air carrier.
EE	NS.
EL	YES. The Operators have the obligation to inform: a specific coordinator (not specified)/the managing body of the airports of departure, arrival and transit/the operating air carrier.
ES	YES. The Operators have the obligation to inform: the managing body of the airports of departure, arrival and transit/the operating air carrier.
FI	YES. The Operators have the obligation to inform: the managing body of the airports of departure, arrival and transit/the operating air carrier within 36 hours.
FR	YES. According to the Regulation.
HU	YES. The Operators have the obligation to inform: a specific coordinator (not specified)/the managing body of the airports of departure, arrival and transit/the operating air carrier.
IR	YES. In case the airport has nominated a third party service provider, the notification can be transmitted directly to them.
IT	YES. The Operators have the obligation to inform: the managing body of the airports of departure, arrival and transit/the operating air carrier.
LT	YES. The Operators have the obligation to inform: the managing body of the airports of departure, arrival and transit.
LU	YES. The Operators have the obligation to inform all specified bodies. The managing body must be informed by telex of all assistance provided at least 24 hours before the day of the assistance requested. Assistance agents are informed by a daily check list sent by email of DPs or PMRs assistance requested (24 hours before the date of the flight).
LV	YES. The Operators have the obligation to inform: the managing body of the airports of departure, arrival and transit/the operating air carrier.
MT	NA.
NL	YES. The Operators have the obligation to inform all specified bodies.
PL	YES. The Operators have the obligation to inform: the managing body of the airports of departure, arrival and transit/the operating air carrier
PT	YES. The Operators have the obligation to inform: the managing body of the airports of departure, arrival and transit/the operating air carrier
RO	YES. The Operators have the obligation to inform: the managing body of the airports of departure, arrival and transit/the operating air carrier.
SE	YES. The Operators have the obligation to inform: the managing body of the airports of departure, arrival and transit/the operating air carrier. Via IATA standard PAL, CAL and PSM. In the industry there are a large number of messages sent between airports and airlines before and after a flight. The messages have a special format decided by IATA. PAL – passenger assistance list is sent from the airline to the airport at a specified time before departure. If a change occurs after the PAL-message is sent a change assistance list, CAL, is sent (i.e. when a new passenger is booked or a reservation is cancelled). When check in and boarding is completed and Operators have all the facts

	about the passengers on a specific flight, they send a PSM to the next station. This is the most accurate information since the passengers are on the flight, and not only booked as with the PAL and CAL messages.
SL	YES. The Operators have the obligation to inform: the managing body of the airports of departure, arrival and transit/the operating air carrier.
SK	YES. The managing body at Stefanik airport inform only the air carrier. The managing body at Letisko Kosice airport sends messages to the managing bodies of transit and arrival airports. The Operators have the obligation to inform with a prior notice of 36 hours the company providing the passenger. Messages PAL and CAL are used at this end.
UK	YES. The Operators have the obligation to inform the managing body of the airports of departure, arrival and transit/the operating air carrier.

QA 6.4. Could you please specify whether other formalities are required in order to enable DPs and PRMs to benefit from the special assistance in the transit and arrival airports?

AT	NO. If onward connection is booked in the same ticket.
BE	NO.
BG	NO.
CY	NO.
CZ	NO.
DE	NO. From the plane, the aviation company performing the services gives instructions to the destination airport on the number of DPs and PRMs that are on board and need help.
DK	NO.
EE	NO.
EL	NO.
ES	NO.
FI	NO.
FR	NS.
HU	NO.
IR	NO. However, where specific assistance is required on board i.e. the provision of oxygen, some air carriers require that this is pre-booked so that the air craft has a supply available to the PRM and DP and yet complies with its Minimum Equipment List requirements for the other passengers.
IT	NO.
LT	NO.
LU	YES. Passengers who need of special assistance have to mention and describe it when they book their flights ticket: shall specify for departure, arrival and transit flight.

LV	NO. For practical reasons, Operators of different airport are coordinating the exchange of information via e-mails, faxes, etc.
MT	NO.
NL	NO.
PL	NO.
PT	NS.
RO	NO.
SE	NO.
SL	NO.
SK	NO.
UK	NO.

QA 6.6. Are there penalties applicable to the Operators in case of lack of transmission or delayed transmission of the demand of assistance of DPs and PRMs to the managing body/other Operators of departure, transit and arrival airports?

AT	YES. See answer 1.7.
BE	NS.
BG	YES/NS.
CY	NO.
CZ	YES. See answer 1.7.
DE	NO.
DK	YES. See answer 1.7.
EE	NS.
EL	YES.
ES	YES. See answer 1.7.
FI	NS.
FR	YES.
HU	YES. See answer 1.7.
IR	YES. See answer 2.6.
IT	YES. See answer 5.3.

LT	YES.
LU	NO.
LV	YES. Not yet enforceable. See answer 1.7.
MT	YES. See answer 1.7.
NL	YES. See answer 1.7.
PL	NO. See answer 2.6.
PT	YES.
RO	YES. See answer 5.3.
SE	NO.
SL	NO.
SK	NO.
UK	YES. See answer 2.6.

QA 6.7. Do you have the knowledge of the existence of cases or claims related to the failure of transmission? If yes, please explain how these cases were solved.

AT	NO.
BE	NO.
BG	NO.
CY	NO.
CZ	NO.
DE	NO.
DK	YES. The CAA has been informed about some small claims, which have been solved by the parties.
EE	NO.
EL	NO.
ES	NO.
FI	NO.
FR	YES. The managing bodies are complaining about the absence of notification or notifications with retards which causes problems of dimensioning of their performance.
HU	NO.
IR	YES. The Irish NEB received one complaint but it was transferred to another NEB.

IT	YES/NS.
LT	NO.
LU	NO.
LV	NO.
MT	NO.
NL	NO.
PL	NO.
PT	NO.
RO	NO.
SE	NO. According to the Swedish NEBs airports are used to handle a large number of un-notified PRMs both from EU and third countries.
SL	NO.
SK	NO.
UK	<p>YES. Transmission of information is vital to the proper working of all assistance under the Regulation. Failure of this transmission is at the root of many complaints. These can involve problems on flights because there is no record of passengers' requests when they arrive at check-in, or board the plane; incorrect IATA codes being used, leading to lack of appropriate assistance; and an absence of assistance at airports, particularly for passengers arriving on return flights.</p> <p>Correspondence with the Operator led to an offer of a free flight as a gesture of apology and an assurance that a new policy would be applied in future.</p> <p>The CAA report Accessible Air Travel considers issues with the transmission of information and CAA will be working with stakeholders to consider practical ways to improve this.</p>

QA 7.1. Could you please specify whether the managing body under your jurisdiction provide the following assistance (assistance according to the Regulation and as specified in the questionnaire) to the DPs and PRMs:

AT	<p>YES. All services are generally provided by a specific service provider. Wheelchairs are normally provided by the Red Cross or by the airports. Designated points are equipped with phone for requesting assistance (it takes a few minutes after the phone call to meet a provider staff (contracted handling agent).</p> <p>Depending on aircraft type and severity of disability, a "lift" might be used, usually passengers are carried into the aircraft by service provider (lift, wheelchair or other assistance) and depending on severity of reduced mobility, such passengers will receive an assistance by the service provider up to cabin seat (e.g. with special seat). The cabin crew and the service provider will assist with baggage (not heavier than 8 kg) and the service provider or airport staff moves the DPs and the PRMs from the seat to the aircraft door (e.g. with special seat). An accompanied person is allowed as well. In such case, the staff will inform service provider about the fact that the DPs and the PRMs will be accompanied by another person. The handlings of all necessary mobility equipment are ensured by the handling. Mind electric mobility equipment is only accepted as checked baggage if operated with non-spillable (dry cell) batteries, wet cell batteries are transported as cargo only. In case of temporarily and damages lost, the DPs and the PRMs receive temporarily wheelchair from the airport. The staff or the partner "Lost and Found Staff" have to be informed about damage or loss. They will</p>
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	assist in arranging a temporary substitute service provider with handling agent. Partner dogs are accepted free of charge.
BE	<p>YES. All services are provided:</p> <p>Furnish wheelchairs or other assistance needed: The Belgian Operators, Axxicom Airport Caddy arranges assistance and sent wheelchairs to the respective locations;</p> <p>Move from a designated point to the check-in counter: Passenger reports to PRM provider Axxicom Airport Caddy via the dispatch phone at various locations. PRM proceeds with assistance to Check-in;</p> <p>Check-in and register baggage: Axxicom Airport Caddy provides assistance to Check-in if necessary and Check-in agent will indicate PRM on the boarding Pass;</p> <p>Proceed from the check-in counter to the aircraft with completion of emigration, customs and security procedures: Passenger is transported from the check-in to the departing gate by wheelchair or caddy service by Axxicom Airport Caddy;</p> <p>Board the aircraft, with the provision of lifts, wheelchairs or other assistance needed, as appropriate: Docked aircraft: passenger will board aircraft by boarding chair of Axxicom Airport Caddy; Non-docked aircraft: passenger will be transported to remote position by PRM vehicle of Axxicom Airport Caddy; PRM is brought on board by S-Max chair of Axxicom Airport Caddy;</p> <p>Proceed from the aircraft door to their seats: PRM is brought on board by S-Max chair of Axxicom Airport Caddy;</p> <p>Store and retrieve baggage on the aircraft: Hand luggage is stored and retrieved by cabin crew purser on the aircraft. In case PRM is travelling with own wheelchair (battery dry WCBD), the battery will be disconnected by Axxicom Airport Caddy and transported to the relevant lift on tarmac level so that handling company can take care of the transport of WCBD into the belly of the aircraft;</p> <p>Proceed from their seats to the aircraft door: Axxicom Airport Caddy will assist the PRM with disembarkation by making use of the boarding chair;</p> <p>Proceed from the aircraft to the baggage hall and retrieve baggage, with completion of immigration and customs procedures: Axxicom Airport Caddy transports the PRM by wheelchair or PRM vehicle to the baggage reclaim unit and PRM is assisted to identify his/her luggage;</p> <p>Proceed from the baggage hall to a designated point: PRM is assisted to departing point from airport (bus, train, car park and greeters area).</p> <p>Reach connecting flights when in transit, with assistance on the air and land sides and within and between terminals: Axxicom Airport Caddy assistant reports to the gate agent or airline representative for informing that he/she will meet the registered PRM. The PRM is identified with PAX list (list of persons requiring assistance) in hands of crew purser. The PRM is transported to the departing gate by wheelchair or caddy service;</p>

	<p>Move to the toilet (in the airport) if required: If required, PRM will proceed with assistance of Axxicom Airport Caddy to the toilet in the airport;</p> <p>Allow an accompanying person of DPs and PRMs to provide assistance in the airport and with embarking and disembarking: Unaccompanied PRM is allowed to go to the gate with a holder-escort (who can be a friend or somebody who is responsible for the PRM). The holder-escort fills in an access permit at the PRM-desk. Axxicom Airport Caddy will be informed in advance whether the PRM needs help for boarding or not;</p> <p>Handle all necessary mobility equipment (including electric wheelchair): In case PRM is travelling with own wheelchair (battery dry WCBD), the battery will be disconnected by Axxicom Airport Caddy and transported to the relevant lift on tarmac level so that handling company can take care of the transport of WCBD into the belly of the aircraft;</p> <p>Replace temporary of damaged or lost mobility equipment: Axxicom Airport Caddy will replace temporary of damaged or lost mobility equipment;</p> <p>Handle of recognised assistance dogs: Recognised assistance dogs are allowed to follow the PRM from the check-in to the gate and are also allowed on board of the aircraft;</p> <p>Communication of information needed by DPs and PRMs to take flights, in accessible format: A Quick Reference Card is delivered by PRM handling Brussels Airport (Contact information) and guidance leaflet for PRM promoted by CEAC (also available on Belgian CAA website).</p>
BG	YES. All services are provided.
CY	YES. All services are provided.
CZ	YES. All services are provided.
DE	YES. All services are provided.
DK	YES. All services are provided under the responsibility of the managing body.
EE	NS.
EL	YES. All services are provided by the ground handlers of each airport, except handling of recognized dogs. In case an accompanied person is allowed to provide assistance, the airport additional assistance is provided only under request.
ES	YES. All services are provided under the responsibility of the managing body. The managing body collaborates with other entities which supply such services.
FI	YES. All services are provided. The following services are not specified: Check-in and register baggage; Communication about flights in accessible formats. An accompanying person is allowed but in such case the additional assistance will only be provided under request. Finavia is the body responsible of managing most airports in Finland. Lassila & Tikanoja is the service provider at Helsinki-Vantaa airport, the biggest airport in Finland. They have better information of how the assistance is provided in practice.
FR	YES. All services are provided.
HU	YES. All services are provided except replace temporary of damaged or lost mobility equipment. The airport managing body contracted a company to provide special assistances.
IR	YES. All services are provided. At Ireland's three state airports (Dublin, Cork and Shannon) assistance is provided by a third party contractor. In the case of the 6 regional

	airports, assistance is provided by the airport management bodies directly.
IT	YES. All services are provided.
LT	YES. The assistance is provided by a ground handling agent of the flight concerned.
LU	<p>YES. All services are provided. Luxair (working for the managing body) is the handling agent which is working for Lux-Airport for these assistances and takes care of all requests of these passengers. All necessary mobility equipment such as wheelchairs is provided (Manual ones). Passengers have to go to the PMRs and DPs assistance office. Manual wheelchairs are also available at the underground parking desk and also to the Lux-Airport Information desk in the departure hall. The ground agents have to take care of passengers up to the check-in counter, assist also PMRs and DPs passengers for the check-in and baggage registration and generally, assist passenger from the check-in to the aircraft. Customs and security points are accessible to wheelchairs users and be suitable for PMRs and DPs persons. A Luxair agent helps to carry the hand luggage if needed and will help to put them to the machine x-ray at the security point. At the embarking hall an agent will assist the PRMs or DPs who needs a special assistance (needs to go to the toilet, wishes to go to the duty shop). All the necessary equipment is provided to assist PMRs and DPs on boarding. On the tarmac, a PRM vehicle is used for a comfortable embarking and a lift can be used until the entry of the aircraft if needed. Luxair agents at Lux-Airport are responsible to escort PRMs or DPs from the aircraft's entry to their seats and must help them if needed to sit in their seats and will assist to store baggage on the aircraft.</p> <p>In case the accompanying person is travelling with the DPs or PMRs Luxair will provide under request additional assistance. The managing body ensures the temporary replacement of damaged or lost mobility equipment.</p> <p>Assistance dogs should be permitted to travel in the passenger cabin at no extra charge. Airlines will ask the owner to provide proof that they have been trained.</p> <p>All signs within the airport are clear and easy to find: pictures and pictograms can be used as often as possible.</p> <p>Once the staff knows where the passenger is and his need of assistance, they will make sure that passengers is kept up to date and timely informed about their flight.</p>
LV	YES. All services are provided. At The International Airport, PRM service providers are charged with carrying it out.
MT	YES. All services are provided. Different bodies are in charge with providing the assistance. Generally, services are provided by a special service provider, except all services connected to the assistance within the aircraft which is provided the airline staff.
NL	YES. All services are provided.
PL	YES. All services are provided. In Poland, The way of providing assistance depends on the airport. However, in each case it is provided in accordance with the Regulation. Only 4/10 Polish airports charged airlines for the assistance. Charges are levied on air carriers in accordance with the Regulation.
PT	YES. All services are provided.
RO	YES. All services are provided.
SE	YES. All services are provided. Approximately 40 airports in Sweden, half of them are state owned. At state owned airports LFV group (the managing body) handles the assistance, and at the other airports the assistance is gives by managing body, handling companies, security staff or other local solutions. So far, none of the Swedish

	airports have additional charges due to the service stated in the Regulation.
SL	YES. All services are provided. The services are provided by the airport services.
SK	YES. However, not all services are provided under the following reservations: at the Stefanik Airport there is no assistance on helping reaching connection flight considering that there are no transit flights; helping over to toilets. The following assistance is not provided both Stefanik and Bratislava: Replace temporary of damaged or lost mobility equipment; Handle of recognised assistance dogs; Communication of information needed by DPs and PRMs to take flights, in accessible format.
UK	YES. All services are provided.

QA 7.2. Could you please explain how the services provided under the question 7.1 are coordinated?

AT	The air carriers inform the airport about the need of specific assistance. The airport informs the service provider or/the coordination is made between handling agent and local Red Cross station via email or/such coordination is ensured by the operative airport manager on duty.
BE	Assistance services are coordinated by the PRM dispatch of Axxicom Airport Caddy.
BG	All services are coordinated by the Managing Body.
CY	AT larnaka international airport 3 designated points of arrival/pick-up points are available outside the terminal building. At Pafos international airport, 2 designated points of arrival/pick-up points are available outside the terminal building. DPs and PRLMs announce their arrival at the airport by pressing the “assistance button”. S&L Airport services ltd (the appointed sub-contractor to provide PRM assistance at our airports) responds by intercom to acknowledge the arrival of the PRM and immediately dispatches a member of staff with a wheelchair to meet the PRM and escort him/her to the PRM desk for formalities to commence.
CZ	Listed in quality standards of the airport.
DE	By and under the responsibility of the managing body.
DK	The coordination is ensured by the managing body.
EE	NS.
EL	There are some procedures that must be followed. All notifications regarding PRMs must be sent by the air carrier to the ground handlers concerned, within the period specified in article 6.2 of the Regulation, at their SITA addresses. All such notifications must also be copied to the e-mail or fax of the respective airport managing body. Therefore, the ground handler has the information to provide the assistance and the airport, having also the information, has the supervision of each action.
ES	The supervisor of the company contracted to provide the service PRM will coordinate the service and ultimately, by the airport manager.
FI	Finavia is the body responsible of managing most airports in Finland. Lassila & Tikanoja is the service provider at Helsinki-Vantaa airport, the biggest airport in Finland.
FR	NS.
HU	The managing body has a coherent system of coordination.
IR	NS.
IT	NS.

LT	NS.
LU	A full list of all requested assistances of DPs and PRMs is sent 24 hours before the date of flight every day. This list contains the date of flight, indication of the assistance requested on the departure or on the arrival flight, details about the type of assistance and name of the passengers. By this way all assistance requested can be well organised by assistance agents beforehand.
LV	Services are coordinated between the airport operational workers, PRM service workers and operator's personnel.
MT	The managing body informs the service providers and confirms the assistance is provided.
NL	NS.
PL	The airports coordinate the assistance themselves or through sub-contractor which provides the assistance on behalf of an airport.
PT	By the managing body.
RO	Through a service under the management of the airport, created especially for providing the assistance to DPs and PRMs, or externalising this service.
SE	At large airports, separate passenger service units coordinate the assistance and a special team of staff performs the assistance. At smaller airports, the service is coordinated by check-in staff or duty officers.
SL	Managing body of the airport is responsible for providing assistance until embarkation point, on the aircraft operator has to provide assistance. Operator must notify airport about DPs and PRMs.
SK	At Stefanik airport, a ramp agent is responsible for communication between arriving crew, flight dispatcher and person (handling agent) in charge for all arrivals. Check-in agent arranges the assistance and informs his/her supervisor on duty about the DPs. Assistance related to assistance in the plain is performed by the crew members.
UK	The managing bodies are responsible for the coordination and the availability of the assistance.

QA 7.3. Could you please specify whether these services are provided directly by the managing body or there are specific bodies under contract for the supply of this assistance?

AT	YES. Service Operator, Red Cross Austria and airports.
BE	YES. Subcontractor: Axxicom Airport Caddy.
BG	YES. By the managing body.
CY	YES. PRM Service Provision has been sub-contracted by the airport operator (Hermes airports ltd) at Larnaka & Pafos international airport (L&P airport).
CZ	YES. Both, managing body and specific body. It depends of the airport. In small airports, the assistance is usually provided directly by the managing body. In larger airport assistance is provided by subcontractors.
DE	YES. By the managing body.

DK	YES. Both, managing body and specific body. It depends of the airport. The services mentioned under question 7.2 are provided under the responsibility of the airports managing bodies – in some instances directly and in other instances by specific 18/42 bodies under a contract with the airport (i.e. in Copenhagen Airport the assistance is provided by the company “Falck” and in Billund Airport the assistance is provided by the airport itself).
EE	YES.
EL	The services are provided by the ground handler.
ES	Specific bodies.
FI	YES. Both, managing body and specific body. It depends of the airport.
FR	YES. Both, managing body and specific body. It depends of the airport.
HU	YES. Some parts of assistance is provided by a contractor.
IR	NS.
IT	YES. In some airports assistance is provided by the managing body directly. In other airports assistance is provided by sub contractors (Fiumicino Airport Managing Body has a subcontractor).
LT	YES. The airport is responsible for the assistance, but these functions were transferred to ground handling agent by bilateral agreement (Ground handling agent is a separate legal entity which provides ground handling services in the name of air carrier).
LU	Luxair agents are working under contract for the managing body of Lux-Airport.
LV	Services are provided directly by the managing body.
MT	Services are provided by the subcontractors: the managing body sub-contracts the service to the ground handler who has a dedicated pool for this service.
NL	The managing body has contact with a specialised company for the assistance supply.
PL	It depends on airport’s managing body decision. According to the Regulation, the airport managing body may provide assistance itself or can also contract a sub-contractor in order to provide the assistance.
PT	NS. Under the responsibility of managing body.
RO	YES. Both. However, in the majority of the airports the assistance is provided by the managing body.
SE	YES. Both. Approximately 40 airports in Sweden, half of them are state owned. At state owned airports LFV Group (managing body) handles the assistance, and at the other airports the assistance is provided by the managing body, handling companies, security staff or other local solutions.
SL	YES.
SK	YES. At Stefanik airport, by specific bodies.
UK	YES. The managing bodies are responsible for the coordination and the availability of the assistance. In almost all cases, airport managing bodies contract PRM assistance to ground handling companies.

QA 7.4. Could you please specify whether the assistance under the question 7.1 is subordinated to a notification at least :

AT	48 hours before the flight. In some airports more flexible regimes exists. (PAL/CAL 36 hours; PSM after flight closure of incoming flight).
BE	Notification to the air carrier/tour operator at least 48 hrs before the flight; Transmission by the air carrier/tour operator to the managing body at least 36 hrs before the flight.
BG	48 hours before the flights.
CY	NS.
CZ	36 hours as from the notification of the Operators.
DE	48 hours before the flights.
DK	48 hours. Always an obligation of best efforts.
EE	36 hours before the flights.
EL	48 hours before the flights.
ES	No specific deadline. The managing body has a best efforts obligation to provide assistance. However, such assistance will be subject to availability.
FI	48 hours before the flights.
FR	48 hours before the flights.
HU	No notification required.
IR	No notification required.
IT	48 hours before the flights.
LT	36 hours before the flight. At the Vilnius international airport - notification has to be made (it is a recommendation) at least 36 hours before the flight, but situations, when a special notification has not been made, are not prohibited (in this case, all efforts have to be made in order to give all necessary assistance in accordance with standards).
LU	48 hours. However assistance is provided even if asked the day of departure at the airport but subject to availability.
LV	48 hours. Best effort obligation on the managing body.
MT	Not obligatory.
NL	48 hours. At request at arrival at the airport.
PL	48 hours. Best effort obligation on the managing body.
PT	48 hours.
RO	48 hours.
SE	48 hours.
SL	48 hours.
SK	At Stefanik airport, 2 hours before the flight.
UK	48 hours. Always an obligation of best efforts.

QA 7.5. Could you please specify whether DPs and PRMs shall comply with other requirements in order to benefit from the services under the question 7.1? If yes, please specify these requirements.

AT	NO.
BE	NO.
BG	NO.
CY	NS.
CZ	NO.
DE	NS.
DK	Specific and hypothetical situations/questions are discussed on biannual meetings between CAA-Denmark (NEB) and aviation stakeholders (disability organisations, airlines, airports and tour operators). The meetings have been hosted by CAA – Denmark since 2002.
EE	NS.
EL	NO.
ES	NO.
FI	NO.
FR	NS.
HU	NO.
IR	NO.
IT	NO.
LT	NO.
LU	YES. The assistance of PRMs and DPs has to be requested for the departure flight but also for the arrival. It is a separate request that the operators (Airline, travel agencies and tours operators) have to notify during the booking flight of the passenger.
LV	NO.
MT	NO.
NL	NO.
PL	NO.
PT	NO.
RO	NO.
SE	NO.
SL	NO.
SK	NS.

UK	NO.
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QA 7.6. Could you please specify whether the notification under the question 7.4 covers the need of assistance: a. During the departure only (until the aircraft); b. During the departure (including the flight); c. During the departure (including the flight) until the arrival (including transits); d. During the departure flight (including the flight, the transit and the arrival) and the return flight (including the departure, the flight, the transit and the arrival).

AT	During the departure flight (including the flight, the transit and the arrival) and the return flight (including the departure, the flight, the transit and the arrival).
BE	During the departure flight (including the flight, the transit and the arrival) and the return flight (including the departure, the flight, the transit and the arrival).
BG	During the departure flight (including the flight, the transit and the arrival) and the return flight (including the departure, the flight, the transit and the arrival).
CY	NS.
CZ	During the departure flight (including the flight, the transit and the arrival) and the return flight (including the departure, the flight, the transit and the arrival).
DE	During the departure flight (including the flight, the transit and the arrival) and the return flight (including the departure, the flight, the transit and the arrival).
DK	During the departure flight (including the flight, the transit and the arrival) and the return flight (including the departure, the flight, the transit and the arrival).
EE	NS.
EL	During the departure flight (including the flight, the transit and the arrival) and the return flight (including the departure, the flight, the transit and the arrival).
ES	During the departure flight (including the flight, the transit and the arrival).
FI	During the departure flight (including the flight, the transit and the arrival) and the return flight (including the departure, the flight, the transit and the arrival).
FR	NS.
HU	NA.
IR	NA.
IT	During the departure flight (including the flight, the transit and the arrival) and the return flight (including the departure, the flight, the transit and the arrival).
LT	During the departure flight (including the flight, the transit and the arrival) and the return flight (including the departure, the flight, the transit and the arrival).
LU	During the departure flight (including the flight, the transit and the arrival) and the return flight (including the departure, the flight, the transit and the arrival).
LV	During the departure flight (including the flight, the transit and the arrival) and the return flight (including the departure, the flight, the transit and the arrival).
MT	During the departure only.
NL	NS.
PL	During the departure flight (including the flight, the transit and the arrival) and the return flight (including the departure, the flight, the transit and the arrival).
PT	During the departure flight (including the flight, the transit and the arrival) and the return flight (including the departure, the flight, the transit and the arrival).
RO	During the departure flight (including the flight, the transit and the arrival) and the return flight (including the departure, the flight, the transit and the arrival).

SE	During the departure flight (including the flight, the transit and the arrival) and the return flight (including the departure, the flight, the transit and the arrival).
SL	During the departure flight (including the flight, the transit and the arrival) and the return flight (including the departure, the flight, the transit and the arrival).
SK	During the departure only.
UK	During the departure flight (including the flight, the transit and the arrival) and the return flight (including the departure, the flight, the transit and the arrival).

QA 7.7. Could you please specify whether the services under the question 7.1 are provided in case DPs and PRMs do not comply with the notification under the deadline of 7.4? If yes, please specify under which conditions and for which services under the question 7.1 such assistance is provided.

AT	YES. It depends of the airport. The handling agent will try to assist in case of a shorter notice of 36 hours (waiting time might be experienced in such case).
BE	YES. In such case the performance of the assistance has a best effort character.
BG	YES.
CY	YES. In such case the performance of the assistance has a best effort character.
CZ	NS.
DE	YES. According to the Regulation.
DK	YES. Best efforts obligations on the Operators and managing bodies.
EE	NS.
EL	YES. Best efforts obligations on the ground handler.
ES	YES. Best effort obligation on the managing body.
FI	YES. Best effort obligation on the managing body and the air carrier.
FR	NS.
HU	YES.
IR	NA.
IT	YES. Best efforts obligations on the Operators.
LT	YES. Best effort obligations on the ground handling company.
LU	YES. Subject to availability.
LV	YES. Best effort obligation on the managing body.
MT	NO.
NL	NS.
PL	YES.

PT	YES. Best efforts obligations.
RO	YES. Best effort obligations.
SE	YES. However, longer waiting times for the un-notified passenger might occur. According to the NEB, no passenger missed the flight due to of lack of pre-notification.
SL	YES.
SK	YES.
UK	YES.

QA 7.9. Are there penalties applicable in case of failure to provide these services? If yes, please specify the provision foreseeing such penalties.

AT	YES. See answer 1.7.
BE	YES. See answer 1.7.
BG	YES. See answer 1.7.
CY	NS.
CZ	YES. See answer 1.7.
DE	YES. See answer 2.6.
DK	YES. See answer 1.7.
EE	NS.
EL	YES. See answer 1.7.
ES	NS.
FI	NS.
FR	NS.
HU	YES. See answer 2.6.
IR	YES.
IT	YES. Legislative Decree 24 February 2009, n. 24 article 7: from 10.000 € to 40.000€.
LT	YES. See answer 1.7.
LU	YES. See answer 1.7.
LV	YES. See answer 1.7.
MT	YES. See answer 1.7.
NL	YES. See answer 1.7.

PL	NO. See answer 2.6.
PT	YES. See answer 2.6.
RO	YES. See answer 2.6.
SE	NO.
SL	NO.
SK	NO.
UK	YES. Best efforts obligations.

Q A 7.10. Do you have knowledge of the existence of claims/cases related to the failure of these services? If yes, please explain briefly how these cases were solved.

AT	NO.
BE	NO.
BG	NO.
CY	NO.
CZ	NO.
DE	YES. Complaints were considered by the NEB as not founded.
DK	NO.
EE	NS.
EL	<p>YES. The Greek NEB had to handle four complaints.</p> <p>As regards the first complaint, the airline did not provide the appropriate training to its employees in order to accommodate a mute person. This was due to a communication failure between airline staff and the passenger.</p> <p>Other complaint concerned the handling of PRM by the employees of the provider of PRM service at Zakynthos airport. It was also a training problem. This complaint arrived 3 months after the incident, so it was impossible for the CAA to collect any information to investigate the case.</p> <p>The third complaint concerned the level of the service that was not provided in an appropriate way. According to the Greek NEB, it was difficult to collect any information about the case, especially regarding the transmission of information and the level of service, as the entity that provided the service to the PRM (Old Olympic) doesn't exist anymore, as it has gone to liquidation from 29th of June and the passenger didn't ask for support to the managing body of the airport.</p> <p>The last case concerned a medical case as the passenger had a very serious disease and needed medical oxygen that the commander didn't approve it, because the passenger did not have a certificate.</p> <p>All complaints have been sent to Headquarters of Hellenic Civil Aviation Authority.</p> <p>The NEB transmitted the complaint to the airport (the managing body) in order to investigate the case. They have contacted the airport handler (PRM service provider), requested records of training and information on the incident and have informed the NEB about the results in order to answer to the PRM. For these reasons, the Greek</p>

	NEB did not imposed any penalties but chose to advise the handler to further train their personnel involved in PRM services.
ES	NS.
FI	NO.
FR	NO.
HU	NO.
IR	NO.
IT	YES.
LT	NO.
LU	NO.
LV	NO.
MT	NO.
NL	NO.
PL	NO.
PT	NO.
RO	NO.
SE	NO.
SL	NO.
SK	NO.
UK	<p>YES. Complaints have involved PRMs being made to use a wheelchair when none was needed; no assistance until check-in; ambulift not available; and insensitivity during security searches.</p> <p>For a variety of the reasons described in 2.7, it has not been possible for many of these cases to be solved by EHRC's complaint handling process. However, conciliation meetings have led to one airport retraining ground handling staff; and to improved communication channels between pilot, cabin crew, passengers and assistance providers.</p>

QA 7.11. Could you please specify whether the managing body under your jurisdiction provide the following assistance (according to the Regulation and as mentioned in the Questionnaire) to DPs and PRMs in transit through an airport of your jurisdiction:

AT	YES. See answer 7.1.
BE	YES. See answer 7.1.

BG	YES. All services are provided.
CY	YES. All services are provided. The S&L airport is responsible to escort and assist at the arriving, from the aircraft to the boarding gates via the transfer desk. When the aircraft is air borne, it is the responsibility of the airline crew to assist DPs and PRMs with their languages.
CZ	YES. All services are provided.
DE	YES. All services are provided.
DK	YES. All services are provided under the responsibility of the managing body.
EE	YES. All services are provided.
EL	YES. All services are provided.
ES	YES. See answer 7.1.
FI	YES. See answer 7.1.
FR	YES. See answer 7.1.
HU	YES. See answer 7.1.
IR	YES. See answer 7.1.
IT	YES. All services are provided under the responsibility of the managing body.
LT	YES. See answer 7.1.
LU	YES. See answer 7.1.
LV	YES. See answer 7.1.
MT	YES. See answer 7.1.
NL	YES. See answer 7.1.
PL	YES. See answer 7.1.
PT	YES. See answer 7.1.
RO	YES. See answer 7.1.
SE	YES. See answer 7.1. As regards the assistance concerning the temporary replacement of damaged or lost mobility equipment, it is specified that if the passenger needs to leave the airport with the wheelchair, LFV-Group has procedures for this end. The airline or handling company pays a small fee for rental of wheelchair. If the wheelchair is not returned or if it is damaged they will charge for the full price of the wheelchair. Earlier when wheelchairs were rented out free of charge they were often kept by the passenger or got lost in different ways.
SL	YES. No assistance as regards help to reach the connecting flights at transits. The assistance is provided and coordinated between: the Operators (the assistance related in the airports) and the cabin crew (in the aircraft).
SK	At Stefanik airport there are no transit facilities.
UK	YES. See answer 7.1.

QA 7.13. Could you please specify whether DPs and PRMs shall comply with specific requirements in order to benefit from the services under the question 7.11. If yes, please specify these requirements.

AT	NO. No other requirements than informing in due time.
BE	NO.
BG	NO.
CY	NO.
CZ	NO.
DE	YES. The coordination is under the charge of the managing body.
DK	NO.
EE	YES. A notification is always necessary in order to benefit from a high quality of service.
EL	NO.
ES	NO.
FI	NS.
FR	YES.
HU	NO.
IR	NO.
IT	NO. The quality of the assistance provided to DPs and PRMs is strictly related to a prior notification system in order to better organise the assistance and the transport of PRMs and in order to avoid problems to the regularity and punctuality of the airport operations for the specific flight.
LT	NO.
LU	NO. Any request for special assistance should be mentioned when booking their flight. DPs and PRMs who wish to apply for special assistance in transit are requested to notify their airline/travel agency/tour operator at the latest 48 hours before their flight.
LV	NO.
MT	YES. For all extra-services DPs and PRMs are required to fill in a declaration and confirm what services are required.
NL	NO.
PL	NO.
PT	NS.
RO	NO.
SE	NO.

SL	YES.
SK	NO.
UK	NO.

QB 7.15. Could you please specify whether the assistance under the question 7.11 is subordinated to a prior notification by the Operators/Authorities of the departure flight? If yes, please explain how this notification is coordinated.

AT	YES. Notification in due time. IATA has implemented the so called PAL/CAL message.
BE	YES. Transmission of the information about the need of assistance by the air carrier/tour operator at least 36 hours. In case of less 36 hours, obligation of best efforts on these operators in order to provide the assistance needed.
BG	NO.
CY	YES.
CZ	YES.
DE	Assistance is not subordinated to a prior notification. In practice notifications are delivered via PAL, CAL and PSM. Other options: mail, telephone and airports web-sites. All requests/information (including on spot requests for assistance) are coordinated in the airports managing bodies.
DK	NS.
EE	YES.
EL	YES.
ES	YES. Through an informatics system of alerts.
FI	YES.
FR	NS.
HU	NO.
IR	NA.
IT	YES. However, if no notification, best effort obligations.
LT	NS.
LU	YES. Via SITA message.
LV	YES.
MT	NO. Recommended but not obligatory.
NL	YES.
PL	YES.

PT	YES.
RO	YES. It depends of the internal procedure of the Operator.
SE	YES. A PSM message is required, but if not sent un-notified passengers are given assistance anyway. At large airports, separate passenger service units coordinate the assistance and a special team of staff performs the assistance. At smaller airports, the service is coordinated by check-in staff or duty officers.
SL	YES.
SK	NO.
UK	NO.

QA 7.16. Are there penalties applicable in case of failure to provide these services? If yes, please specify the provision foreseeing such penalties.

AT	YES. See answer 1.7.
BE	YES. See answer 1.7.
BG	YES. See answer 1.7.
CY	NS.
CZ	YES. See answer 1.7.
DE	YES. See answer 2.6.
DK	YES. See answer 1.7.
EE	NS.
EL	YES. See answer 1.7.
ES	YES. See answer 1.7.
FI	NS.
FR	NS.
HU	YES. See answer 1.7.
IR	YES. See answer 2.6.
IT	YES. See answer 2.6.
LT	YES. See answer 1.7.
LU	YES. See answer 1.7.
LV	YES. Not yet enforceable. See answer 1.7.
MT	YES. See answer 1.7.

NL	YES. See answer 1.7.
PL	NO. See answer 2.6.
PT	YES. See answer 2.6.
RO	YES. See answer 5.3.
SE	NO.
SL	NO.
SK	NO.
UK	YES. See answer 2.6.

QA 7.17. Do you have knowledge of the existence of claims/cases related to the failure of these services? If yes, please explain briefly how these cases were solved.

AT	NO.
BE	NO.
BG	NO.
CY	NS.
CZ	NO.
DE	YES. All complaints introduced with regards to the failure services of the managing body, where each time considered as not sustainable by the LBA (Federal Agency of Aviation).
DK	NO.
EE	NS.
EL	NO.
ES	YES. AESA sent the complaint received to the airport concerned (Palma de Mallorca) and requested a report about the questions raised by the passengers. The passengers did not submit a complaint at the airport but they sent a complaint to the Equality and Human Rights Commission, and this entity forwarded it to AESA. AENA (the managing body) requested a report to the entity in charge of providing such service at PMI airport. The passengers complaint because they requested the assistance (wheel chair) to the airport 48 hours before the published time of departure. Furthermore, once at the airport, they also requested it several times. However, no assistance was provided by the entity in charge of providing PMR assistance at Palma de Mallorca Airport. AENA requested a report to the entity in charge of providing PRMs assistance and after receiving the report, AENA decided to sanction this entity for not complying with the administrative contract they have signed. Finally, AESA informed the passengers about the measures taken by AENA. The penalties are stated in the administrative contract signed by AENA and the entity. No information available about the amount.
FI	NO.

FR	NS.
HU	NO.
IR	NO.
IT	YES.
LT	NO.
LU	NO.
LV	NO.
MT	NO.
NL	NO.
PL	NO.
PT	NO.
RO	NO.
SE	NO.
SL	NO.
SK	NO.
UK	YES. Complaints have involved PRMs missing flights due to insufficient assistance. For a variety of the reasons described in 2.7, it has not been possible for these cases to be solved by EHRC's complaint handling process. In one case, the airport paid for another flight and reimbursed all transport expenses. In another case correspondence with all parties led to an offer of a free flight as a gesture of apology, and an assurance that new policies would be applied in future by both the airline and the airport.

QA 7.18. Could you please specify whether the managing body under your jurisdiction provide the following assistance to DPs or PRMs on their arrival by air at the airports under your jurisdiction?

AT	YES. See answer 7.1.
BE	YES. See answer 7.1.
BG	YES. See answer 7.1.
CY	YES. See answer 7.1.
CZ	YES. See answer 7.1.
DE	YES. See answer 7.1.
DK	YES. See answer 7.1.

EE	YES. See answer 7.1.
EL	YES. See answer 7.1.
ES	YES. See answer 7.1.
FI	YES. See answer 7.1.
FR	YES. See answer 7.1.
HU	YES. See answer 7.1.
IR	YES. See answer 7.1.
IT	YES. See answer 7.1.
LT	YES. See answer 7.1.
LU	YES. See answer 7.1.
LV	YES. See answer 7.1.
MT	YES. See answer 7.1.
NL	YES. See answer 7.1.
PL	YES. See answer 7.1.
PT	YES. See answer 7.1.
RO	YES. See answer 7.1.
SE	YES. See answer 7.1.
SL	YES. See answer 7.1.
SK	NO.
UK	YES. See answer 7.1.

QA 7.20. Could you please specify whether the assistance under the question 7.18 is subordinated to a prior notification by the Operators/Authorities of the airports of departure of the flight? If yes, please explain how this notification is coordinated?

AT	YES. Airport will be informed by the Operators. The airports inform the service provider.
BE	YES. Transmission of the information about the need of assistance by the air carrier/tour operator at least 36 hours. In case of less than 36 hours, obligation of best efforts on these Operators in order to provide the assistance needed.
BG	NO.
CY	YES. Even though S&L airport services have already received information on the pre-booked arriving DPs and PRM, after take-off from the originating airport, airlines send a PSM message, indicating the exact number of PRMs on board, with category of disability. This is received directly by S&L airport services (SITA address or by email) which

	provides assistance as required upon arrival of the aircraft.
CZ	YES.
DE	Reference is made to the Regulation.
DK	NO. Assistance is not subordinated to a prior notification. The DPs and PRMs have always right to assistance.
EE	NS.
EL	YES.
ES	YES. Best effort obligations on managing bodies. However, such assistance will be subject to availability.
FI	YES.
FR	NS.
HU	NO.
IR	NA.
IT	NO. Only best effort obligations.
LT	YES.
LU	YES. Any requests for special assistance should be mentioned when booking their flight. DPs and PRMs who wish to apply for special assistance on their arrival flight are requested to notify their airline/travel agency/tour operator at the latest 48 hours before their flight. The body management will receive information by SITA message in order to organise beforehand any type of assistance requested.
LV	YES. However, managing bodies and airlines have a best efforts obligation.
MT	Recommended but not obligatory.
NL	YES.
PL	YES.
PT	The assistance is coordinated between the air carrier and the airport via SITA.
RO	YES. Depending of the internal procedure of the Operator.
SE	YES. A PSM message is required, but if not sent, un-notified passengers are given assistance anyway. At large airports separate passenger service units coordinate the assistance and a special team of staff performs the assistance. At smaller airports, the service is coordinated by check-in staff or duty officers.
SL	NS.
SK	NS.
UK	The assistance is not subordinated to a prior notification by the Operators/Authorities of the departure flight. However, Operators are obliged to transmit this information. Airports are obliged to make all reasonable efforts to provide assistance, even if they do not receive the information. This is the case for all services under the question 7.18.

QA 7.21. Are there penalties applicable in case of failure to provide the services under the question 7.18? If yes, please specify the provision foreseeing such penalties.

AT	YES. See answer 1.7.
BE	YES. See answer 1.7.
BG	YES. See answer 1.7.
CY	NS.
CZ	YES. See answer 1.7.
DE	YES. See answer 2.6.
DK	YES. See answer 1.7.
EE	NS.
EL	YES. See answer 1.7.
ES	YES. See answer 1.7.
FI	NS.
FR	YES. See answer 1.7.
HU	YES. See answer 1.7.
IR	YES. See answer 2.6.
IT	YES. See answer 2.6.
LT	YES. See answer 1.7.
LU	YES. See answer 1.7.
LV	YES. Not yet enforceable. See answer 1.7.
MT	YES. See answer 1.7.
NL	YES. See answer 1.7.
PL	NO. See answer 2.6.
PT	YES. See answer 2.6.
RO	YES. See answer 5.3.
SE	NO.
SL	NO.
SK	NO.
UK	YES. See answer 2.6.

QA 7.22. Do you have knowledge of the existence of claims/cases related to the failure of these services? If yes, please explain briefly how these cases were solved.

AT	NO.
BE	NO.
BG	NO.
CY	NO.
CZ	NS.
DE	YES. Only a quarter of claims addressed to the LBA with regards to the aid failure, are at present still under examination.
DK	YES. The CAA has been informed about some small claims, which have been solved by the parties.
EE	NO.
EL	NO.
ES	YES. See the answer 7.17.
FI	NO.
FR	NO.
HU	NO.
IR	NO.
IT	NO.
LT	NO.
LU	NO.
LV	NO.
MT	NO.
NL	NO.
PL	NO.
PT	NO.
RO	NO.
SE	NO.
SL	NO.
SK	NO.
UK	YES. Complaints have involved PRMs being left on the inbound plane; PRMs being left at the gate after leaving the inbound plane; no assistance to the designated point of departure; long waits between stages of assistance; attitude seeming to demonstrate insufficient training; refusing assistance if PRM is not a wheelchair user; refusing to assist if a PRM is travelling with someone; refusing assistance with PRMs' luggage; a PRM being injured while being lifted out of the seat on plane; and no assistance retrieving luggage.

For a variety of the reasons described in 2.7, it has not been possible for many of these cases to be solved by EHRC's complaint handling process. However, a conciliation meeting has led to changes of policy ensuring passengers requiring assistance from the plane are not told to leave the plane to find assistance in the terminal.

QA 8.1. Could you please specify how DPs and PRMs are informed about their rights under the Regulation: a. Via a website. If yes, please provide us with the address; b. Via publicity clearly visible in the airports. If yes, please explain; c. Via information which Operators are obliged to provide on their website and by other means. If yes, please explain; d. Via information provided spontaneously by the Operators; e. Via information provided in each offer of sale of package travel, package holidays and/or package tours; f. Other. If yes, please explain.

AT	YES. Via the following websites: www.bmvit.gv.at ; www.flughafen-graz.at ; www.austrian.com /via publicity clearly visible in the airports (pictogram)/via information which Operators are obliged to provide/via information provided spontaneously by the Operators (via call centre and special cases desk)/ via information provided in each offer of sale of package travel, package holidays and/or package tours.
BE	YES. Via the following websites: CAA' website (General information about passengers rights) : http://www.mobilit.fgov.be ; Airports website: http://www.brusselsairport.be/en/airportinfo/special-care/ /Information leaflet about passengers rights (written in collaboration with Federal public service Mobility and Transport).
BG	YES. Thorough all the means. Notably, via e-mail: caa@caa.bg .
CY	The DCA has issued a handbook concerning air passenger rights issued from the Regulation. It is available to the public at both airports and at the headquarters in Nicosia. These rights are also outlined on the websites. The managing bodies of both airports have put up posters at the arrivals and the departure areas. Phone lines for public information are also available; two of them are manned on a 24-hour basis. The DCA has also informed the media of the rights of PRMs issued from the Regulation. At S&L airport the publicity is provided via the following website: www.hermesairports.com (facilities/special needs), via Operators spontaneously and on their web-sites.
CZ	YES. Via website at: http://www.mdcz.cz/cs/Letecka_doprava/cestujici_zdravotni_postizeni/ (the web sites of the CAA are being still in construction in relation to the fact, that the CAA is a body responsible for enforcement of the Regulation since 1 st January 2010, formerly it was Ministry of Transport). Information is also available on the following websites: http://www.letistepraha.cz/cs/site/sluzby_letiste/sluzby_cestujicim/odbaveni_cestujicich/handicapovani_cestujici.htm . http://www.airport-brno.cz/index.php?id=1925&lang=cs . http://www.airport-ostava.cz/cz/page-postup-pri-odbaveni/ . http://www.airport-kvary.cz/pass_instruction.php . Via publicity clearly visible in the airports: at designated points/On posters and leaflets/Via information provided by the Operators spontaneously or on their websites.
DE	YES. Via the following websites: http://www.bmvbs.de/Verkehr/Luft_1483/Fluggastrechte.htm . http://www.bmvbs.de/Anlage/original_1048095/Informationsflyer-Neue-Fluggastrechte-fuer-mobilitaets-ingeschraenkte-und-behinderte-Menschen.pdf .

	In September 2008, a conference was organised on passenger rights of DP and PRM held with disabled people, the Association of German air carriers and other participants.
DK	YES. Through all the means. Via e-mail at: dcaa@slv.dk .
EE	YES. Via website at: www.tallinn.airport.ee /via publicity available at info desk of the airport /via information provided by the operators at: www.estonian-air.ee .
EL	YES. Through all the means. Via website at: www.hcaa.gr .
ES	YES. Via the following websites www.aena.es ; http://www.seguridadaerea.es/AESA/LANG_CASTELLANO/PASAJEROS/ /Via publicity in the airports (posters from the Commission)/Via information which Operators are obliged to provide on their website and by other means/Via information provided spontaneously by the Operators.
FI	YES. Via website http://www.civilaviationauthority.fi/rights_of_disabled_persons_when_travelli/ /Via publicity in the airports (at the information points)/Via information provided spontaneously by the Operators/Other: forums for disabled persons provide and exchange information.
FR	YES. Via website at: www.developpement-durable.gouv.fr /via publicity available at the airport.
HU	YES. Via website at: www.egyenlobanasmod.hu / via publicity available at the airport (posters and flyers)/via information provided by the Operators spontaneously and on their website.
IR	YES. Via website at: www.aviationreg.ie /via publicity available at the airport/via information provided by the Operators spontaneously and on their website.
IT	YES. Through all means (except information spontaneously provided by the Operators). Via website at: www.enac.gov.it .
LT	YES. Via the following websites: www.caa.lt ; www.vilnius-airport.lt ; www.palanga-airport.lt ; www.kaunasair.lt /via publicity available at the airport/via information provided by the Operators on their websites.
LU	YES. Via website at www.dac.public.lu and www.lux-airport.lu /via information provided by the Operators.
LV	YES. Via all means. Via website at: www.caa.lv . Videos and information pamphlets are used. Additional sections websites for passengers with special needs are used.
MT	YES. Through all means except via information via sail of package travel. Via the following websites: www.transport.gov.mt ; www.maltairport.com .
NL	YES. Via the following website: http://ivw.nl/onderwerpen/passagiersrechten/passagiersrechten%5Fluchtvaart/passagiers%5Fmet%5Ffeen%5Fbeperkte%5Fmobiliteit/ and via publicity clearly visible at the airport.
PL	YES. Via all means, except publicity clearly visible in the airports. Via the following websites: http://www.lot.com/Info/EN/asp/Content_Handicapped_Passengers.aspx?menuId=001&subMenuId=001001 ; Air Italy Polska: http://www.airitalypolska.com/customer-service/special-assistance.html ; Civil Aviation Office: www.ulc.gov.pl .
PT	YES. Through all means except via information via sail of package travel. Via the following websites: www.ana-aeroportos.pt ;

	<p>www.flytap.com/Portugal/pt/Voarconnosco/AntesDeViajar;</p> <p>www.sata.pt/pt-pt/Viaje-connosco/assistencia-especial.</p>
RO	<p>YES. Through all means except via information or via sail of package travel. Via the following websites: www.anph.ro; www.mobilitateanph.ro. In airports are introduced posters, leaflets.</p>
SE	<p>YES. Via the following websites: http://www.transportstyrelsen.se/sv/Luftfart/Resenarsinformation/Funktionshinder/EG-forordning-/; http://www.transportstyrelsen.se/sv/Luftfart/Resenarsinformation/Funktionshinder/Klagomal-enligt-forordning-EG-nr-11072006/. Via publicity clearly visible in airports: Signs and meeting points are available and also the EU publications regarding passenger right. Via information provided by the Operators: All airports and airlines have information regarding how to travel with a disability.</p>
SL	<p>YES. Through all means except via publicity available at the airport. Via website at: http://www.mzp.gov.si/si/delovna_podrocja/letalstvo/inspekcija_za_letalski_promet.</p>
SK	<p>YES. At Stefanik Airport, via information provided spontaneously by the Operators and when buying the package travel.</p>
UK	<p>YES. Via website at: www.equalityhumanrights.com/airtravel /information provided by the Operators.</p> <p>In Northern Ireland information can be found on the following websites: http://www.consumercouncil.org.uk/key-issues/passenger-transport/; http://www.direct.gov.uk/en/DisabledPeople/TravelHolidaysAndBreaks/GettingThere/DG_4017242;</p> <p>Via the ‘<i>Your rights to fly</i>’ passenger guide distributed by EHRC. The guide is available in hard copy, Easy Read, Braille, audio CD, data CD, and downloadable pdf versions. It is also available in some airports. Approximately 90.000 guides have been distributed so far. A marketing campaign involved advertisements in the most popular weekend papers, as well as information on those papers’ websites and in disability magazines and websites. According to the NEB, this raised public awareness considerably.</p> <p>In Northern Ireland the CCNI has produced an information guide ‘<i>Access to Air Travel</i>’ which advises passengers of their rights, approximately 5.000 guides have been distributed. There has also been a publicity campaign involving articles in the main regional newspapers, as well as through various disability organisations websites and publications.</p>

QA 8.2. Could you please specify the formats used by the Operators in order to make the publicity available: a. Writing format. Please specify in which languages; b. Braille; c. Other formats. If yes, please specify.

AT	Writing format in German and English; Braille (safety instruction on board); Other formats: some web pages provide special feature for blind and visually impaired persons.
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BE	NS.
BG	In writing in English and Bulgarian languages.
CY	In writing via web-site and through audio announcements made for arriving and boarding flights.
CZ	In writing in English and Czech languages.
DE	YES.
DK	In writing format in Danish, French and English languages and in Braille.
EE	In writing format in Estonian and English languages.
EL	NS.
ES	In writing format in Spanish and English languages.
FI	NS.
FR	NS.
HU	In writing format in Hungarian and English languages.
IR	In writing format in English language (also available in other languages in some instances). Information in Braille is available on request.
IT	In writing format in Italian and English languages and audio.
LT	In writing format in Lithuanian.
LU	NS.
LV	In writing format in Latvian and English languages and in Braille.
MT	In writing format in Maltese and English languages.
NL	NS.
PL	In writing format in Polish and English languages. Other: oral information provided by call centres and their agents.
PT	In writing format in Portuguese and English languages and in Braille.
RO	In writing format in Romanian language.
SE	In writing format in Swedish and English languages.
SL	In writing format in Slovenian and English languages.
SK	NO.
UK	In writing format and in Braille.

QA 8.3. Could you please specify the content of the publicity communicated by the Operators/Authority under your jurisdiction : a. The rights of DPs and PRMs under the Regulation; b. Security rules applicable to the DPs and PRMs; c. Safety rules applicable to the DPs and PRMs; d. Restrictions to the carriage of DPs and PRMs, if applicable; e.

Mobility equipment due to the size of aircraft; f. Practical information about the way DPs and PRMs will be assisted from the departure airport until the destination airport (including transit); g. The possibility of complaint in case of Regulation infringement; h. The procedure of complaint in case of Regulation infringement; i. Other information. If yes, please explain.

AT	All mentions are specified.
BE	The publicity available specifies the rights of DPs and PRMs under the Regulation/The possibility and the procedure of complaint under the Regulation.
BG	All mentions are specified.
CY	In principle, all mentions are specified.
CZ	All mentions are specified.
DE	The publicity available specifies the safety rules applicable to the DPs and PRM/Restrictions to the carriage of DPs and PRMs/Mobility equipment due to the size of aircraft.
DK	All mentions are specified.
EE	NS.
EL	The publicity available specifies the rights of DPs and PRMs under the Regulation/Safety rules applicable to the DPs and PRMs/Restrictions to the carriage of DPs and PRMs/Mobility equipment due to the size of aircraft/The possibility of complaint in case of Regulation infringement/The procedure of complaint in case of Regulation infringement.
ES	All mentions are specified except: Mobility equipment due to the size of aircraft and the procedure of complaint.
FI	The publicity available specifies the rights of DPs and PRMs under the Regulation/The possibility and the procedure of complaint under the Regulation.
FR	None of the mentions are specified. However on the web site, there is a specific rubric where the DPs and the PRMs make a complaint online.
HU	All mentions are specified except: security rules and procedure of complaint.
IR	The publicity available specifies the rights of DPs and PRMs under the Regulation/The possibility and the procedure of complaint under the Regulation.
IT	Yes. All the mentions are specified.
LT	YES. The following mentions are not specified: security rules, safety rules, restriction of the carriage and mobility equipment.
LU	YES. All mentions are specified.
LV	YES. The following mentions are specified: The rights of DPs and PRMs under the Regulation; Safety rules applicable to the DPs and PRMs; Restrictions to the carriage of DPs and PRMs; Practical information about the way DPs and PRMs will be assisted from the departure airport until the destination airport (including transit); The possibility of complaint in case of Regulation infringement.
MT	YES. All mentions are specified except safety rules applicable to the DPs and PRMs.
NL	NS.
PL	All mentions are specified. The information is available on the CAO's website: www.ucl.gov.pl .
PT	All mentions are specified except the possibility of complaint in case of Regulation infringement.

RO	All mentions are specified except the practical information about the assistance.
SE	All mentions are specified. The following websites are available: http://www.transportstyrelsen.se/sv/Luftfart/Resenarsinformation/Flygresehandboken-for-funktionshindre/; http://www.lfv.se/sv/LFV/Resenar/Funktionshinder/; http://www.transportstyrelsen.se/en/Aviation/Information-for-passengers/EC-regulation-11072006---handling-of-complaints/http://www.lfv.se/upload/LFV/Resen%c3%a4r/prmfolder.pdf.
SL	All mentions are specified.
SK	YES. The mentions specified are the information concerning the possibility of complaint and the way DPs and PRMs shall be assisted at the Airport.
UK	YES. Operators are providing information in a variety of ways. Not a real tendency.

QA 8.5. Are there penalties applicable in case of failure to provide this publicity? Please specify the provision foreseeing such penalties.

AT	YES. See answer 1.7.
BE	NO.
BG	NO.
CY	YES. See answer 1.7.
CZ	YES. See answer 1.7.
DE	NO.
DK	YES. See answer 1.7.
EE	NS.
EL	YES. See answer 1.7.
ES	YES. See answer 1.7.
FI	NO.
FR	NS.
HU	YES. See answer 1.7.
IR	NO.

IT	YES. The penalty is between 5.000 € up to 20.000 €.
LT	NO.
LU	YES. See answer 1.7.
LV	Yes. Not yet enforceable. See answer 1.7.
MT	YES. See answer 1.7.
NL	YES. See answer 1.7.
PL	NO. See answer 2.6.
PT	NO. See answer 1.6.
RO	YES. See answer 5.3.
SE	NO.
SL	NO.
SK	NO.
UK	NA. According to the British NEB, the Regulation does not oblige Operators to inform PRMs about their rights.

QA 8.6. Do you have knowledge of the existence of claims/cases related to the failure of this publicity? If yes, please explain briefly how these cases were solved.

AT	NO.
BE	NO.
BG	NO.
CY	NO.
CZ	NO.
DE	NO.
DK	NO.
EE	NO.
EL	NO.
ES	NO.
FI	NO.
FR	NO.
HU	YES. During the administrative procedure the air company corrected the wrong translation on its website and admitted that the former information had been discriminative.

IR	NO.
IT	NO.
LT	NO.
LU	NS.
LV	NO.
MT	NO.
NL	NO.
PL	NO.
PT	NO.
RO	NO.
SE	NO.
SL	NO.
SK	NO.
UK	NO.

QA 9.1. Could you please specify whether DPs and PRMs under your jurisdiction have the obligation to pay additional charge to their ticket flight in order to benefit from the assistance under the Regulation?

AT	NO.
BE	NO.
BG	NO.
CY	NO/YES (At S&L airport, the charge is levied on airlines based on the number of departing passengers per airline).
CZ	NO.
DE	NO.
DK	NO.
EE	NO.
EL	NO.
ES	NO.
FI	NO.

FR	NO.
HU	NO.
IR	NO.
IT	NO.
LT	NO.
LU	NS.
LV	NO.
MT	NO.
NL	NO.
PL	NO.
PT	NO.
RO	NO.
SE	NO.
SL	NO.
SK	NO.
UK	NO.

QA 9.3. Are there penalties applicable in case these charges are added on the general cost of the tickets flight?

AT	YES. See answer 1.7.
BE	YES. See answer 1.7.
BG	YES. See answer 1.7.
CY	YES. See answer 1.7.
CZ	YES. See answer 1.7.
DE	YES. See answer 2.6
DK	YES. See answer 1.7.
EE	NS.
EL	YES. See answer 1.7.
ES	NO.

FI	NS.
FR	YES. See answer 1.7.
HU	YES. See answer 1.7.
IR	NS.
IT	NO.
LT	NO.
LU	NS.
LV	YES. Not yet enforceable. See answer 1.7.
MT	YES. See answer 1.7.
NL	YES. See answer 1.7.
PL	NA.
PT	NO.
RO	YES. See answer 5.3.
SE	NO.
SL	NO.
SK	NO.
UK	YES. See answer 2.6.

QA 9.4. Do you have knowledge of the existence of claims/cases related to the additional charge? If yes, please explain briefly how these cases were solved.

AT	NO.
BE	NO.
BG	NO.
CY	NO.
CZ	NO.
DE	NO.
DK	NO.
EE	NO.
EL	NO.

ES	YES. AESA requested a report from the airline due to the unfair charge for carrying mobility equipment. AESA requested the airline to reimburse that charge to the passenger and the airline proceeded accordingly.
FI	YES. Additional charge was asked from a PRM for an extra leg room seat, which was the same policy the air carrier had on all passengers. The case was solved by the passenger and the air carrier.
FR	NO.
HU	NO.
IR	NS.
IT	NO.
LT	NO.
LU	NS.
LV	NO.
MT	NO.
NL	NO.
PL	NO.
PT	NO.
RO	NO.
SE	<p>YES. Additional charges for medical equipment were added by a foreign airline. The NEB of the country concerned asked the airline to reimburse the passenger. Another case with the same airline followed, then the NEB provided the travel agency with the rules and the airline changed their position. The airline involved was Iberia. The NEB, in a first step interpreted that according to the Regulation it shall contact the Spanish NEB since Iberia have a Spanish AOC (The Swedish NEB later learned that this interpretation of competent authority might be wrong, according to discussions at meetings with the Commission).</p> <p>The Swedish NEB translated the complaint from Swedish to English and sent it to the Spanish NEB together with their comments.</p> <p>Spain contacted the airline several times and finally received information that the staff at the airport had made an error and that the passenger should be reimbursed for the amount paid.</p>
SL	NO.
SK	NO.
UK	<p>YES. Complaints have involved PRMs being charged for carriage of mobility equipment, including on the basis that the equipment was over their usual weight limit, and that it was not in a single piece of hold luggage. PRMs have been charged for the provision of appropriate seats, and have also been required to prove their need for such seats. This proof then incurs further expense.</p> <p>For a variety of the reasons described in 2.7, it has not been possible for many of these cases to be solved by EHRC's complaint handling process. However correspondence</p>

with an Operator led to an agreement to waive the seat charge. This did not represent a policy that would be applied in future.

QA 9.5. Could you please specify whether the managing body under your jurisdiction levies a specific charge on the airport users for the purpose of funding the DPs and PRMs assistance? If yes, please specify how this specific charge is established (i.e. applicable or not to all airport users, cost-related or not, established in cooperation with another body or not, etc.).

AT	NO.
BE	NO.
BG	YES. It is cooperation between airlines and airports.
CY	YES. At S&L airport the PRM levy is applied per departing passenger to all airlines. It is introduced and reviewed annually by the airport Operator to cover incurred costs in consultations with the airport users committee.
CZ	NO.
DE	YES.
DK	YES. The charge is cost related and transparent and established in cooperation with airport users.
EE	NO.
EL	YES. Only at Athens International Airport) such a charge is established in cooperation with the airport users.
ES	NO.
FI	YES. The charge is applicable to all airport users and is cost related.
FR	YES.
HU	YES. The charge is applicable to all airport users and is cost related.
IR	<p>YES/NO. At the following airports a charge is levied by the managing bodies:</p> <ul style="list-style-type: none"> • Dublin Airport (DUB) 33cents; • Cork Airport (ORK) 45cents; • Shannon Airport (SNN) 56cents; • Knock (Ireland West) Airport (NOC) 25cents. <p>At other five regional airports no charge is levied.</p>
IT	YES.
LT	NO.
LU	YES. The managing body has fixed the fees for air terminal services and airport fees at Luxembourg airport. Airport fees including passenger service fee which is applicable for commercial flights per passenger at departure. It is due per passenger and the amount of the PRM fee is 0.50 €. The amount is provided as separate information on the

	travel ticket. The Operator of the aircraft is responsible for the payment of the passenger service fees.
LV	YES. The charge is applicable to all airport users and is cost related and transparent.
MT	NO.
NL	YES.
PL	YES. Airport managing bodies at 4 public airports in Poland established a PRM charge in 2008 and 2009. It is established according to art. 8.4 of Regulation. It has been proved by airport managing bodies, that such charge has been established in cooperation with airport users through Airport Users Committee, when one exist or any other any other appropriate entity. PRM charge is applicable to all passengers served at airport (on three airports on departing passengers only on one both on departing and arriving passengers).
PT	YES. The charges are cost related and established after the user's consultation.
RO	NS.
SE	NO.
SL	NO.
SK	NO.
UK	YES. Most UK airports levy a charge on airport users for the purpose of funding assistance to DPs and PRMs. Charges are applicable to all airport users, cost-related and established after consultation with airport users.

QA 9.6. Could you please specify whether the managing body under your jurisdiction holds a separate accountancy related to the assistance provided to DPs and PRMs and to other activities?

AT	YES.
BE	NO.
BG	YES.
CY	YES.
CZ	NO.
DE	YES.
DK	YES.
EE	NO.
EL	YES.
ES	YES.

FI	NS.
FR	YES.
HU	YES.
IR	YES.
IT	YES.
LT	NO.
LU	YES.
LV	YES.
MT	YES.
NL	YES.
PL	YES. The managing body provides annually all airport users an overview of charges received and costs made in respect of providing assistance to PRMs.
PT	YES.
RO	NS.
SE	YES.
SL	The NEB is not informed about this issue.
SK	NO.
UK	YES.

QA 9.7. Could you please specify whether the managing body under your jurisdiction makes available to the airport users an overview of charges received and expenses made in respect to the assistance provided to DPs and PRMs?

AT	YES.
BE	NO.
BG	NO.
CY	YES. Via the users committee.
CZ	NO.
DE	YES.
DK	YES.
EE	NO.

EL	YES.
ES	YES.
FI	NS.
FR	YES.
HU	YES.
IR	YES.
IT	YES.
LT	NS.
LU	NA.
LV	YES.
MT	YES.
NL	NO.
PL	NS.
PT	YES.
RO	NO.
SE	NO.
SL	NO.
SK	NS.
UK	YES.

QA 9.9. Could you please specify if penalties are applicable in case of additional charge for the services under the Regulation?

AT	YES. See answer 1.7. The NEB approves PRM charges.
BE	YES. See answer 1.7.
BG	YES.
CY	YES. See answer 1.7.
CZ	NO.
DE	YES.
DK	YES. See answer 1.7.

EE	NS.
EL	YES. See answer 1.7.
ES	YES. See answer 1.7.
FI	NS.
FR	YES.
HU	YES. See answer 1.7.
IR	NS.
IT	NA. The managing body acts under the strict control of the NEB.
LT	NS.
LU	NO.
LV	YES. Not yet applicable. See answer 1.7.
MT	YES. See answer 1.7.
NL	YES. See answer 1.7.
PL	NA.
PT	YES. See answer 2.6.
RO	YES. See answer 6.3.
SE	NO.
SL	NO.
SK	NS.
UK	YES. See answer 2.6.

QA 9.10. Do you have knowledge of the existence of claims related to this specific charge? If yes, please explain briefly how these cases were solved.

AT	NO.
BE	NO.
BG	NO.
CY	NO.
CZ	NO.
DE	NO.

DK	YES. Claims are solved within airport user's institutions.
EE	NS.
EL	NO.
ES	NO.
FI	NO.
FR	NO.
HU	NO.
IR	NO.
IT	NO.
LT	NO.
LU	NS.
LV	NO.
MT	NO.
NL	NO.
PL	NO.
PT	NO.
RO	NO.
SE	NO.
SL	NO.
SK	NO.
UK	NO.

QA 10.1. Could you please specify whether the managing body under your jurisdiction had implemented quality standards for the assistance under the Regulation? If yes, please specify if - and how - these quality standards are published.

AT	YES. Standards are implemented by Vienna Airport, airlines and PRMs representatives. Published on the home page of the airport.
BE	YES. Quality are standards published on the airport official website.
BG	YES.
CY	YES. Quality standards are published by the airport operator on their website at: www.hermesairports.com , under the links: facilities/special needs. These quality standards are a key element in the sub-contract agreement with S&L airport in PRM service provision.

CZ	NO.
DE	YES. According to the Regulation.
DK	YES.
EE	YES. The managing body had implemented international ISO standards ^y .
EL	YES. At all airports whose annual traffic is more than 150.000 passenger movements, the managing body of the airport has established quality standards in cooperation with airport users and representatives of the National Confederation of Disabled Persons.
ES	YES. Published on the CAA's web site.
FI	YES. They are visible on Finavia's web page in Finnish, Swedish and English: http://www.finavia.fi/for-travellers/info-reduced-mobility/quality-criteria .
FR	YES. On the website.
HU	YES. The managing body accepted a document "service level agreement" specifying quality standards for the assistance for DPs and PRMs.
IR	YES. All airports having more than 150.000 commercial passenger movements have complied with the requirement to have quality standards.
IT	YES. ENAC Advisory Circular GEN 02 available on the NEBs website (also in English version).
LT	YES. Quality standards are published on the website of Vilnius International Airport. The Airport is responsible for defining these quality standards.
LU	NS.
LV	YES. Quality standards are published via managing body's web site.
MT	YES. The quality standards are implemented in the contracts with the service providers.
NL	YES.
PL	YES. According to the Polish NEB, 6 out of 10 Polish airports implemented and published on websites quality standards in accordance with Regulation.
PT	YES.
RO	YES. Either on the websites, or in Airport Manual Procedures.
SE	YES. However, not always published.
SL	YES.
SK	YES. Via an internal airport Regulation.
UK	YES.

QA 10.2. If you answered yes to the question 10.1, do you consider if these quality standards provide a higher level of assistance than those provided by the Regulation? If yes, please explain for which reasons.

AT	NO.
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BE	NS.
BG	NO.
CY	NO. However an additional standard is provided at S&L airport: Microlift available at the aircraft.
CZ	YES. The assistance is more complex than that provided by the Regulation.
DE	NS.
DK	NO.
EE	YES. ISO standards are implemented.
EL	NO.
ES	NO.
FI	YES. It sets quality standards also for passengers who arrive without pre-notification.
FR	NS.
HU	YES. In some fields.
IR	NO.
IT	YES. The NEBs website (also in English version).
LT	NO.
LU	NS.
LV	Quality standards are designed accordingly to ECAC Doc 30 recommendations where more accurate information is stated.
MT	YES. Assistance is provided without obliging passengers to give specific evidence of their disability. Prior notification is not required.
NL	NS.
PL	YES. It depends of the airport.
PT	YES.
RO	NO.
SE	NO.
SL	YES.
SK	NO.
UK	YES/NO. According to the British NEB, most airports have standards that match ECAC standards. Some airports which handle no-frills flights with short turnaround times have higher standards with shorter times for PRMs to be boarded and disembarked from aircraft.

QA 10.3. If you answered yes to the question 10.1, could you please specify if the managing body levies a specific charge on the air carriers (additional to that referred under question 9.5)? If yes, please specify how this specific charge is established (i.e. applicable or not to all airport users, cost-related or not, established in cooperation with another body or not, etc.).

AT	NO.
BE	NS.
BG	NO.
CY	NO.
CZ	NO.
DE	NO.
DK	NO.
EE	NS.
EL	NO.
ES	NO.
FI	NS.
FR	NS.
HU	NO.
IR	NS.
IT	YES. Because the Italian NEB established some parameters instead the Regulation make reference only to activities.
LT	NO.
LU	NS.
LV	YES.
MT	NO.
NL	YES.
PL	NO.
PT	NO.
RO	NS.
SE	NO.
SL	NS.
SK	NO.

UK	NO.
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QA 10.6. Could you please specify if under your jurisdiction there are penalties applicable to the failure of correct implementation of the Regulation and to the publicity of quality standards? Please specify the provision foreseeing such penalties.

AT	YES. See answer 1.7.
BE	YES. See answer 1.7.
BG	YES.
CY	NO. The airport Operator has not yet introduced the penalties applicable for failure of correct implementation of the Regulation. This will be introduced in consultation with S&L airport.
CZ	YES. See answer 1.7.
DE	NO.
DK	YES. See answer 1.7.
EE	NS.
EL	YES. See answer 1.7.
ES	YES. See answer 1.7.
FI	NS.
FR	YES. See answer 1.7.
HU	YES. See answer 1.7.
IR	YES. See answer 3.4.
IT	YES. Failure of correct implementation: 10.000 € up to 40.000 €; 2.500 € up to 10.000 € (lack of publicity Legislative Decree 24 February 2009, n. 24).
LT	YES. See answer 1.7.
LU	NS.
LV	YES. Not yet applicable. See answer 1.7.
MT	YES. See answer 1.7.
NL	YES. See answer 1.7.
PL	NO. See 2.6.
PT	YES. See answer 2.6.
RO	YES. See answer 5.3.

SE	NO.
SL	NO.
SK	NO.
UK	YES. See answer 2.6.

QA 10.7. Do you have knowledge of claims related to these quality standards and to specific charges for higher standards? If yes, please explain briefly how these cases were solved.

AT	NO.
BE	NO.
BG	NO.
CY	NO.
CZ	NO.
DE	NO.
DK	NO.
EE	NO.
EL	NO.
ES	NO.
FI	NO.
FR	NO.
HU	NO.
IR	NO.
IT	NO.
LT	NO.
LU	NS.
LV	NO.
MT	NO.
NL	NO.
PL	NO.

PT	NO.
RO	NO.
SE	NO.
SL	NO.
SK	NO.
UK	NO.

QA 11.1. Could you please specify whether the air carriers under your jurisdiction provide the following assistance to DPs and PRMs: a. Carriage of recognised assistance dogs in the cabin, subject to national regulations. If yes, please specify how exactly this service is provided and which body is charged with carrying it out; b. Transport of up to two pieces of mobility equipment per DP or PRM (including electric chair). If yes, please specify if limitations exist to this service; c. Communication of the essential information concerning a flight, in accessible format. If yes, please specify how exactly this service is provided; d. Arrange seating to meet the needs of DPs or PRMs on their request. If yes, please specify how exactly this service is provided and which body is charged with carrying it out; e. Move to toilet on board aircraft if required. If yes, please specify how exactly this service is provided and which body is charged with carrying it out; f. Give an accompanying person of a DP and/or PRM a seat next to the DP and/or PRM. If yes, please specify whether limitations exist to this service; g. Other type of assistance. If yes, please specify.

AT	YES. All types of assistance are provided under the following remarks: Carriage of recognised assistance dogs is free of charge; Transport of up to two pieces of mobility equipment per DP or PRM (including electric chair) with limitation possible, defined by the door size; Communication of the essential information concerning a flight: on Austrian Airlines homepage/and through staff in case of irregularities; Move to toilet on board aircraft: on aircrafts B777 and B767 wheelchairs are available as standards equipment; On aircrafts A 0320 – fam, F 737-fleet, F 70 and F 100 on request at least 48 hours before flight).
BE	NS.
BG	YES. All services are provided. No additional cost is required in case of mobility equipment.
CY	YES. All services are provided under the following reserves: the Operators do not provide assistance dogs but accept DPs and PRMs to carry such dog with them. No communication of the essential information concerning a flight.
CZ	YES. All assistance is provided except the assistance related to the mobility within the aircraft (to the toilet).
DE	YES. All services are provided.
DK	YES. All services are provided under the responsibility of the Operators.
EE	NS.
EL	NS.
ES	YES. All services are provided under the responsibility of the airline. The airline is in charge with carrying it out, and this service will be provided according to what it is stated in the Ground Operation Manual of the airline. Any limitations to this respect should be stated in Ground Operation Manual of the airline. The airline will make all

	reasonable efforts in order to adequately provide these services.
FI	YES. All services are provided. Not specified as regards the communication of information.
FR	YES. In principle, air carriers, provide the following services: carriage of recognised assistance dogs and communication of the essential information concerning a flight. Difficulties have been stressed out on the assistance concerning the mobility in the aircraft (to the toilet). Either some PNC (Personnel Navigant Commercial) refuse their help stating that is not their charge, either that the passengers are too heavy or problems of absence of appropriate chairs helping to transfer the have also be indicated.
HU	YES. All services are provided. Recognised assistance dogs can be transported in the cabin, without extra charges. Anyway, the PRM or DP needs a previous permission of the Operator before the flight. The personal on board make all reasonable efforts to help to move to toilet. Anyway, the toilets of almost every aircraft operated by Hungarian carrier are not accessible with wheelchair.
IR	YES.
IT	YES. All services are provided. The body charged is the air carrier. There are limitations for wheelchair battery feeded, and in general stuff classified as Dangerous Goods. Special problems are currently faced with the Personal Oxygen Concentrator classified as Dangerous Goods (some types are admitted in the United States for transport in cabin under United States FAA rules ^{vi}). Communication of the essential information on the web site, call centre If required, the assistance in moving to toilet is given by the cabin crew. Airlines do their best efforts to accommodate the needs of the PRMs. Limitations are related to eventual availability of suitable seats.
LT	YES. All services are provided except the communication of the essential information concerning a flight.
LU	NS.
LV	YES. All services are provided. Furthermore, an Operator should make all reasonable efforts to give an accompanying a seat next to the DP or to PRM.
MT	YES. All services are provided.
NL	YES. All services are provided.
PL	YES. All services are provided.
PT	YES. All services are provided.
RO	YES. All services are provided except the carriage of recognized assistance dogs. In Romania, the assistance dogs are not allowed in the cabin. As concerns the equipment transportation, this service shall be asked in advance 48 hours. This do not except the application of the relevant legislation concerning dangerous goods. They may also be possible limitations of space on board which will be taken into consideration.
SE	YES. All services are provided. Notably, as regards the assistance on arranging seating to meet the needs of DPs or PRMs, it appears that this question is difficult to comply with EASA rules. Passengers often want to be seated in a higher class or at the first row.
SL	All services are provided.
SK	YES. However, at Stefanik airport the following assistance is not provided: communication of the essential information and move to toilet on board.
UK	YES. All services are provided. As regards the carriage if the carriage of recognized assistance dogs, each route must be approved under national regulations. An increasing number of carriers are gaining approval, and work is being done to make this easier for carriers.

QA 11.2. Could you please specify whether the assistance under the question 11.1 is subordinated to a notification by DPs or PRMs at least :

AT	YES. 48 hours before the flight. Waiting times must be expected in case of shorter notice.
BE	NO. Under the reserve that in case the notification made at least 48 hours: the Operators have an obligation of result. In case of no notification, the Operators have only an obligation of best efforts.
BG	YES. 48 hours before the flight.
CY	NO.
CZ	YES. 48 hours before the flight. Remark: In case of disability which is not so serious, they are able to ensure the assistance based on the notification during the check-in.
DE	YES. 48 hours before the flight.
DK	YES. 48 hours before the flight.
EE	YES. 36 hours before the flight.
EL	NS.
ES	YES. 48 hours before the flight.
FI	YES. 48 hours before the flight.
FR	NS.
HU	No specific deadline. Best effort obligation in case of tardy notification.
IR	YES. 48 hours before the flight.
IT	YES. 48 hours before the flight.
LT	NS.
LU	YES. 48 hours before the flight.
LV	YES. 48 hours before the flight.
MT	NA.
NL	NS.
PL	YES. 48 hours before the flight.
PT	YES. 48 hours before the flight.
RO	YES. 48 hours before the flight.
SE	YES. 48 hours before the flight.
SL	YES. 48 hours before the flight.
SK	YES. 2 / 36 / 48 hours before the flight.
UK	48 hours before the flight.

QA 11.3. Could you please specify whether DPs and PRMs shall comply with other requirements in order to benefit from the services under the question 11.1? If yes, please specify these requirements.

AT	NO.
BE	NO.
BG	NO.
CY	NO.
CZ	YES/NO. One air carrier requires filling in MEDIF form in case of serious disability.
DE	NO.
DK	NO.
EE	NS.
EL	NS.
ES	NO.
FI	NS.
FR	NS.
HU	NO.
IR	NS.
IT	NO.
LT	NS.
LU	NS.
LV	NO.
MT	NO.
NL	NS.
PL	NO.
PT	NO.
RO	NO.
SE	NO.
SL	YES.
SK	NO.
UK	NO.

QA 11.4. Could you please specify whether the services under the question 11.1 are provided in case DPs and PRMs do not comply with the notification under the deadline of 11.2? If yes, please specify under which conditions and if limitations exist.

AT	YES. Waiting times can be expected in case of shorter notice. In case wheelchair does not fit with the internal space of the aircraft, the chair will be refused.
BE	NS.
BG	NO.
CY	NO.
CZ	YES. Notification within 48 hours.
DE	NO.
DK	YES. Best effort obligations.
EE	NS.
EL	NS.
ES	YES. Best effort obligations.
FI	YES. Best effort obligations.
FR	NS.
HU	NO.
IR	NA.
IT	YES. Limitations are correlatives to the type of disability.
LT	YES. Best effort obligations on the air carriers.
LU	NS.
LV	YES. The Operators shall be ready to provide assistance even if a notification hasn't been made by the DPs or the PRMs.
MT	YES. DPs and PRMs who only request assistance on arrival at terminal are still accommodated with the co-ordination of the managing body unless it is evident that they do not qualify under the Regulation.
NL	NS.
PL	NS.
PT	YES. Best efforts obligations.
RO	YES. Best efforts obligations.
SE	NO.

SL	YES. In case such assistance is possible.
SK	YES.
UK	YES.

QA 11.6. Are there penalties applicable in case of failure to provide these services? If yes, please specify the provision foreseeing such penalties.

AT	YES. See answer 1.7.
BE	YES. See answer 1.7.
BG	YES. See answer 1.7.
CY	YES.
CZ	NO.
DE	YES. See answer 2.6.
DK	YES. See answer 1.7.
EE	NS.
EL	NS.
ES	NO.
FI	NS.
FR	NO.
HU	YES. General penalty regime under the Regulation. See answer 1.7.
IR	YES. The Irish NEB has the power to pursue any breach of the Regulation. However, it must be noted that air carriers may be precluded from providing some assistance by virtue of conflicting laws in other relevant areas (i.e. health and safety or employment legislation).
IT	YES.
LT	YES. See answer 1.7.
LU	NS.
LV	NO. Not yet implemented. See answer 1.7.
MT	YES. See answer 1.7.
NL	YES. See answer 1.7.
PL	NO. See answer 2.6.
PT	YES. See answer 2.6.
RO	YES. See answer 5.3.

SE	NO.
SL	NO.
SK	NO.
UK	YES. See answer 2.6.

QA 11.7. Do you have knowledge of the existence of claims/cases related to the failure of these services? If yes, please explain briefly how these cases were solved.

AT	NO.
BE	NO.
BG	NO.
CY	NO.
CZ	NO.
DE	YES. Three claims have been addressed to the LBA which are still under examination. Others, have been considered as not founded.
DK	YES. The CAA has been informed about some small claims, which have been solved by the parties.
EE	NO.
EL	NS.
ES	NO.
FI	YES. There cases were related to seating, oxygen and moving to the toilet facilities. Requests have been addressed to the NEB in order to settle the issue concerning the arrangement of seats which will be appropriate to the special needs of DPs and PRMs. No penalties have been issued so far, as all of these cases have been settled by the air carrier and the passenger. In general, the amounts of complaints that have reached the NEB have been relatively low and the feedback from PRM passengers has been generally positive.
FR	NO.
HU	NO.
IR	YES. In all cases, the body which issued the air carrier concerned with its Air Operators Certificate felt the air carrier had been justified in its actions for safety reasons. One of the cases raised significant queries concerning the conflict that exists between pre-existing safety legislation and the Regulation. This issue has been forwarded to the European Commission for guidance.
IT	NO.
LT	NO.
LU	NS.
LV	NO.

MT	NO.
NL	NO.
PL	NO.
PT	YES. Assistance dog were not accepted on board by the captain flight because it had no muzzle. The DP travelled next flight.
RO	NO.
SE	NO.
SL	NO.
SK	NO.
UK	<p>YES. Complaints have involved all of these services. In particular, many complaints involved refusal to carry medical or mobility equipment, or charging for carriage; and PRMs not being allocated appropriate seats, either by directly refusing to do so, or by failing to do so having taken the notification.</p> <p>For a variety of the reasons, it has not been possible for many of these cases to be solved by EHRC's complaint handling process.</p> <p>However, conciliation meetings with one Operator led to changes of policy ensuring that at least 2 bulkhead seats remain unallocated in premium class and 2 in economy class until 2 hours before the flight departure time for the use of PRMs or others in need who arrive at check in without pre-booked seats; check in staff and cabin staff receiving further training on the Regulation in respect of seating needs and assistance to toilet facilities during the flight.</p> <p>Correspondence with an Operator led to an agreement to waive the additional charge made for a seat. This did not represent a policy that would be applied in future.</p> <p>In two cases EHRC is currently supporting individuals in taking court proceedings.</p>

QA 12.1. Could you please specify whether all the personnel of Operators, including personnel of their sub-contractor, receive an appropriate training about: a. Disability-equality of DPs and PRMs; b. Disability-awareness of DPs and PRMs; c. Special needing of assistance of DPs and PRMs taking into account disabilities and/or mobility impairments; d. The needs of DPs and PRMs; e. Special procedure of emergency of DPs and PRMs in case of problems during the flight /exit emergency; f. Other appropriate training. Please specify.

AT	All types of training are provided.
BE	NS.
BG	All types of training are provided.
CY	All types of training are provided. Additional training: S&L Airport requires service staff to be certified in first aid.
CZ	All types of training are provided.
DE	All types of training are provided.
DK	All types of training are provided.
EE	Courses are provided on a regular basis by the Tallinn Airport. Courses are also organised together with the organisation of the persons with reduced mobility.

EL	All types of training are provided.
ES	All types of training are provided.
FI	NS.
FR	NS.
HU	The Hungarian NEB does not hold any detailed information.
IR	The Irish NEB has engaged with airports and air carriers seeking confirmation that training has been provided to all personnel who provide assistance to DPs and PRMs. According to the Irish NEB, the fundamental question to be addressed is the standardisation of these training measures.
IT	All types of training are provided.
LT	All types of training are provided.
LU	NS.
LV	All types of training are provided.
MT	All types of training are provided.
NL	All types of training are provided.
PL	All types of training are provided. All Polish airports, managing bodies and air carriers have an aim to be in line with the Regulation.
PT	NS.
RO	All types of training are provided.
SE	All types of training are provided.
SL	All types of training are provided.
SK	All types of training are provided to crew only.
UK	The training is provided on special procedure of emergency. Cabin crew receive training in carriage of PRMs in accordance with EU-OPS.

QA 12.2. If you answered yes to the question 12.1, could you please specify how this training is provided under your jurisdiction?

AT	Training by organisation representing passengers with disability (OZIV). Training guidelines are established and described as awareness training notes, “refresher” training.
BE	NS.
BG	Training centres provide training every year.
CY	The airport Operator provides disability awareness/equality training to all S&L airport staff offering direct DPs and PRMs assistance at the airport. This training includes theoretical training and practical hands-on training including lifting techniques, provided in cooperation with physiotherapists of the paraplegic ward of the nicosia general hospital. This training is conducted once a year and certificates are issued for participants. Other front line staffs at the airport are required to receive disability equality/awareness training every 2 years. The airport Operator has conducted “train the trainer” trainings for all airport entities, whereby trainers representing each entity

	were selected. These individuals were trained by the airport Operator and were given the relevant training material so that they can in turn train all the front line staff of their own organisation once a year.
CZ	Training related to the disability is an obligatory part of the flight personnel.
DE	Training is provided according to the Regulation.
DK	The managing bodies and the Operators are responsible for providing the training (i.e. Copenhagen Airport that provides training to all new employees. Refresher training is provided at least once a year, and ad hoc training is provided more often for new or special equipment).
EE	NS.
EL	NS.
ES	NS.
FI	NS.
FR	NS.
HU	NS.
IR	NS.
IT	The training is provided via training guidelines.
LT	There are no special requirements or standards on training. Airport Operators are free to choose trainer.
LU	NS.
LV	Training programs are developed accordingly to ECAC Doc 30, submitted to the CAA.
MT	The managing body organises the training through a specialised company. The managing body certifies and gives warrant for service.
NL	The training is provided by e-learning.
PL	The training is provided by the Operators themselves or through cooperation with organisation representing PRMs.
PT	NS.
RO	NS.
SE	The Operators have their own service training.
SL	The training is provided In licensed aviation schools.
SK	NS.
UK	NS.

QA 12.4. Are there penalties applicable in case of failure to provide this training? If yes, please specify the provision foreseeing such penalties.

AT	YES. See answer 1.7.
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BE	NS.
BG	YES.
CY	YES. See answer 1.7.
CZ	YES. See answer 1.7.
DE	YES. See answer 2.6.
DK	YES. See answer 1.7.
EE	NS.
EL	YES. See answer 1.7.
ES	YES. See answer 1.7.
FI	NS.
FR	YES. See answer 1.7.
HU	YES. See answer 1.7.
IR	YES. See answer 2.6.
IT	YES. From 2.500 € up to 10.000 €.
LT	YES. See answer 1.7.
LU	NO.
LV	YES. See answer 1.7.
MT	YES. See answer 1.7.
NL	YES. See answer 1.7.
PL	NO. See answer 2.6.
PT	YES. See answer 2.6.
RO	YES. See answer 5.3.
SE	NO.
SL	NO.
SK	NO.
UK	YES. See answer 2.7.

QA 12.5. Do you have the knowledge of claims related to the failure of this training? If yes, please explain briefly how these cases were solved.

AT	NO.
BE	NS.
BG	NO.
CY	YES. The NEB contacted the managing body in relation to a claim by a PRM. The investigation revealed it to be an incident and that training was frequent and thorough.
CZ	NO.
DE	NO.
DK	NO.
EE	NO.
EL	NO.
ES	NO.
FI	NO.
FR	NO.
HU	NO.
IR	NO.
IT	NO.
LT	NO.
LU	NS.
LV	NO.
MT	NO.
NL	NO.
PL	NO.
PT	NS.
RO	NO.
SE	NO.
SL	NO.
SK	NO.
UK	NO.

QA 13.1. Could you please specify whether DPs and PRMs under your jurisdiction are compensated when wheelchairs or other mobility equipment or assistance devices are lost or damaged while being handled at the airport or transported on board aircraft? If yes, please explain.

AT	YES. Equipment will be repaired or replaced.
BE	YES. A mediation procedure exists under a jurisdiction which is independent of both air carriers and the CAA.
BG	YES.
CY	YES.
CZ	YES.
DE	YES.
DK	YES. Questions regarding compensation for damaged wheelchairs or mobility equipment are preceded by insurance companies or the civil legal system according to international law, community law and national law.
EE	YES.
EL	YES.
ES	YES. The compensations offered by the air carriers are limited to the amounts specified in the Montreal Convention ^{vii} .
FI	YES.
FR	YES.
HU	YES. The DPs and PRMs are compensated for lost equipment according to Warsaw ^{viii} and Montreal Conventions.
IR	YES. According to the Irish NEB it should be noted that this is an area where clarification and guidance from the European Commission would be greatly appreciated as there is pre-existing legislation (the aforementioned EU Ops Regulation) which states that responsibility for the ground-handling of mobility equipment and assistance devices remains with the air carrier at all times. This comes into conflict with the responsibilities as set out in Annex 1.
IT	YES.
LT	NS.
LU	NS.
LV	YES. It is agreed between airport and/or Operator and DP or PRM on compensation terms, however if DP or PRM considers it to be as not acceptable or airport/operator consider it as unacceptable, CAA of Latvia interferes into the process.
MT	YES. Ordinary claims procedures are established and each case examined accordingly.
NL	YES.
PL	YES. The DPs and PRMs could seek compensation under provisions of the Montreal Convention and Polish Civil Code.
PT	YES. According to the Montreal Convention.
RO	YES.
SE	YES. According to the conditions specified in the contract with the carrier.

SL	YES.
SK	YES. In such case, Slovakian transport condition rules applicable for lost properties.
UK	YES.

QA 14.2. Could you please explain the role of the managing body in the enforcement of the Regulation under your jurisdiction?

AT	Implement a part of the Regulation. Guarantee high level of assistance.
BE	Comply with the requirements laid down in the Regulation.
BG	Comply with the requirements laid down in the Regulation.
CY	Reference is made to the Regulation.
CZ	Comply with the requirements laid down in the Regulation.
DE	Comply with the requirements laid down in the Regulation and namely, to supervise that all rights of DPs and PRMs issued from the Regulation are respected, particularly as regards the obligations from the article 15 of the Regulation.
DK	Comply with the requirements laid down in the Regulation.
EE	NS.
EL	The managing body of the airport is responsible for ensuring that the assistance specified in Annex I is provided. In Greece, the assistance is provided by the ground handlers but the managing body of the airports keeps its responsibility. At AIA airport the relevant assistance is provided by AIA through its three PRM contractors.
ES	The managing body of the airport is in charge of providing the PMR service in all the airports. This service has been subcontracted to other entities and AENA is in charge of supervising that this assistance is provided according to Regulation.
FI	Comply with the requirements laid down in the Regulation.
FR	Comply with the requirements laid down in the Regulation.
HU	Comply with the requirements laid down in the Regulation.
IR	Comply with the requirements laid down in the Regulation.
IT	Comply with the requirements laid down in the Regulation.
LT	Comply with the requirements laid down in the Regulation.
LU	NS.
LV	Comply with the requirements laid down in the Regulation. It shall also set up quality standards and train the personnel.
MT	Managing body contracts these service to the ground handlers. The role of the managing body is to trigger the service, coordinate, supervise and confirm that the service is provided.
NL	Comply with the requirements laid down in the Regulation. No enforcement role.

PL	Comply with the requirements laid down in the Regulation.
PT	Comply with the requirements laid down in the Regulation.
RO	Comply with the requirements laid down in the Regulation.
SE	Comply with the requirements laid down in the Regulation.
SL	Responsible for providing facilities on airports according to the Regulation.
SK	NS.
UK	No role in enforcement.

QA 14.3. Could you please explain the role of an air carrier in the enforcement of the Regulation under your jurisdiction?

AT	Implement a part of the Regulation. Guarantee high level of assistance. Organisation of information flow. Provide contact for the DPs and the PRMs.
BE	Comply with the Regulation.
BG	Comply with the requirements laid down in the Regulation.
CY	NS.
CZ	Comply with the requirements laid down in the Regulation.
DE	Comply with the requirements laid down in the Regulation and supervise that DPs and PRMs receive appropriate assistance.
DK	Comply with the requirements laid down in the Regulation.
EE	NS.
EL	NS.
ES	The air carrier must provide the PRM service as stated in the Regulation shall transmit the notification of the need for assistance to the managing body of the airport and to the operating air carrier as soon as possible (at least 36 hours before the published departure time for the flight).
FI	Comply with the requirements laid down in the Regulation.
FR	Comply with the requirements laid down in the Regulation.
HU	Comply with the requirements laid down in the Regulation.
IR	Comply with the requirements laid down in the Regulation.
IT	Comply with the requirements laid down in the Regulation. Transmit the information regarding the request of special assistance made by the client for the departure, transit and final destination.
LT	Comply with the requirements laid down in the Regulation.
LU	NS.
LV	Comply with the requirements laid down in the Regulation.

MT	The air carriers are responsible to inform DPs and PRMs about their rights and about safety limitations of the aircraft. They are also responsible to provide them with the necessary assistance on the aircraft.
NL	Comply with the requirements laid down in the Regulation.
PL	Comply with the requirements laid down in the Regulation.
PT	Comply with the requirements laid down in the Regulation.
RO	Comply with the requirements laid down in the Regulation.
SE	Comply with the requirements laid down in the Regulation.
SL	Comply with the requirements laid down in the Regulation and develop an internal procedure at this end.
SK	NS.
UK	No role in enforcement.

QA 14.4. Could you please explain the role of a tour operator in the enforcement of the Regulation under your jurisdiction?

AT	Implement a part of the Regulation. Organisation of information flow. Provide contact for the DPs and the PRMs.
BE	Comply with the Regulation.
BG	NS.
CY	NS.
CZ	Comply with the requirements laid down in the Regulation.
DE	Comply with the requirements laid down in the Regulation.
DK	Comply with the requirements laid down in the Regulation.
EE	NS.
EL	NS.
ES	A tour operator shall transmit the notification of the need for assistance to the managing body of the airport and to the operating air carrier as soon as possible (at least 36 hours before the published departure time for the flight).
FI	Comply with the requirements laid down in the Regulation.
FR	NS.
HU	The tour operator is just the subcontractor of the air carrier. The air carrier holds the liability under the Regulation.
IR	Comply with the requirements laid down in the Regulation.
IT	Comply with the requirements laid down in the Regulation. Transmit the information regarding the request of special assistance made by the client for the departure, transit and final destination.

LT	Comply with the requirements laid down in the Regulation.
LU	NS.
LV	Comply with the requirements laid down in the Regulation.
MT	The tour operator is responsible to inform DPs and PRMs of their rights in writing and to inform the airlines and the managing body of all requests for assistance.
NL	Comply with the requirements laid down in the Regulation.
PL	Comply with the requirements laid down in the Regulation
PT	The tour operator is the intermediary of air carriers, is responsible for the pre-notifications required for the special assistance to PRM.
RO	Comply with the requirements laid down in the Regulation.
SE	Tour operators are not under our jurisdiction, they communicate with the airlines.
SL	Has a special role of informing the passenger about the necessity to notify about the need of assistance and to better define their needs.
SK	NS.
UK	No role in enforcement.

PART 2

THE ROLE AND THE LIABILITY OF THE NATIONAL ENFORCEMENT BODIES

PART A

Q A 1.5 Could you please explain how the NEB supervises the correct identification of DPs and PRMs by the Operators?

AT	YES. Through analysis of complaints/various meetings with various organisations representing the DPs and PRMs, the airports and air carriers.
BE	YES. Only under complaints.
BG	YES. Only under complaints.
CY	NA.

CZ	YES. Under complaints.
DE	YES. In case of refusal of recognition, the NEB considers the case as specified in Article 2 a) of Regulation. The German NEB do not have knowledge yet of such refusal.
DK	YES. Through meetings between NEBs and aviation stakeholders (disability organizations, airlines, airports and tour operators). These kinds of meetings are hosted in Denmark since 2002.
EE	YES. Only under complaints. In such case the NEB would start broader investigations.
FI	YES. Under complaints. According to the NEB, the DPs and PRMs and/or the Operators will most likely contact the NEB to solve the situation.
FR	NA. This is not the role of the NEB.
EL	NS.
HU	YES. General power of investigation: the NEB can ask in case of complaint or at its own initiative information about the system identification.
IR	NO. According to the Irish NEB, the Regulation does not impose any mechanism to interrogate a claim of disability of any form. This was an observation, which was made when the Office answering to the questionnaire was first designated as the Irish NEB. The NEB has no knowledge of what consideration, if any, was given by the European Commission to the consequences for all stakeholders of having in effect a frame work which permits very minor or temporary occasions of disability - of any source - to be addressed by service providers i.e. air carriers and airports.
IT	YES. Through investigations/checks of contractual rules/severe auditing activities at airports.
LV	YES. Through NEBs inspections, (NEBs inspectors receive special training where correct identification is being taught).
LT	NO. (The answer of the NEB is "no practice". This includes that no initiatives coming from the NEB itself but waiting for complaints).
LU	NO. At present, no specific supervision based on medical certificate.
MT	YES. Via a close collaboration with Malta International Airport (MIA), which provides reports to the NEB/via regular meetings.
NL	YES. Only under complaints.
PL	YES. Under complaints.
PT	YES. Under complaints. Analysis case by case.
RO	NS.
SK	NO. It appears from answers of all NEBs that actually, there is no current supervision and/or enforcement of the Regulation.
SL	YES. Only under complaints (very rarely according to the NEB).
ES	YES. Through inspections in order to verify whether the air carrier has adjusted its procedures for the DPs and PRMs. Inspections are performed directly at the airports. The NEB handles claims from DPs and PRMs/ask managing body and airlines companies to report (the NEB did not received complaints yet at this regard).
SE	YES. Under complaints and through dialogue. Over ten years ago, the Swedish NEB started a focus group with representatives from six/eight disability organizations and the industry (airports and airlines). Between fifteen and twenty persons participate in this type of meetings, held twice a year. In addition, there is another group with representatives from all modes of transport and disability organisations participating at meetings twice a year. The members in the two groups form a network, and through them, the NEB receives questions from

	members from disability organizations. The NEB tries to have a proactive approach of work and solves general problems related to air travel and the Regulation, sometimes also in individual cases when passengers have problems with a flight reservation.
UK	YES. Through the Code of Practice (the Code has not an obligatory effect but are guidelines of best practices strongly encouraged by the UK government)/through a review of how legislation has been implemented in UK.

Q A 2.3 Could you please explain how the NEB supervises the rights of DPs and PRMs to be accepted for reservation and embarkation?

AT	YES. Through analysis of complaints/meetings with various organisations representing the DPs and PRMs, the airports and air carriers.
BE	NO. Regarding the reservation procedures, no specific supervision procedures have been implemented yet. However, regarding the embarkation procedures, audits and inspections are performed to check compliance with the regulations/proactive and reactive (complaints) approach.
BG	YES. Through inspections /under complaints.
CY	YES. Through meetings and discussions with the managing bodies and the two national air carriers.
CZ	YES. Under complaints.
DE	YES. The NEB will examine each case, according to the requirements of the Regulation.
DK	YES. Through meetings between NEBs and aviation stakeholders. See answer 1.5.
EE	NS.
FI	YES. Operators have been informed about their obligations when the Regulation entered into force. Meetings with Finnish Operators are organised several times per year.
FR	YES. Only under complaint. No power of investigation of the NEB.
EL	NS.
HU	YES. Through regular checks on provided information and the acceptance of rights/demand of information to the Operators.
IR	According to the Irish NEB, it needs to be pointed out that the NEBs have been tasked with a complaint and enforcement role. The complaint role only emerges following a failure by the passenger to conclude the matter satisfactorily directly with the air carrier, airport management body, etc., in the first instance. According to the Irish NEB, the Regulation does not address nor has it been required for NEB to engage in any proactive roles.
IT	YES. Through investigations/checks of contractual rules/severe auditing activities at airports.
LV	YES. Through annual inspections. NEB also requires periodically from Operators and Airports to submit information on their received complaints.
LT	NO. (The answer of the NEB is “no practice”. This includes that no initiatives coming from the NEB itself but waiting for complaints).
LU	YES. The DPs and PRMs can fill a complaint/through regular meeting with the stakeholders.
MT	YES. Via meetings and close collaboration with MIA.
NL	YES. Only under complaints.
PL	YES. Through supervision of air carriers’ procedures of reservation and embarkation described in their manuals/under complaints.

PT	Yes. Under complaints and via inspections at airports.
RO	YES. Through questionnaires.
SK	YES. By Slovak Trade Inspection and CAA.
SL	YES. Only under complaints.
ES	YES. Through inspections /under claims/report from the managing body/airlines companies. See answer 1.5.
SE	YES. Under complaints and through dialogue. See answer 1.5.
UK	YES. In case EHRC (handles complaints from consumers about the service in England, Scotland and Wales) and the CCNI (handles complaints in Northern Ireland) identifies a trend of non-compliance by an Operator, or evidence of wilful non-compliance, the matter may be referred to the NEB for further action. If it appears to the CAA that an Operator is in contravention of the Regulation and has failed to comply after suitable requests from the CAA to correct its policies, procedures or practices, then the CAA will consider initiating legal proceedings. The EHRC and CCNI can also ask the CAA to assist with technical safety expertise or if they have any difficulty in engaging with service providers. EHRC's ability to address breaches of the Regulation depends on individual passengers wishing to pursue a complaint, and bringing the complaint to EHRC's attention where justified and appropriate EHRC offers a conciliation service. According to the British NEB, this can facilitate agreements between parties and produce changes of policy from Operators. If no agreement is reached, EHRC may support an individual's claim at County Court.

Q A 3.3 Could you please explain how the NEB supervises the respect by the Operators of the obligation to offer to DPs and PRMs acceptable alternative solution?

AT	YES. Through analysis of complaints/various meetings with various organizations representing the DPs and PRMs, the airports and air carriers.
BE	YES. Audits and inspections are performed to check compliance with the regulations.
BG	YES. Only under complaints.
CY	YES. Through meetings and discussions with the managing bodies and the two national air carriers/under complaints.
CZ	YES. Under complaints.
DE	YES. The NEB will examine each case, according to the requirements of the Regulation.
DK	YES. Through meetings between NEBs and the aviation stakeholders. See answer 1.5.
EE	NS.
FI	YES. By informing them of their obligation. The NEB does not have enough resources to do active monitoring.
FR	YES. Under complaints.
EL	NS.
HU	YES. Supervision only under complaints.

IR	NO. According to the Irish NEB, the NEBs have been tasked with a complaints and enforcement role.
IT	YES. The NEB proceeds officially or based on a report/complaint to ascertain the violation, collects information, performs inspections, carries out surveys in order to substantiate and record the violation of the passenger's rights as provided in the Regulation.
LV	YES. Through annual inspections. NEB also requires periodically from Operators and Airports to submit information on their received complaints.
LT	NO. (The answer of the NEB is "no practice". This includes that no initiatives coming from the NEB itself but waiting for complaints).
LU	NS.
MT	YES. Through a close cooperation with MIA/through regular meetings.
NL	YES. Only under complaints.
PL	NS.
PT	YES. Under complaints and through inspections at airport.
RO	YES. Through questionnaires sent to the Operators on annual basis.
SK	YES. Under complaints.
SL	YES. Only under complaints, inspection is made by the NEB.
ES	YES. Through inspections/under claims/report from the managing body/airlines companies. See answer 1.5.
SE	YES. Under complaint.
UK	YES. Under notification by EHRC and CCNI. See answer 2.3.

Q A 4.4 Could you please explain how the NEB supervises the requirements of the Operators to oblige DPs and PRMs to be accompanied by another person?

AT	YES. Through analysis of complaints/various meetings with various organizations representing the DPs and PRMs, the airports and air carriers.
BE	YES. Through inspections and audits.
BG	YES. Only under complaints.
CY	YES. Through meetings and discussions with the managing bodies and the two national air carriers/under complaints.
CZ	YES. Under complaints.
DE	YES. The NEB will examine each case, according to the requirements of the Regulation.
DK	YES. Through meetings between NEBs and aviation stakeholders. See answer 1.5.
EE	NS.
FI	YES. Under complaints. In case the NEB has knowledge that the Operators are abusing, the NEBs investigates case by case.
FR	YES. The major difficulty of the French NEB is to supervise the non- French airlines which often refuse to cooperate.
EL	NS.

HU	YES. NEB approves the general conditions of transportation for all AOC holders (Air Operator Certificate/ Reg. 1008/2008/EC).
IR	NO. According to the NEB, article 4(2) of the Regulation, permits the air carrier to require the DP or PRM to be accompanied by a person who can provide the assistance required. Therefore, the Finish NEB considers that no further engagement or involvement has been required from them on this issue.
IT	YES. Through investigations of complaints/checks of contractual rules of Carrier's contract conditions analysis/severe auditing activities of the Carrier.
LV	YES. Through annual inspections. Operators are questioned by NEBs with regards to these questions.
LT	NO. (The answer of the NEB is "no practice". This includes that no initiatives coming from the NEB itself but waiting for complaints).
LU	NO. No specific supervision.
MT	YES. Through a close cooperation with MIA/through regular meetings.
NL	YES. Only under complaints.
PL	YES. Through examination and approval of Operator's operations manuals, which establish procedures of carriage of DPs and PRMs.
PT	NS.
RO	YES. Through questionnaires sent to the Operators on an annual basis.
SK	NO. See answer 1.5.
SL	YES. Only under complaints, inspection is made by the NEB.
ES	YES. Under claims/report from the managing body/airlines companies. See answer 1.5.
SE	YES. Under complaints/thought checks rules when new airlines apply for operating license.
UK	YES. Under notification by EHRC and CCNI. See answer 2.3.

Q A 5.2 Could you please explain how the NEB supervises the existence of these points (points of arrival and departure) and the services provided at the points of arrival and departure?

AT	YES. Through analysis of complaints / various meetings with various organisations representing the DPs and PRMs, the airports and air carriers.
BE	YES. Through inspections and audits.
BG	YES. Through inspections and audits.
CY	YES. Through inspections.
CZ	NO. This is government supervision.
DE	YES. Via a circular to all airports in which the NEB pointed the provisions of the Regulation and the obligations to comply with. The creation of arrival and departure was confirmed in the control of quality standards.
DK	YES. Through meetings between NEBs and aviation stakeholders/on-spot supervisions. See answer 1.5.

EE	NS.
FI	NO/YES. According to the Finish NEB, it does not have the resources to do monitoring trips to other airports besides Helsinki-Vantaa Airport (the biggest one in Finland).
FR	YES. Through inspections at airports.
EL	YES. Following the specification of the Regulation. Responsible for all airports.
HU	YES. Through regular supervisions of the airports.
IR	YES. Through regular inspections throughout the year are used by the NEB for this purpose.
IT	YES. Through investigations of complaints/auditing/investigation and meetings with the managing body.
LV	YES. Through annual inspections.
LT	YES. Through regular inspections.
LU	NS.
MT	YES. Through a close cooperation with MIA/through regular meetings.
NL	YES. In 2007/2008 the NEB conducted audits on whether airports were compliant and meeting their quality standards for assistance.
PL	YES. The NEB visited all Polish airports serving scheduled and charter flights to verify if services provided by the managing bodies comply with the Regulation.
PT	YES. INAC conducted inspections at the Portuguese airports.
RO	YES. Through monitoring visits.
SK	YES. Through regular audit.
SL	YES. Normally, under complaints, inspection is made by the NEB. There are also regular inspections on the site.
ES	YES. Through inspections/under claims/report from the managing body/airlines companies. See answer 1.5
SE	YES. Under complaints/through inspections (made by safety inspectors on ordinary inspections).
UK	YES. Under notification by EHRC and CCNI. See answer 2.3.

Q A 6.5 Could you please explain how the NEB supervises the coordination of the demand of assistance of DPs and PRMs between the Operators under your jurisdictions and the Operators of the transit and arrival airports?

AT	YES. Through analysis of complaints/various meetings with various organisations representing the DPs and PRMs, the airports and air carriers.
BE	YES. Through inspections and audits.
BG	YES. Only under complaints.
CY	YES. Under supervision.

CZ	YES. Under complaints.
DE	YES. The NEB will examine each case, according to the requirements of the Regulation.
DK	YES. Through meetings between the NEB and aviation stakeholders. See answer 1.5.
EE	NS.
FI	YES. Under complaints. According to the NEB, no specific supervision has been needed so far, as they have no reported problems on this issue.
FR	NS.
EL	NS.
HU	YES. Supervision only under complaints.
IR	NO. According to the Irish NEB, this type of role is not undertaken by the NEBs. The primary role as set out in the Regulation starts at complaint stage and may or may not lead to enforcement.
IT	YES. Through investigations of complaints/auditing/investigation and meetings with the managing body.
LV	YES. Through annual inspections and visits. Operators are questioned by NEBs with regards to these questions.
LT	NO. (The answer of the NEB is “no practice”. This includes that no initiatives coming from the NEB itself but waiting for the complaints).
LU	YES. Under complaint. Regular meeting are also organised.
MT	YES. Through a close cooperation with MIA/through regular meetings.
NL	YES. Only under complaints.
PL	YES. The NEB can review internal procedures of the operators and airports. Moreover, if a complaint which indicates that the information has not been transmitted is received, the NEB interrogates the relevant bodies for other documents and explanations.
PT	YES. Under complaints and through inspections at airports.
RO	YES. Through annual questionnaires and monitoring visits.
SK	NO.
SL	YES. In case of complaints, the NEB inspects the Operators.
ES	YES. Through inspections/under claims/report from the managing body/airlines companies. See answer 1.5.
SE	NO. This is considered as an operational matter in Sweden and is handled by the airports which are working closely with the airlines in order to reach a high number of pre-notified passengers.
UK	YES. Under notification by EHRC and CCNI. See answer 2.3.

Q A 7.8 Could you please explain how the NEB supervises the existence and the carry out of the services provided under the question 7.1 (Could you please specify whether the managing body under your jurisdiction provide the following (..) assistance to DPs and PRMs)?

AT	YES. Through analysis of complaints/various meetings with various organisations representing the DPs and PRMs, the airports and air carriers.
BE	YES. Through inspections/audits.
BG	YES. Through inspections and audits.
CY	YES. Through inspections and visits of the airport.
CZ	YES. Under complaints.
DE	YES. The NEB will examine each case, according to the requirements of the Regulation.
DK	YES. Through meetings between the NEB and aviation stakeholders. See answer 1.5.
EE	NS.
FI	YES. Through regular meetings with the managing body of the airport. According to the NEBs, it did not receive any complaints about assistance at the airports.
FR	NS.
EL	YES. Through checks and obtaining a report from the managing body of the airport.
HU	YES. Supervision only under complaints.
IR	YES. Through inspections at the 9 Irish airports at various intervals throughout the year.
IT	YES. Through investigations of complaints/via an audit of managing body and air carriers.
LV	YES. Through annual inspections and visits. Operators are questioned by NEBs with regards to these questions.
LT	NO. (The answer of the NEB is "no practice". This includes that no initiatives coming from the NEB itself but waiting for complaints).
LU	YES. Through regular checks while PRMs are boarding.
MT	YES. Through a close cooperation with MIA/through regular meetings.
NL	YES. Only under complaints. In 2007/2008 the NEB conducted audits on whether airports were compliant and meeting their quality standards for assistance.
PL	YES. The NEB visited all Polish airports serving scheduled and charter flights to verify if services provided by the managing bodies comply with the Regulation.
PT	YES. Through inspections.
RO	YES. Through annual questionnaires and monitoring visits.
SK	NO.
SL	YES. In case of complaints, the NEB inspects the Operators. There are also regular inspections on the site.
ES	NO. This assistance is normally performed by the managing body which makes all reasonable effort to perform this task. However, the assistance provided in that case will be subject to availability and therefore will not be assured.
SE	YES. Under complaints/through inspections (made by safety inspectors on ordinary inspections via a survey which is sent out to all airports).
UK	YES. Under notification by EHRC and CCNI. See answer.2.3.

Q A7.12 Could you please explain how the services provided under the question 7.11 (Could you please specify whether the managing body under your jurisdiction provide the following (..) assistance to DPs and PRMs in transit through an airport of your jurisdiction) **are coordinated?**

AT	No centralised coordination under the liability of a body. The coordination might interfere at several levels: the airport is informed by the air carrier and informs the service provider or/coordination takes place between the handling agent and the local red cross station via email or/by the operative manager on duty.
BE	NS.
BG	BY the managing body.
CY	By the airports.
CZ	The coordination process is implemented in the quality standards of the airport.
DE	This assistance is provided by the managing body of the airport.
DK	The coordination is performed by the managing bodies.
EE	NS.
FI	Through regular meetings with the managing body of the airport. We have not received any complaints about assistance at airports.
FR	NS.
EL	Specific procedures: all notifications regarding PRMs must be sent by the air carriers to the ground handlers within 48 hours with copy to the managing body.
HU	The managing body is in charge of coordination system.
IR	At Ireland's three state airports (Dublin, Cork and Shannon) assistance is provided by a third party contractor. In the case of the 6 regional airports, assistance is provided by the airport management bodies directly.
IT	Coordination is ensured by the airport managing or the subcontractor.
LV	Coordination takes place between the airports operational workers and operator's personnel.
LT	The airports are liable for carrying out and coordinate the assistance. The function is ensured by the ground handling agent. It is mentioned that the ground handling agent is a separate legal entity.
LU	NS.
MT	Coordination is ensured by the managing body.
NL	NS.
PL	The airports coordinate the assistance themselves or via subcontractors which provide such assistance on behalf of the airports.
PT	NS.
RO	Through a service under the management of the airports. This service was created especially for providing the assistance to DPs and PRMs or externalising this service.
SK	NO. Transit facilities at the Stefanik Airport.
SL	There is no coordination by a single body. Airport must provide assistance until the embarkation point. The Operator provides assistance on the aircraft. Operator must

	also notify the airport about the DPs and PRMs.
ES	Coordination is ensured by the supervisor of the company contracted to provide the service of assistance and ultimately by the managing body.
SE	At the large airports, by a special team of staff via separate passenger units. At small airports, this service is coordinated by check – in staff or duty officers.
UK	The task of coordination is ensured by each airport (responsible for providing assistance to DPs and PRMs), coordinate services in conjunctions with airlines, ground handlers and PRM services providers.

Q A 7.14 Could you please explain how the NEB supervises the existence of the assistance provided under the question 7.11?

AT	YES. Through analysis of complaints/various meetings with various organisations representing the DPs and PRMs, the airports and air carriers.
BE	YES. Through inspections and audits.
BG	YES. Through inspections and under complaints.
CY	YES. Through meetings and discussions with the managing bodies and the two national air carriers/under complaints.
CZ	YES. Under complaints.
DE	YES. The NEB will examine each case, according to the requirements of the Regulation.
DK	YES. Through meetings between the NEB and aviation stakeholders. See answer 1.5.
EE	NS.
FI	YES. Through regular meetings with the managing body of the airport. According to the NEB, it did not receive any complaints about assistance at airports.
FR	NS.
EL	YES. Through checks and obtaining a report from the managing body of the airport.
HU	YES. Supervision only under complaints.
IR	NO. According to the NEB, it has only a complaints and enforcement role under the Regulation. According to the Irish NEB, a supervisory role has not been prescribed in the legislation.
IT	YES. Through investigations of complaints/auditing/direct contact of the Operators.
LV	YES. Through annual inspections and visits. Operators are questioned by NEB with regards to these questions.
LT	YES. Through inspections of how assistance is performed and checking the bilateral agreements between the ground handling agents and the airport.
LU	YES. Through regular checks.
MT	YES. Through a close cooperation with MIA/through regular meetings.
NL	YES. Only under complaints. In 2007/ 2008 the NEB conducted audits on whether airports were compliant and meeting their quality standards for assistance.

PL	YES. The NEB visited all Polish airports serving scheduled and charter flights to verify if services provided by the managing bodies comply with the Regulation.
PT	YES. Through inspections at airport.
RO	YES. Through annual questionnaires and monitoring visits.
SK	NO. Transit facilities at the Stefanik Airport.
SL	YES. In case of complaints, the NEB inspects the Operators. There are also regular inspections on the site.
ES	YES. Through inspections/under claims/report from the managing body/airlines companies. See answer 1.5.
SE	YES. Under complaints/through inspections (made by safety inspectors on ordinary inspections via a survey which is sent out to all airports).
UK	YES. Under notification by EHRC and CCNI. See answer 2.3.

Q A 7.19 Could you please explain how NEB supervises the existence of the assistance provided under the question 7.18 (Could you please specify whether the managing body under your jurisdiction provide the following (..) assistance to DPs or PRMs on their arrival by air at the airports under your jurisdiction)?

AT	YES. Through analysis of complaints/various meetings with various organisations representing the DPs and PRMs, the airports and air carriers.
BE	YES. Through inspections and audits.
BG	YES. Under complaints.
CY	NS.
CZ	YES. Under complaints.
DE	YES. The NEB will examine each case, according to the requirements of the Regulation.
DK	YES. Through meetings between the NEB and aviation stakeholders. See answer 1.5.
EE	NS.
FI	YES. Through regular meetings with the managing body of the airport. The NEB did not receive any complaints about assistance at airports.
FR	NS.
EL	YES. Through checks and obtaining a report from the managing body of the airport.
HU	YES. Supervision only under complaints.
IR	YES. Through inspections, investigations/under complaints.
IT	YES. Through investigations of complaints/auditing/investigation and meetings with the managing body.
LV	YES. Through annual inspections and visits. Operators are questioned by the NEB with regards to these questions.
LT	YES. Through inspections of how assistance is performed and checking the bilateral agreements between the ground handling agents and the airport.
LU	NS.

MT	YES. Through a close cooperation with MIA/through regular meetings.
NL	YES. Only under complaints. In 2007/ 2008 the NEB conducted audits on whether airports were compliant and meeting their quality standards for assistance.
PL	YES. The NEB visited all Polish airports serving scheduled and charter flights to verify if services provided by the managing bodies comply with the Regulation.
PT	NS.
RO	YES. Through annual questionnaires and monitoring visits.
SK	NO. See answer 1.5.
SL	YES. In case of complaints, the NEB inspects the Operators. There are also regular inspections on the site.
ES	YES. Through inspections/under claims/report from the managing body/airlines companies. See answer 1.5.
SE	YES. Under complaints/through inspections (made by safety inspectors on ordinary inspections via a survey which is sent out to all airports).
UK	YES. Under notification by EHRC and CCNI. See answer 2.3.

Q A 8.4 Could you please explain how the NEB supervises the existence of the publicity (including the appropriate content) provided to DPs and PRMs?

AT	YES. Through analysis of complaints/various meetings with various organisations representing the DPs and PRMs, the airports and air carriers.
BE	NO.
BG	YES. Updating the website.
CY	YES. Through visits of airport by the NEB's personnel.
CZ	YES. Through checks of web sites. It is also a governmental control.
DE	YES. The NEB will examine each case, according to the requirements of the Regulation. In addition, the major airports (more than 150,000 passengers), have to demonstrate to the NEB that they defined and published their quality standards.
DK	YES. Through meetings between the NEB and aviation stakeholders. See answer 1.5.
EE	YES. This control has been performed by the NEB during a year.
FI	NO. The NEB does not have the resources to supervise publicity beyond their own web site.
FR	YES. Through visits.
EL	YES. Through checks.
HU	YES. Through checks (the NEB supervises the airports and the Operators).
IR	YES. Through regular reviews of all airport including the airports and air carrier websites.
IT	YES. Through investigations of complaints/auditing/investigation and meetings with the managing body.
LV	YES. Through annual inspections and visits. Operators are questioned by the NEB with regards to these questions.

LT	YES. Through inspections of airports and the websites.
LU	YES. Through regular checks.
MT	YES. Through a close cooperation with MIA/through regular meetings.
NL	NS.
PL	NS.
PT	YES. Through inspections at airport.
RO	YES. Through annual questionnaires and monitoring visits.
SK	NO. See answer 1.5.
SL	YES. In case of complaints, the NEB inspects the Operators. There are also regular inspections on the site.
ES	YES. Through inspections/under claims/report from the managing body/airlines companies. See answer 1.5.
SE	YES Temporarily and under complaints. Remark: this mission will probably be transferred to another authority when the revision of the Aviation Act will be completed.
UK	NA. According to the NEB, the Regulation does not oblige Operators to inform DPs and PRMs about their rights.

Q A 9.2 Could you please explain how the NEB supervises the question related to the additional charge?

AT	NEB approves PRMs charge through inspections.
BE	NO. The supervision related to the additional charge is performed by an independent regulator.
BG	YES. Through inspections/under complaints/participating at meetings.
CY	YES. The managing body informs the NEB on the charge included on all passengers – tickets.
CZ	YES. Under complaints.
DE	YES. The NEB will examine each case, according to the requirements of the Regulation.
DK	YES. Through meetings between the NEB and aviation stakeholders. See answer 1.5.
EE	NS.
FI	YES. However no specific supervision. In case the NEB has knowledge that additional charges would be demanded for a ticket, the NEB will assess the situation.
FR	NS.
EL	YES. Through checks.
HU	YES. The NEB approves the charges of the airports.
IR	NA.

IT	YES. Through an audited annual overview of the airport managing body covering the charges received and the expenses made in respect of the assistance provided.
LV	YES. Through annual inspections and visits. Operators are questioned by NEBs with regards to these questions and discussing financial issues.
LT	NS.
LU	NO. There is no particular supervision.
MT	NO. Not direct supervision. The amount must be approved the member responsible within the civil aviation.
NL	YES. Only under complaints. In 2007/ 2008 the NEB conducted audits on whether airports were compliant and meeting their quality standards for assistance.
PL	YES. Through checks on the activity of the managing body. The inspection aims to establish whether airport managing body has separate accounts for this activities, if charges are related to costs (this charge does not finance any other activities of the managing body), and in case of a surplus between charges and costs, that it is used to lower the charges in next period.
PT	Charges are approved by INAC.
RO	YES. Through questionnaires.
SK	NO.
SL	YES. In case of complaints, the NEB inspects the Operators. There are also regular inspections on the site.
ES	YES. Through inspections/under claims/report from the managing body/airlines companies. See answer 1.5.
SE	YES. Under complaints.
UK	YES. Under notification by EHRC and CCNI. See answer 2.3.

Q A 9.8 Could you please explain how the NEB supervises the question related to this specific charge?

AT	YES. By approval.
BE	NO. The supervision related to the additional charge is performed by an independent regulator.
BG	YES. Through meetings between the NEB, airports and airlines.
CY	YES. Through a request by the airport-operator and justification of possible discrepancies. Cross-check number of persons facilitated with air carriers.
CZ	NO. The NEB does not have a legal competence to supervise accountancy of the airport.
DE	YES. The NEB will examine each case, according to the requirements of the Regulation.
DK	YES. Through meetings between the NEB and aviation stakeholders. See answer 1.5.
EE	NS.
FI	NS.
FR	NO. The airport charges charge is submitted annually to the regulator for approval (Directorate General of Civil Aviation and Directorate of Competition and Repression of Fraud, Ministry of Finance).

EL	YES. Receiving from AIA a report with expenses related to specific charge on an annual basis.
HU	YES. The audited annual review is available to the NEBs.
IR	NS.
IT	YES. Through an audited annual overview of the airport managing body covering the charges received and the expenses made in respect of the assistance provided.
LV	YES. Through annual inspections and visits. Operators are questioned by NEBs with regards to these questions and to check the transparency.
LT	NS.
LU	NS.
MT	YES. The amount must be approved the member responsible within the civil aviation.
NL	YES. In 2007/ 2008 the NEB conducted audits on whether airports were compliant and meeting their quality standards for assistance. The managing body has to make available to the NEB an audited annual overview of charges received and expenses made in respect of the assistance provided to DPs and PRMs.
PL	YES. Through checks on the activity of the managing body. The inspection aims to establish whether airport managing body has separate accounts for this activities, if charges are related to costs (this charge does not finance any other activities of the managing body), and in case of a surplus between charges and costs, that it is used to lower the charges in next period.
PT	YES. INAC checks information on costs, investments and traffic.
RO	NO. This issue is under the competence of the Romanian Civil Aeronautics Authority, responsible with the monitoring, the implementation of the article 8 of the Regulation.
SK	NO. See answer 1.5.
SL	YES. Only under complaint.
ES	YES. Through inspections of air carriers.
SE	YES. Via the economy department through a survey.
UK	YES. Only under complaint.

Q A 10.4 Could you please explain how the NEB supervises the question related to [these] quality standards and the specific charges for higher standards?

AT	YES. Through analysis of complaints / various meetings with various organisations representing the DPs and PRMs, the airports and air carriers.
BE	NO. The supervision related to the additional charge is performed by an independent regulator.
BG	YES. Through bilateral co-ordination of the structure and restructure.
CY	NS.
CZ	NO. It is a governmental control.

DE	YES. The NEB will examine each case, according to the requirements of the Regulation. In addition, the major airports (more than 150,000 passengers), have to demonstrate to the NEB that they defined and published their quality standards.
DK	YES. Through meetings between the NEB and aviation stakeholders. See answer 1.5.
EE	NS.
FI	NS.
FR	NS.
EL	YES. Through <i>ad hoc</i> checks.
HU	NS.
IR	NS.
IT	YES. Through an audited annual overview of the airport managing body covering the charges received and the expenses made in respect of the assistance provided.
LV	YES. Through annual inspections and visits. Operators are questioned by the NEBs with regards to these questions.
LT	YES Through inspections.
LU	NS.
MT	YES. Through a close cooperation with MIA/through regular meetings.
NL	NS.
PL	YES. The NEB visited all Polish airports serving scheduled and charter flights to verify if services provided by the managing bodies comply with the Regulation.
PT	NA.
RO	NS.
SK	NO. See answer 1.5.
SL	YES. In case of complaints, the NEB inspects the Operators. There are also regular inspections on the site.
ES	NO.
SE	YES. Through regular checks by safety inspectors in the airports. All charges are followed by the economy department.
UK	YES. Through regular checks/under complaint from an airport user.

Q A 10.5 Could you please explain how the NEB supervises that the assistance provided to DPs and PRMs respects the Regulation and that the rights issued from the Regulation are not limited or waived?

AT	YES. Through analysis of complaints/various meetings with various organisations representing the DPs and PRMs, the airports and air carriers.
BE	The NEB is working in collaboration with the regulator.

BG	YES. Under complaints.
CY	NS.
CZ	NO. It is a governmental control.
DE	YES. The NEB will examine each case, according to the requirements of the Regulation.
DK	YES. Through meetings between the NEB and aviation stakeholders. See answer 1.5.
EE	NS.
FI	YES. Only under complaint or if an infringement is brought to the knowledge of the NEB. However, there is no specific procedure of reporting.
FR	NS.
EL	YES. Through checks.
HU	YES. Through regular checks (controls in connection with aspects of DPs and PRMs) and under complaints (additional checks on assistance provided).
IR	NO. The NEB has no current role in supervising these functions.
IT	YES. Through investigations of complaints/auditing/direct contact of the Operators.
LV	YES. Through annual inspections and visits. Operators are questioned by the NEBs with regards to these questions.
LT	NO. (The answer of the NEB is "no practice". This includes that no initiatives coming from the NEB itself but waiting for complaints).
LU	NS.
MT	YES. Through a close cooperation with MIA/through regular meetings.
NL	NS.
PL	YES. The NEB visited all Polish airports serving scheduled and charter flights to verify if services provided by the managing bodies comply with the Regulation.
PT	YES. Under complaints and through inspections at airport.
RO	YES. Through annual inspections, monitoring visits and questionnaires.
SK	NO. See answer 1.5.
SL	YES. In case of complaints, the NEB inspects the Operators. There are also regular inspections on the site.
ES	NO.
SE	YES. Under complaints/via inspections.
UK	YES. Under notification by EHRC and CCNI. See answer 2.3.

Q A 11.5 Could you please explain how the NEB supervises the existence of services provided under the question 11.1 (Could you please specify whether the air carriers under your jurisdiction provide the following (..) assistance to DPs and PRMs)?

AT	YES. Through analysis of complaints/various meetings with various organisations representing the DPs and PRMs, the airports and air carriers.
BE	YES. Through inspections and audits.
BG	YES. Through inspections and under complaints.
CY	YES. Through inspections/auditing of Operators.
CZ	NO. It is a governmental control.
DE	YES. The NEB will examine each case, according to the requirements of the Regulation.
DK	YES. Through meetings between the NEB and aviation stakeholders. See answer 1.5.
EE	NS.
FI	YES. Through meetings with air carriers/under complaints.
FR	NO.
EL	NS.
HU	YES. Only under complaints.
IR	NO. The NEB has no current role in supervising these functions.
IT	YES. Through air carriers' auditing/inspections/investigation of complaints.
LV	YES. Through annual inspections and visits. Operators are questioned by the NEB with regards to these questions.
LT	NO. (The answer of the NEB is "no practice". This includes that no initiatives coming from the NEB itself but waiting for complaints).
LU	NS.
MT	YES. Through a close cooperation with MIA/through regular meetings.
NL	YES. Only under complaints.
PL	NS.
PT	YES. Through inspections at airport.
RO	YES. Through questionnaires.
SK	NO. See answer 1.5.
SL	YES. Through inspections.
ES	YES. Through inspections of air carriers.
SE	YES. Under complaints.
UK	YES. Under notification by EHRC and CCNI. See answer 2.3.

Q A 12.3 Could you please explain how the NEB supervises the existence of [this] training (training of the personnel which shall deal with DPs and PRMs)?

AT	YES. Through analysis of complaints/various meetings with various organisations representing the DPs and PRMs, the airports and air carriers.
BE	NS.
BG	YES. Through inspections / coordinating the training programs.
CY	YES. Through frequent meeting with the managing body representatives and inspections. During these meetings the NEB informs the managing body about the relevant documents (i.e. Code of conduct in Ground Handling for DPs and PRMs).
CZ	NO. It is a governmental control.
DE	YES. According to the NEB, the delivery of training for airport staff and airline personnel has been confirmed.
DK	YES. Through meetings between the NEB and aviation stakeholders. See answer 1.5.
EE	NS.
FI	NS.
FR	NS.
EL	YES. Through <i>ad hoc</i> checks.
HU	YES. Through checks and inspections.
IR	NS.
IT	YES. Through air carriers' auditing/inspections/investigation of complaints.
LV	YES. Participates randomly in staff trainings.
LT	YES. Under reports of the airport Operators.
LU	NS.
MT	YES. Training procedures are notified by the Operator to the NEBs.
NL	YES. Only under complaints.
PL	YES. The NEB's inspectors visited all Polish airports serving the scheduled and charter flights. During mentioned surveys the documentation was reviewed as well as the staff training records. The NEB has also reached the airlines in order to assess their compliance with the Regulation.
PT	NS.
RO	YES. Through questionnaires.
SK	NO. See answer 1.5.
SL	YES. Through inspections.
ES	YES. Through inspections of air carriers and of the managing bodies / checks whether they are records for training.
SE	YES. Under inspections followed by complaints.
UK	NO.

Q A 14.1 Could you please explain the role of the NEB in the enforcement of the Regulation under your jurisdiction?

AT	YES. Through a monitoring role: control of annual review on charges, approval of PRM charge, regular meetings with all stakeholders involved to discuss any problems check complaints.
BE	YES. Adoption of new regulations, adaptation of existing regulation, monitoring, surveillance and sanction.
BG	YES. Through coordination among all stakeholders.
CY	YES. Supervising the correct enforcement of the Regulation via interventions (i.e. direct contact with the concerned Operators) guidance, publicity, complaint handling.
CZ	YES. Supervising the performance of the obligations.
DE	YES. The NEB is responsible for enforcement of the Regulation on flights to or from airports situated in the territory. It monitors compliance with the determination and impose sanctions for breaches. As an appeal, receives and examine complaints from DP and PRM.
DK	Supervising and enforcing role.
EE	YES. Role of surveillance.
FI	YES. Supervises in general that the Regulation is correctly implemented. Investigates all the complaints related to the Regulation. Informs and advises DPs and PRMs and other interested parties.
FR	YES. General competence.
EL	For all infringement of Regulation which take place in Hellas. Those complaints which do not fall within the competences of the Greek NEB are forwarded to the competent NEB.
HU	The role of the NEBs is as follows: The Equal treatment authority: competent do deal with passenger complaints. National Transport Authority – Directorate of aviation: competent for supervising the airports and the air carriers.
IR	According to the Regulation.
IT	The Airport Office of ENAC, competent to oversee the airport accountable for a violation, proceeds officially or based on a report/complaint to ascertain the violation; it collects information, performs inspections, carries out surveys, in order to substantiate and record the violation of the passenger's rights as provided in the Regulation. According to the NEB's answer, ENAC is not in charge of dealing directly with complaints when the alleged violation concerns managing bodies or air carriers belonging to another MS. In such case ENAC forward the complaint to the Regulation's enforcement body of that MS.
LV	The NEB is responsible for the continuous monitoring of airport and air Operator.
LT	The NEB is responsible for the enforcement of the Regulation, supervise the respect by the airports and airlines of the requirements, handle complaints and inflict sanctions.
LU	NS.

MT	The NEB supervises the application of the Regulation through regular meetings. During these meeting the managing body reports to the NEB the problems encountered. The NEB approves all procedures (including training) proposed by the managing body.
NL	The Transport and Water Management Inspectorate, is designated as the body responsible for enforcing Regulation 1107/2006 (and also 216/2004) and, as such, empowered to take measures to ensure that the rights of passengers arising from the regulation are respected. In addition the Inspectorate is the body to which a passenger may complain about an alleged infringement of the Regulation.
PL	YES. Under complaints. After entry into force of the amendment of Aviation Act (see answer 2.6.) it will also issue binding decisions which will state if air carriers/managing bodies/tour operators infringed provisions of the Regulation in relation with specific case and will impose fines for every infringement found.
PT	YES. INAC oversees the enforcement of Regulation at airports by means of inspection and approves the respective charges / analysis complaints on a case by case basis and in cases of infringements can apply sanctions.
RO	YES. General competence in implementing the Regulation.
SK	NO. See answer 1.5.
SL	YES. Supervising role.
ES	YES. Through inspections of the managing body/air carriers. In case an infringement is detected, the NEB may initiate a sanction procedure.
SE	The NEB is in charge with complaints handling and general information about the rules to the travelling public. In the initial phase in implementing the Regulation, the Swedish NEB has informed the airlines and airports and the disability organisations about the rules. According to the Swedish answers, it is not always easy to explain to the stakeholders how to implement the rules. The best way of implementing the Regulation is via regular checks of stakeholders if they follow the rules. Therefore, the NEB is overall responsible for the safety and security rules, and the inspections of the airports and airlines regarding these issues.
UK	The CAA is responsible for the enforcement of the Regulation. The EHRC and the CCNI are responsible for carrying out the complaints/inform about their rights/support individuals court actions/share data complaint with the CAA.

PART B

Q B 1.2 Under which conditions the liability of the NEB is triggered under your national law (specific or general provisions)?

AT	NS.
BE	YES. General civil liability rules apply. The liability of NEBs under the Belgian law is that of a regular person.
BG	YES. Act on Liability by State and Municipalities.
CY	NA.
CZ	YES. In case of administrative offence (type of lawless behaviour).
DE	NS.

DK	YES. Under the general provisions for ordinary fault. As of any person.
EE	YES. Under the aviation Act.
FI	NS.
FR	NS.
EL	YES. State liability.
HU	YES. Specific provision (Act CXXV of 2003 on Equal Treatment and Promotion of Equal Opportunities).
IR	NS.
IT	YES. Specific.
LV	YES. In case the NEB acted contrariwise to its applicable requirements, laws or regulations.
LT	YES.
LU	NS.
MT	Under general law.
NL	NO.
PL	YES. In the project of amendments of Aviation Act from 2010 (the project is at the moment in Parliament) there is a system of administrative liability.
PT	NO.
RO	NS.
SK	NS.
SL	NS. Slovenia did not adopted provisions in case of infringement of the Regulation.
ES	YES. On the basis of the general provision of Law 30/92 of November, Title X on the liability of the Public Administration and of its authorities as well as of their personnel and services.
SE	NO. The liability of the NEB is not really regulated. It rather consists in a political sanction.
UK	<p>A regulator could in theory incur liability in negligence. A claimant shall however establish:</p> <ul style="list-style-type: none"> • a duty of care owed by the regulator to a specific person or class of persons of which the claimant forms part; • a breach of that duty; and • an actual loss suffered by the claimant as a result of that breach of duty. <p>Alternatively, the claimant might seek to establish breach of statutory duty. The claimant would have to demonstrate:</p>

- there was a statutory duty to supervise;
- the duty was imposed for the benefit of an identifiable class of persons;
- the claimant is a member of that class; and
- there has been a breach of the duty.

But the Courts recognise the governmental character of the supervisory process, that regulators have to balance competing interests and that they should be able to perform their functions without undue fear of legal proceedings. Generally, a regulator is unlikely to incur civil liability, particularly where the proximate cause of the loss is a failure by another party (the airport authority) to discharge its legal obligations.

Q B 1.3 Could you please specify whether the NEB's liability can be triggered for: Ordinary negligence; Ordinary fault (slightest); Gross negligence; Gross fault; Other type of fault. If yes, please specify.

AT	NS.
BE	Ordinary fault/negligence.
BG	Ordinary fault/negligence.
CY	NA.
CZ	Only in case of administrative offence.
DE	NS.
DK	Ordinary fault/negligence.
EE	NS.
FI	NS.
FR	NA.
EL	NS.
HU	NS.
IR	NS.
IT	YES. Ordinary negligence.
LV	YES. Ordinary fault/negligence.
LT	YES. For gross fault/negligence only. A negligence/fault is considered as gross when the NEB fails to comply with the rules issued from the Regulation or violates them.
LU	NS.

MT	General law is applicable.
NL	NO.
PL	NS.
PT	NS.
RO	YES. Ordinary negligence/fault.
SK	NS.
SL	NS.
ES	YES. Ordinary negligence/fault.
SE	NS.
UK	YES. Ordinary negligence/fault and any type of fault.

Q B 1.4 Could you please explain under which conditions the NEB can be exempted from its liability?

AT	NS.
BE	The general civil liability rules of the Belgian Civil Code are applicable if the DP or PRM can prove: a fault of the NEB, damage and a causal link between 1 and 2. If one of these three criteria is not fulfilled, general civil liability rules will not be applicable.
BG	YES. In case of failure to prove NEBs fault/in case a contributory negligence is proved.
CY	NA.
CZ	NS. It follows from the responses of NEBs that in case of an administrative offence the NEB is objectively (strictly liable).
DE	NS.
DK	Contributory negligence from the side of the injured.
EE	NS.
FI	NS.
FR	NA.
EL	NS.
HU	NS.
IR	NS.
IT	NS.
LV	YES. Only in case the NEB did not acted contrariwise to its applicable requirements, laws or regulations.

LT	YES. Ordinary fault/negligence.
LU	NS.
MT	NS.
NL	NS.
PL	NA.
PT	NS.
RO	NS.
SK	NS.
SL	NS.
ES	YES. Force majeure.
SE	NA.
UK	NO. (In principle, immunity from civil liability but not under the Regulation).

Q B 1.14 Could you please specify whether under your national law the DPs or PRMs (victims of the infringement of the Regulation) have to prove their damage in order to trigger the liability of NEB/managing body/air carrier/tour operator?

AT	YES.
BE	YES.
BG	YES. Obligation to prove any damage.
CY	YES. Civil procedures, tort and contract law.
CZ	NO.
DE	YES. Under the German law, the victim must always prove the loss incurred by the victim.
DK	YES.
EE	NO.
FI	NS.
FR	NS.
EL	YES.
HU	YES.
IR	NS.

IT	YES.
LV	YES.
LT	YES.
LU	NS.
MT	NS.
NL	YES.
PL	YES.
PT	NS.
RO	YES.
SK	NS.
SL	NS.
ES	YES.
SE	YES.
UK	YES.

Q B 1.15 Could you please specify whether under your national law the DPs or PRMs (victim of the infringement of the Regulation) have to prove a causal link between the fault/negligence and their damage in order to trigger the liability of NEB/managing body/air carrier/tour operator and to obtain compensation?

AT	YES.
BE	YES.
BG	YES.
CY	YES. Civil procedures, tort and contract law.
CZ	NO.
DE	YES.
DK	NO.
EE	NO.
FI	NS.
FR	YES.
EL	YES.

HU	YES. (Article 19 of the Equal Treatment Act).
IR	NS.
IT	YES.
LV	YES.
LT	YES.
LU	NS.
MT	NS.
NL	YES.
PL	YES.
PT	NS.
RO	YES.
SK	NS.
SL	NO.
ES	YES.
SE	YES.
UK	YES.

Q B 1.16 Could you please specify whether under your national law the DPs or PRMs (victim of the infringement of the Regulation) have to prove other conditions (additional to fault, causal link and damage) in order to trigger the liability of NEB/managing body/air carrier/tour operator and to obtain compensation? If yes, please explain.

AT	NS.
BE	NO.
BG	YES. Under the request of the Court.
CY	YES. Civil procedures, tort and contract law.
CZ	NO. In case of legal proceedings, the Court might require proof.
DE	NO.
DK	NO.
EE	NO.

FI	NS.
FR	YES.
EL	YES.
HU	NO.
IR	NS.
IT	NO.
LV	NO.
LT	YES.
LU	NS.
MT	NS.
NL	YES.
PL	NO.
PT	NS.
RO	NO.
SK	NS.
SL	NS.
ES	NO.
SE	NO (it depends on the case-law).
UK	YES. That the damage was reasonable foreseeable.

Q B 1.17 Is the NEB liable towards DPs and PRMs acting as principal (“work supervisor”) of other bodies?

AT	NO.
BE	NO.
BG	YES. At the condition to prove that there is a direct link between the lack of control/insufficient control and the damage incurred.
CY	NO.
CZ	NO.
DE	NO.
DK	NO.

EE	NS.
FI	NS.
FR	NO.
EL	NS.
HU	NO.
IR	NO.
IT	NO.
LV	NO.
LT	YES.
LU	NS.
MT	NS.
NL	NO.
PL	NO.
PT	NO.
RO	NO.
SK	NS.
SL	NA.
ES	NO.
SE	NO.
UK	NO.

PART 3

GENERAL QUESTIONS RELATED TO LIABILITY, PROCEDURE AND PENALTIES

Remark: In order to compare the penalty regime, the order of scrutinised countries of the *Part 3 General questions related to the liability, procedure and penalties* is the same as in Annex 1 on the penalty rules.

B. GENERAL QUESTIONS RELATED TO THE LIABILITY AND PROCEDURE

QB 1.1. Could you please list all provisions on liability under your national law in case of infringement of the Regulation?

AT	Art. 139 a. and 169 of the Luftfahrtgesetz [Civil Aviation Act].
BE	Art. 17 of the Law of 16 February 1994/Art. 32 of the Law of 16 November 1919 (Managing bodies, air carriers)/Art. 1382 of the Civil Code (general provision).
BG	Art. 81a and 143 of the Civil Aviation Act/Act on Liability Incurred by the State and the Municipalities.

CY	Art. 243 of the Civil Aviation Act.
CZ	Art. 93/7 of the Civil Aviation Act.
DK	The legislation on torts (unwritten law).
EE	Art. 58-5 and 60-3 of the Aviation Act.
FI	NS.
FR	Art. R.217-6 and R217-8 of the Civil Aviation Act.
DE	Art. 58.13 of the German Aviation Act.
EE	NS.
HU	NS.
IR	The Statutory Instrument Nr. 299/2008.
IT	The Legislative Decree Nr. 24 (unless the infringement is a crime).
LV	The Administrative Violations Code/Art. 88/1 of the law on aviation.
LT	The Code of Administrative Offences.
LU	NS.
MT	Art. 5 of the Civil Aviation Code.
PL	The Civil Code/The project of amendments of the Aviation Act.
PT	NS.
RO	NS.
SK	NS. (<i>According to the Slovakian NEB they have no information about the liability of the Operators.</i>)
SL	NO. (Penalties scheme is not yet adopted).
ES	The Law 21/2003 of 7 July 2003/The Law 48/1960 of 21 July 1960/The Decree 1544/2007 of 23 November 2007/The Law 51/2003 of 2 December 2003.
SE	NO. (Penalties scheme is not yet adopted).
NL	The Civil Law.
UK	The Civil Aviation Act.

QB 1.2 to QB 1.4. Could you please specify under which conditions is the liability of the NEB is triggered under your national law?

AT	NS.
BE	The general civil liability rule: Art. 1382 of the Civil Code (three conditions: a fault, damage and a causal link).

BG	The Civil Aviation Act/The Act on Liability incurred by the State and the Municipalities (only when a contributory negligence is proved).
CY	NA.
CZ	An administrative penalty could be imposed by an administrative authority (Ministry or other authority) if the Regulation was breached.
DK	The Legislation on torts (unwritten law) in case of any ordinary negligence by the NEB (but in practice it's very unlikely) and the NEB could be exempted in case of the injured person committed a contributory negligence.
EE	NS. <i>(NEB could be liable on the basis on the Aviation Act but no detailed information is specified by the Estonian NEB).</i>
FI	NS.
FR	NS.
DE	NS.
EE	The General liability of the State (as the NEB is a public entity) <i>(but no detailed information is specified by the Greek NEB).</i>
HU	NS. <i>(However, it seems that only an airports, a managing body or a air carrier could be liable).</i>
IR	NS.
IT	The NEB could be liable for any negligence regarding the respect of the Regulation.
LV	The NEB could be liable for any negligence regarding the respect of the Regulation (and could not be exempted from liability in case of infringement of the Regulation).
LT	The NEB could be liable only for a gross fault or a gross negligence but there is no clear provisions for NEB to be exempted from its liability.
LU	NS.
MT	The NEB could be liable under the general law <i>(but no detailed information is specified by the Maltese NEB).</i>
PL	A system of administrative liability of the NEB will be adopted (the project of amendments of Aviation Act is at the moment in the Poland Parliament).
PT	NS.
RO	The NEB is responsible only for supervising the implementation of the Regulation.
SK	NS. <i>(According to the Slovakian NEB they have no information about the liability of the NEB or the Operators).</i>
SL	No provision is adopted in case of the infringement of the Regulation.
ES	The NEB could be liable for any negligence regarding to the respect of the Regulation on the basis on the Law 30/92 of the 26 November 1992 (Administrative liability) but could be exempted in the case of a "force majeure".
SE	NS. <i>(According to the Sweden NEB they have no information about the liability of the NEB because every complaint is evaluated separately).</i>
NL	The NEB cannot be held liable on the basis of infringement of the Regulation.
UK	Generally, the NEB is unlikely to incur its civil liability.

QB1.5. to QB 1.14. Could you please specify under which conditions is the liability of an Operator (managing body, airport, air carrier or tour operator) is triggered under your national law?

AT	NS. <i>(The only information available is that the liability of an Operator could be triggered on the basis on an ordinary negligence).</i>
BE	The Operators could be liable under Art. 1382 of the Civil Code (three conditions: a fault, damage and a causal link). A criminal liability: Art. 32 of the Law of 16 November 1919. Moreover, the Law of 16 February 1994 applies to the tour operator (Art. 18 § 2) for its own liability (not when the travel contract is not imputable to the tour operator).
BG	The liability of a managing body or an air carrier or an airport could be triggered case by a case and could be exempted from their liability when a contributory negligence is committed by the injured person. The liability of a tour operator or an air carrier could be triggered on the basis of obligations and contract law (general civil provisions).
CY	The Operators could be liable on civil liability based on tort and/or contract law (civil law procedure)/Administrative liability.
CZ	An administrative penalty could be imposed by an administrative authority (Ministry or other authority) to any Operators who infringed the Regulation.
DK	The Operators could be liable under the legislation on torts (unwritten law) in case any ordinary negligence is committed by the Operators (and could be exempted from the liability when contributory negligence is committed by the injured person).
EE	NS. <i>(The Operators could be liable on the basis of the Aviation Act but no detailed information is specified by the Estonian NEB).</i>
FI	NS.
FR	NS.
DE	NS. <i>(The Operators could be liable in case of infringement of the Regulation but no detailed information is specified by the German NEB).</i>
EE	NS. <i>(According to the Greek NEB they have no information about the liability of the Operators).</i>
HU	The Operators could be liable on the basis of general provisions <i>(not specified by the Hungarian NEB).</i>
IR	NS.
IT	The managing body could be liable on the basis on General provision governing the liability of the Public Administration/Other Operators could be liable on the base of specific provisions <i>(not specified by the Italian NEB)</i> unless the fact constitutes a crime.
LV	NS. Except for the tour operator which could be liable on the basis on the Tourism Law (Art. 11, §5, section 16).
LT	The Operators could be liable on the basis on general provisions <i>(not specified by the Lithuanian NEB).</i>
LU	NS.
MT	The Operators could be liable under the general law <i>(but no detailed information is specified by the Maltese NEB).</i>
PL	The Operators could be liable under the Civil Code (three conditions: an infringement to the Regulation, damage and a causal link).
PT	NS.
RO	NS.
SK	NS. <i>(According to the Slovakian NEB they have no information about the liability of the Operators).</i>
SL	No provision is adopted in case of infringement of the Regulation.
ES	The managing bodies could be liable for any negligence regarding the respect of the Regulation on the basis of the Law 30/92 of 26 November 1992 (Administrative liability) but could be exempted in the case of “force majeure”. The air carriers could be liable even under the Law 48/1960 of 21 July 1960 concerning the Air Navigation and/or under the Civil code (but could be exempted in the case of

	extraordinary circumstances or absence of fault). The tour operators could be held liable under the Law Decree 1/2007 of 16 November 2007 (which approved the revised text of the general law for the protection of consumers and users and other complementary laws) but could be exempted in the case of “force majeure”.
SE	NS. (<i>According to the Swedish NEB they have no information about the liability of the NEB because every complaint is evaluated separately</i>).
NL	The Operators could be held liable under the civil law (in case of any fault and/or in case of breach of the contract).
UK	The Operators could be held liable under the tort law (three conditions : a breach of the duty of care, a causal connection between that conduct and the damage and the foreseeability that such conduct would cause that kind of damage on the person harmed).

QB14 to QB16. Could you please specify what the DPs or PRMs (victim of the infringement of the Regulation) have to prove in addition to the fault in order to trigger the liability of the NEB/managing body/air carrier/tour operator?

AT	YES. Damage and a causal link between the fault/negligence and the damage.
BE	YES. Damage and a causal link between the fault/negligence and the damage.
BG	YES. Damage and a causal link between the fault/negligence and the damage. Moreover, if it is necessary for the Court, they have to prove some other conditions (<i>not specify by the Bulgarian NEB</i>).
CY	NS.
CZ	NO. However, in case of legal proceedings (in front of the Court), the Court may require some additional proof.
DK	NO. The burden of proof is reversed in the case of infringement of the Regulation but in case the claim concerns equipment damaged during the transport process, the DPs or PRMs have to prove their damage in order to trigger the liability of an Operator.
EE	NO.
FI	NS.
FR	NS.
DE	YES. Damage and a causal link between the fault/negligence and the damage.
EE	YES. Damage and a causal link between the fault/negligence and the damage.
HU	YES. A disadvantage and a causal link between the disadvantage and their disability. (The liability regime is based on the Equal Treatment and Promotion of Equal Opportunities Act). According to Art. 19 of this Act, the Operator shall prove that it did respect the principle of equal treatment in respect of the relevant relationship. The burden of proof (incur to the DP or PRM) shall not apply to criminal procedures and to procedures of minor offences.
IR	YES. Damage and a causal link between the fault/negligence and the damage.
IT	YES. Damage and a causal link between the fault/negligence and the damage.
LV	YES. Damage and a causal link between the fault/negligence and the damage.
LT	YES. Damage and a causal link between the fault/negligence and the damage.

LU	NS.
MT	NO.
PL	YES. Damage and a causal link between the fault/negligence and the damage.
PT	NS.
RO	YES. Damage and a causal link between the fault/negligence and the damage.
SK	NS. <i>(According to the Slovakian NEB they have no information about the liability of the Operators).</i>
SL	NS. <i>(According to the Slovenian NEB they have no information about the liability of the Operators).</i>
ES	YES. Damage and a causal link between the fault/negligence and the damage.
SE	YES. The notion of burden of proof was developed through cases and judicial decisions. According to legal principles, the complainant has to present his damage and in some cases even a causal link between the fault and the damage. Nevertheless, it is not possible to give a general answer which is compliant for all kind of situations.
NL	YES. Damage and a causal link between the fault/negligence and the damage.
UK	YES. Damage and a causal link between the fault/negligence and the damage must be proved and that the damage was reasonably foreseeable.

QB18. Could you please specify which damages are recoverable under the liability provisions?

AT	Direct damage/Physical damage.
BE	Direct damage/Indirect damage/Incidental damage/Financial damage/Physical damage/Moral damage.
BG	Direct damage/Indirect damage/Incidental damage/Financial damage/Physical damage/Moral damage.
CY	NS.
CZ	NS.
DK	Direct damage/Indirect damage/Incidental damage/Financial damage/Physical damage/Moral damage.
EE	Direct damage.
FI	NS.
FR	NS.
DE	NO. According to the German NEB, the Regulation itself do not oblige to reimbursement of specific damages.
EE	NS. <i>(According to the Greek NEB they have no information concerning this matter. The Courts of Greece have the jurisdiction of solving such cases).</i>
HU	Direct damage/Indirect damage/Financial damage/Physical damage/Moral damage.
IR	NS.
IT	Direct damage/Indirect damage/Incidental damage/Financial damage/Physical damage/Moral damage.

LV	Direct damage/Indirect damage/Incidental damage/Financial damage/Physical damage/Moral damage.
LT	Direct damage/Indirect damage/Financial damage/Physical damage/Moral damage.
LU	NS.
MT	Direct damage/Indirect damage/Incidental damage/Financial damage/Physical damage/Moral damage.
PL	Direct damage/Indirect damage/Incidental damage/Financial damage/Physical damage/Moral damage.
PT	NS.
RO	NS.
SK	NS.
SL	NS.
ES	Direct damage/Indirect damage/Incidental damage/Financial damage/Physical damage/Moral damage.
SE	NO. The recoverable damages have been developed throughout case law. There is no legal practice.
NL	NS.
UK	Direct damage/Indirect damage/Incidental damage/Financial damage/Physical damage/Moral damage.

QB 19. Could you please specify if there are caps to the compensation?

AT	NO.
BE	NO. Integral compensation is the general principle.
BG	NO.
CY	NS.
CZ	NO.
DK	YES. Cap to 1000 SDR when injury occurred during flight. There are caps to the compensation of damages covered by the Regulation 2027/97 (modified by Regulation 889/2002). Other damages have no caps to the compensation.
EE	NO.
FI	NS.
FR	NS.
DE	NS.
EE	NO.
HU	NO.
IR	NS.

IT	NO.
LV	NO.
LT	NO.
LU	NS.
MT	NO.
PL	NO.
PT	NS.
RO	NS.
SK	NS.
SL	NS.
ES	NO.
SE	NS.
NL	NS.
UK	NO.

QB 20. Could you please explain the procedure offered to DPs and PRMs in case they consider that their rights under the Regulation were infringed (except any procedure before the NEB)?

AT	NS.
BE	There is a choice between a civil procedure (on the basis of rules of the Belgian civil procedure) and a criminal procedure based on the violation of Article 32 of the Belgian Law of 27 June 1937 in which they may obtain compensation (on the basis of rules of the Belgian criminal procedure).
BG	Choice between a civil procedure and an administrative procedure.
CY	They can make a private claim under national civil law procedures (tort and contract law).
CZ	They have to complain before the NEB.
DK	They have to complain before NEB. On the ground of the complaint, the NEB can, if relevant, implement measures such as injunctions or contact with prosecution in order to set up fines.
EE	NS.
FI	They have to complain firstly before the managing body of the airport or the air carrier. If this does not lead to a satisfactory solution they complain to the NEB.
FR	They have to complain firstly before the managing body of the airport or the air carrier. If this does not lead to a satisfactory solution they complain to the NEB.
DE	They have to complain before a Court (the German NEB is not competent to judge damages).

EE	They have to complain before the NEB.
HU	They can choose between an administrative procedure before the Equal Treatment Authority and a Court procedure. Each procedure is based on the violation of the obligations of the Equal Treatment and Promotion of Equal Opportunities Act CXXV of 2003.
IR	NS.
IT	They have to complain before the NEB.
LV	They have to complain firstly before the managing body of the airport or the air carrier. If this does not lead to a satisfactory solution they can complain to the NEB.
LT	The can chose between a complaint before the Consumer Service or the NEB. If the problem is not solved, they can complain before a Court.
LU	NS.
MT	They should make formal complaint before the NEB and/or before the managing body.
PL	At this time, they have to complain to the Civil court. According the project of amendments of Aviation Act, they should claim to the managing body of the airport or the air carrier or the tour operator. If this does not lead to compensation, they should complain to the NEB (Commission of Protection of Passenger Rights).
PT	They have to complain before the NEB.
RO	NS.
SK	NS.
SL	They can make a complaint before the NEB or bring the case before a Court.
ES	They have to complain firstly before the managing body of the airport or the air carrier. If this does not lead to a solution within a reasonable time, they can complain to the NEB.
SE	They should bring the case before a general court on the basis on the Discrimination Act of 5 June 2008 (The injured person should be help by the Equality Ombudsman which shall provide advice and other support to help anyone who has been subject to discrimination to claim their rights).
NL	NS.
UK	They should contact the Equality and Human Rights Commission (EHRC). Helpline, give advice and provide template letters, allow callers to formulate their complaints to Operators. An allocated officer will correspond with the injured person and the Operator and offer conciliation if necessary. The conciliation service allows agreements to be reached which resolve the DPs or PRM's complaint, and can produce policy changes from Operators. If conciliation is unsuccessful, a case may then be considered for support, if the DP or the PRM wished to take Court action.

QB 21 to QB 23. Could you please specify whether DPs and PRMs have the possibility to make a complaint before the NEB? If yes, please explain how this complaint is examined by the NEB.

AT	YES.
BE	YES. The complaint can be addressed to the NEB through inspection services. These complaints could end up in criminal or administrative penalties.
BG	YES. The complaint can be addressed to the NEB by written complaint or by e-mail. These complain can end in an administrative procedure.

CY	YES. They could complain firstly to the Operators and if they do not receive a reply or they believe to be inadequate, they can forward their complaint to the NEB for investigation. If the NEB decides that a possible breach of the Regulation has occurred, the NEB sends a copy of all passenger correspondence to the Operators and asks for report to the NEB on the alleged incident.
CZ	YES. The complaint can be addressed to the NEB by e-mail, by post or via a so called data-box. The complaint is evaluated by special department, which makes all necessary investigation.
DK	YES. The complaint can be addressed to the NEB. The complaints are examined by NEB's legal services.
EE	NO. However, possibility of complaint to the Consumer Complaints Committee (according to the Consumer Protection Act).
FI	The complaint can be addressed to the NEB if they are not satisfied with the solution proposed by the managing body or the air carriers. The NEB assesses each complaint on a case by case basis.
FR	YES. The complaint can be addressed to the NEB if they are not satisfied with the solution proposed by the managing body or the air carriers. There is no specific procedure for the NEB's complaint.
DE	YES. The complaint can be addressed to the NEB (not for damages but only for penalties). The NEB assesses complains on a case by case basis.
EE	YES. The complaint can be addressed to the NEB if they are not satisfied with the solution proposed by the managing body or the air carriers. The NEB assesses each case on a case by case basis.
HU	NO. Possibility of complain to the Equal Treatment Authority (which is responsible for any violation of the obligations of the Equal Treatment Act CXXV of 2003).
IR	NS.
IT	YES. To the complaint can be addressed to the NEB if they are not satisfied with the solution proposed by the managing body or the air carriers. There is no specific procedure for the NEB's complain. Actually the NEB acts by investigating activities and contact with the Operators.
LV	YES. Firstly, they have to complain before the Operator. If this does not lead to a satisfactory solution they can complain to the NEB. But there is no specific procedure.
LT	YES. The complaint is examined by the responsible officer of the NEB, who has the right to apply administrative procedures and to make a conclusion concerning the liability of the subject. These conclusions are communicated to the victim. Actually, this conclusion does not have the legal power for the courts but on other hand, judges might consider the conclusion of the NEB as evidence to solve the case.
LU	NS.
MT	YES. There is no specific procedure.
PL	NO. According to the project of amendments of Aviation Act such procedure shall exist.
PT	Yes. They could complain to the NEB but there is no specific procedure for the NEB's complaint.
RO	YES.
SK	NS.
SL	YES. The NEB makes an inspection regarding the complaint but there is no specific procedure.
ES	YES. The NEB sends an acknowledgement to the passenger and requests a report to the Operator. The passenger is notified the NEB' decision on the claim. A copy of this decision is sent to the Operator.
SE	YES. To a designated legal advisor of the NEB, working party with facilitation and PRM-issues.

	A special instruction is established for this purpose. The legal designated participates from the beginning of the process. Firstly, to determine if the complaint comes within the scope of the Regulation and further, to support the experts in the legal issues.
NL	YES.
UK	Complaints shall be introduced to the EHRC or CCNI.

QB 24 to QB 27. Could you please explain what the legal procedure is to judge the claim when DPs or PRMs related to the infringement of the Regulation?

AT	NS.
BE	A mediation procedure with a possibility of compensation exists under a jurisdiction which is independent of both air carriers and the NEB. Generally, for criminal and civil procedures, the Court of First Instance is competent (a judge of proximity). These procedures take more or less between one and two years. Furthermore, the NEB has the possibility to impose administrative penalties.
BG	For claims against traders, the Civil Courts are competent. For claims against administrative body, the Administrative Courts are competent. These are judges of proximity. There is possibility to benefit of the Legal Aid Act (upon some conditions, people may have free legal representative at court).
CY	No compensation could be demanded on the basis of the Regulation. However, a claim for compensation may be made directly by the DP or PRM through a lawyer, under national civil law provisions. That procedure should be held before a District Court.
CZ	The only way to obtain compensation is to bring the case before a civil court. On the basis of the experience of the Czech NEB, the Operator who was punished for breaching the Regulation shall also pay the compensation (under the Regulation 261/2004).
DK	The Danish NEB has no experience of a judicial procedure brought by a DP or a PRM. The First Instance City Court is competent (proximity judge). That procedure should take more or less below or equal to one year.
EE	YES. Claim before the County Court.
FI	NS.
FR	NS. A claim should be made before the civil courts (the judge competence depends of the amount. Less to 4.000 € is a proximity judge competent).
DE	NS. A claim should be made before a District Court.
EE	NO. The Greek NEB has no information concerning that matter except that the competent judge is the Administrative Court.
HU	NO. The Hungarian NEB has no information concerning that matter except that the competent judge is the Local Court.
IR	NS.
IT	NO. The Italian NEB has no information except that the competence depends on the value of the claim (small claims are brought before the Courts).
LV	At the first stage air carriers or airport receive claims. If no satisfaction is given, the Latvian NEB will supervise the case. Finally, the Court of First Instance or Administrative Court are competent (depending on the claim).
LT	NS. A claim should be made before a District Court on civil cases.

LU	NS.
MT	NS.
PL	NS. The Civil Courts are competent.
PT	NS.
RO	NS.
SK	NS.
SL	NO.
ES	YES. The Commercial Courts are competent (not a proximity judge) and the length of the judicial procedure is between one and two years.
SE	NO. The Swedish NEB has no information concerning that matter except that the District Court should be competent for disputes between individuals.
NL	The Administrative Courts are competent (two instances) and the length of the judicial procedure is between one and two years.
UK	For an individual taking proceeding against an Operator, the Country Court is competent. The length of the judicial procedure is below or equal to one year.

C. GENERAL QUESTIONS RELATED TO PENALTIES

QC 1.3.and 1.5. Could you please explain the type of penalties adopted and under which conditions are these penalties applicable?

AT	NS.
BE	Administrative, Civil and Criminal penalties are applicable in case of infringement of the Regulation. The Belgian NEB is responsible for the legal proceedings. General civil or criminal procedure rules are applicable.
BG	Administrative and Civil penalties are applicable.
CY	Administrative penalties can be imposed by the Minister of Communications and Works following a recommendation by the Cyprian NEB when a breach of the Regulation has occurred.
CZ	Administrative penalties are applicable. They are imposed by the Czech NEB (based on the complaint of PRM or DP or their own investigation or government control) with a possibility to appeal against the penalties decision to the Ministry of Transport.
DK	Civil and Criminal penalties are applicable when the Regulation is infringed (even in case no damages occurred to DPs and PRMs).
EE	Administrative penalties are applicable in case of the infringement of collective interests.
FI	NS.
FR	Administrative penalties are applicable. In case a sworn Officer of the French NEB discovers an infringement of the Regulation, he establishes a direction which is sent to the Operator who shall respond within one month. If the explanation is satisfactory, the procedure is ended. If it is not the case, the Operator is summoned before the "passengers" Commission of the Civil aviation will then advise the Minister on whether to impose an administrative penalty and for which amount. The Minister can follow this advice or not.

DE	Administrative penalties are applicable. They are imposed by the German NEB (based on the complaint of DP or PRM) after the hearing the explanations of the Operator.
EE	Administrative, Civil and Criminal penalties are applicable. The Courts of Greece have the competence to impose penalties.
HU	Administrative penalties are applicable. During the procedure, the Operator is asked for explanation about the violation of the Regulation. The legal consequences shall be determined taking into consideration all circumstances of the case, with particular regard to those who have been effected by the violation of law, the consequences of the violation of law, the duration of the situation constituting a violation of law, the repeated demonstration of conduct constituting a violation of law and the financial standing of the person or entity committing such violation.
IR	Criminal penalties are applicable. Where breaches of the Regulation are identified, the NEB has the power to issue a “Direction” to the Operator to cease the infringements and to comply with any instructions contained within the direction. The recipient may, within 14 days of the direction, make representations to the NEB. The NEB must then consider such representations and may reply to the recipient varying, confirming or withdrawing the direction within 2 months of their receipt. Where the recipient fails to comply with a confirmed direction an offence is committed and they may be liable even (a) on summary conviction to a fine not exceeding 5.000 € or (b) on conviction of indictment, to a fine not exceeding 150.000 €. It is a criminal procedure in which the Courts decide on the fine in accordance with these parameters.
IT	Administrative penalties are applicable on the first instance and criminal penalties are applicable on the second instance.
LV	Administrative penalties are applicable. Currently, the Latvian NEB worked out amendments in Administrative Violations Code concerning penalties that would be applicable for violations of the Regulation.
LT	Administrative penalties are applicable. In case of Regulation infringement NEB’s responsible officer establishes a protocol of administrative violation against the head of the Operator. This protocol is a basis to start administrative procedures against the Operator. The protocol shall be composed not later than 6 months after the infringement took place. After that, the responsible officer has two weeks to deal with this case and adopt a resolution. The resolution can be made in three different ways: to impose penalties on the head of responsible entity at fault; to close the case in fact of lack of composition of administrative violation; to transfer the case to another responsible authority. In case of any of these decisions, the head of responsible entity has 20 days to appeal to Local Administrative Court.
LU	NS.
MT	Criminal penalties are applicable. In case of infringement, the legal office of the NEB will pass the case to the police providing all the evidence available. It is a criminal procedure instituted by the police before the Courts of Magistrates. There is the possibility of appeal before the Criminal Court of Appeal in its inferior jurisdiction.
PL	Administrative penalties will be applicable (pending to approval). Procedure which is approved: (1) An infringement is found during a Polish NEB’s inspection or because of the reception of a complaint. The complaint is examined to check whether all legal requirements are fulfilled and a proceeding can be initiated. If not, a complainant is instructed to fulfil them. (2) Inquiry. During an inquiry the Polish NEB examines documents, collects evidence, and calls parties for explanations etc. (3) Decision issuance. The fines are imposed by the Polish NEB’s decision. The parties can appeal against the decision. After revision of the case, a second stage decision is issued. The parties can appeal to the administrative courts.
PT	Administrative penalties are applicable.
RO	Administrative and civil penalties are applicable.
SK	NS.
SL	NO. Slovenia has not yet implemented penalties in case of infringement of the Regulation.
ES	Administrative penalties are applicable.

SE	NO. The NEB is working for a possibility to impose sanctions, but have no power of its own to do such changes in the law (it is an issue for the Government).
NL	Administrative penalties are applicable. The procedure is as follows: (1) An administrative decision shall be made within the time limit prescribed by statutory regulation, or, in the absence of such time limit, within a reasonable period; (2) Before making an administrative decision about which an interested party who has not applied for the administrative decision may be expected to have reservations, the administrative authority shall give that interested party the opportunity to state his views; (3) The administrative authority shall fix the “astreinte” as a lump sum, as a sum payable by unit of time during which a duty is not performed, or as a sum per infringement of the duty. The administrative authority shall also fix a sum above which no further penalty will be forfeited. The fixed amount shall be in reasonable proportion to the importance of the interest that has been infringed and the intended effect of the imposition of the “astreinte”; (4) The administrative authority shall also set a time limit within which the offender can perform the duty without the “astreinte” being forfeited
UK	Criminal penalties are applicable.

QC 1.6. Do you have knowledge of the cases in which penalties were applicable in case of failure to comply with the obligations issued from the Regulation?

AT	NO.
BE	NO.
BG	NO.
CY	NO.
CZ	NO.
DK	NO.
EE	NO.
FI	NO.
FR	YES. At present, the French NEB is aware of penalties procedure against a British air carrier. Further information is not available.
DE	NO.
EE	NO.
HU	NO.
IR	NO. In the investigation of the small number of complaints that have been submitted to the NEB, there have been no cases where an actual infringement was deemed to have occurred.
IT	NO.
LV	NO.
LT	NO.
LU	NS.

MT	NO.
PL	NO.
PT	YES. At present, a sanction procedure has been initiated but not concluded.
RO	NO.
SK	NS.
SL	NO. Slovenia has not yet implemented penalties in case of infringements of the Regulation.
ES	NO.
SE	NO.
NL	NO.
UK	NO.

ⁱ The answers with regards penalties in this Annex are not treated and are mentioned as provided by the NEBs. The purpose is to assess whether the NEBs are informed about the legislation on penalties, their applicability and their amounts.

ⁱⁱ Regulation (EC) No 261/2004 of the European Parliament and of the Council of 11 February 2004 establishing common rules on compensation and assistance to passengers in the event of denied boarding and of cancellation or long delay of flights, and repealing Regulation (EEC) No 295/91 (“**Regulation 261/2004**”).

ⁱⁱⁱ EU-OPS refer to European Union regulations specifying minimum safety and related procedures for commercial passenger and cargo fixed-wing aviation (“**EU-OPS**”).

^{iv} Passenger who is completely immobile, who can move about only with the help of a wheelchair or any other means and who requires assistance at all times from arrival at the airport to seating in the aircraft or, if necessary, in a special seat fitted to his/her specific needs, the process being inverted at arrival.

^v International Organisation for Standardisation.

^{vi} Federal Aviation Administration, issuing rules on aviation safety.

^{vii} Convention for the Unification of Certain Rules for International Carriage by Air - Montreal, 28 May 1999 ("**Montreal Convention**").

^{viii} Convention for the Unification of Certain Rules Relating to International Carriage by Air, Signed at Warsaw on 12 October 1929 - Warsaw Convention 1929 ("**Warsaw Convention**").