

Spanish Airports

Assistance for persons with reduced mobility

FREE SERVICE



sin barreras

Assistance at Spanish airports for persons with disabilities or reduced mobility

In compliance with Regulation (EC) no. 1107/2006 of the European Parliament, starting July 26th 2008 all European airports will offer assistance services for passengers with reduced mobility.

This European Community measure represents a significant social advance for disabled persons and for this reason all the necessary financial, material and human resources have been provided to make it possible for every Spanish airport to render a quality service guaranteeing that all people can enjoy air transport anywhere in Europe, regardless of their disability.

Different disabilities

● WCHC

These passengers are entirely immobile and not self-sufficient. They must be accompanied to their seats and they need complete personal assistance. If the journey is more than three hours long, they need a companion.

● WCHR

These are passengers who need help getting from the aircraft to the terminal. They can board and move around the aircraft on their own.

● WCHS

These passengers need help getting from the aircraft to the terminal and also for boarding. They are self-sufficient inside the aircraft.

● DEAF

Deaf passengers

● BLND

Passengers with visual disabilities

How to procure this service?

1.

Request it

At least 48 hours ahead of time* and:

- Necessarily when booking your flight or purchasing your ticket through your travel agent or airline
- Additionally and optionally, and valid exclusively for assistance at Spanish airports of the Aena network, by phoning: 902 404 704 (from Spain) or going to the website: www.aena.es



2.

Go to the meeting point

At the prearranged time. If no meeting time has been arranged, come at least two hours prior to the scheduled departure time*. Let us know when you have arrived, using the intercom, and wait; we will pick you up there. You can find the meeting points on our website www.aena.es



*If you do not abide by these time-frames, the quality of the service rendered cannot be guaranteed.



3.

Check-in and boarding

You will be assisted and accompanied during the check-in process and at the security checkpoints, until you are in your seat on the plane; we will help you with your luggage and personal needs.

4.

Arrival at your destination

We will help you deplane and retrieve your luggage. Afterwards, we will accompany you to the meeting point of the airport of your choice.



5.

When the service has been completed

We would appreciate it if you would collaborate by evaluating it if so requested by a staff member. If you have any complaints please communicate them to sinbarreras@aena.es

For information (from Spain)

902 404 704

With the counsel of