



***aena***

**sin barreras**

barrier free

Free service

**Assistance  
to disabled  
persons  
and persons  
with reduced  
mobility**

**Santiago-Rosalía  
de Castro Airport**



# Barrier free service

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## Assistance to disabled persons and persons with reduced mobility at Spanish airports

In compliance with Regulation (EC) 1107/2006 of the European Parliament, a service for passengers with reduced mobility will be implemented in all European airports as of 26 July 2008.

This community measure represents a great social advance for people with disabilities and for this reason, all the necessary economic, material and human resources have been made available to ensure that all Spanish airports provide a quality service that guarantees that all people can enjoy air travel between any point in Europe, regardless of their disability.

# Different needs

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**WCHC** Passengers deprived of any range of mobility who are not self-sufficient. They must be accompanied to their seat and need comprehensive personal assistance. If the journey lasts more than three hours, they need a companion.

**WCHR** Passengers who need assistance during the transfer from the aircraft and the terminal. They can self-sufficiently board and get around inside the aircraft.

**WCHS** Passengers who need assistance between the aircraft and the terminal and to board. They are self-sufficient inside the aircraft.

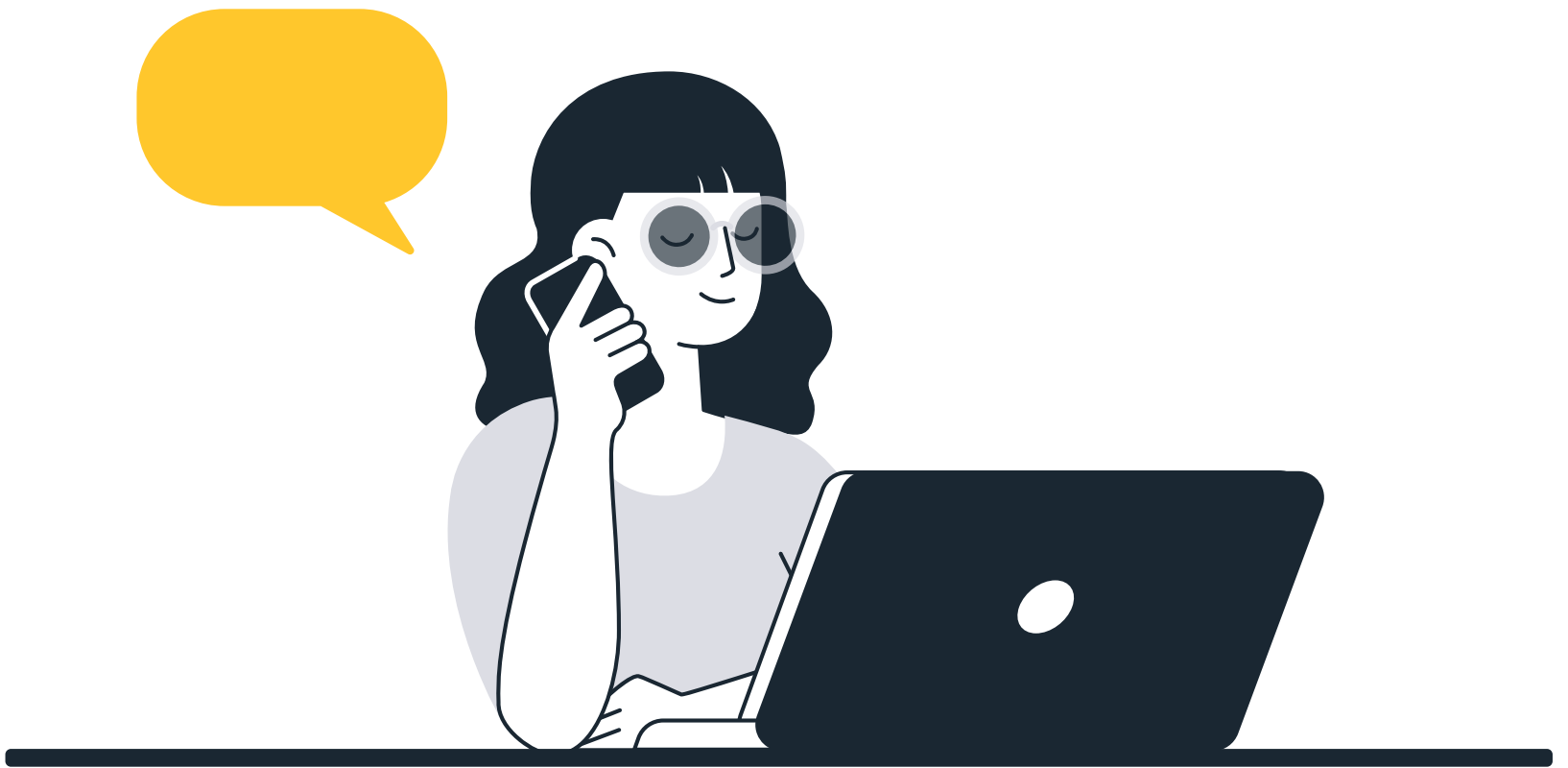
**DEAF** Passengers with auditory disabilities.

**BLND** Passengers with visual disabilities.

**DPNA** Passengers with an intellectual, cognitive or developmental disability, such as Alzheimer or ASD, who need assistance.

**MAAS** All other types of passengers who require assistance but are not included in the above categories. Particular needs must be specified.

# 1



## Request it

48 hours in advance\* and necessarily when you make your reservation or in particular purchase your ticket through your travel agent or airline.

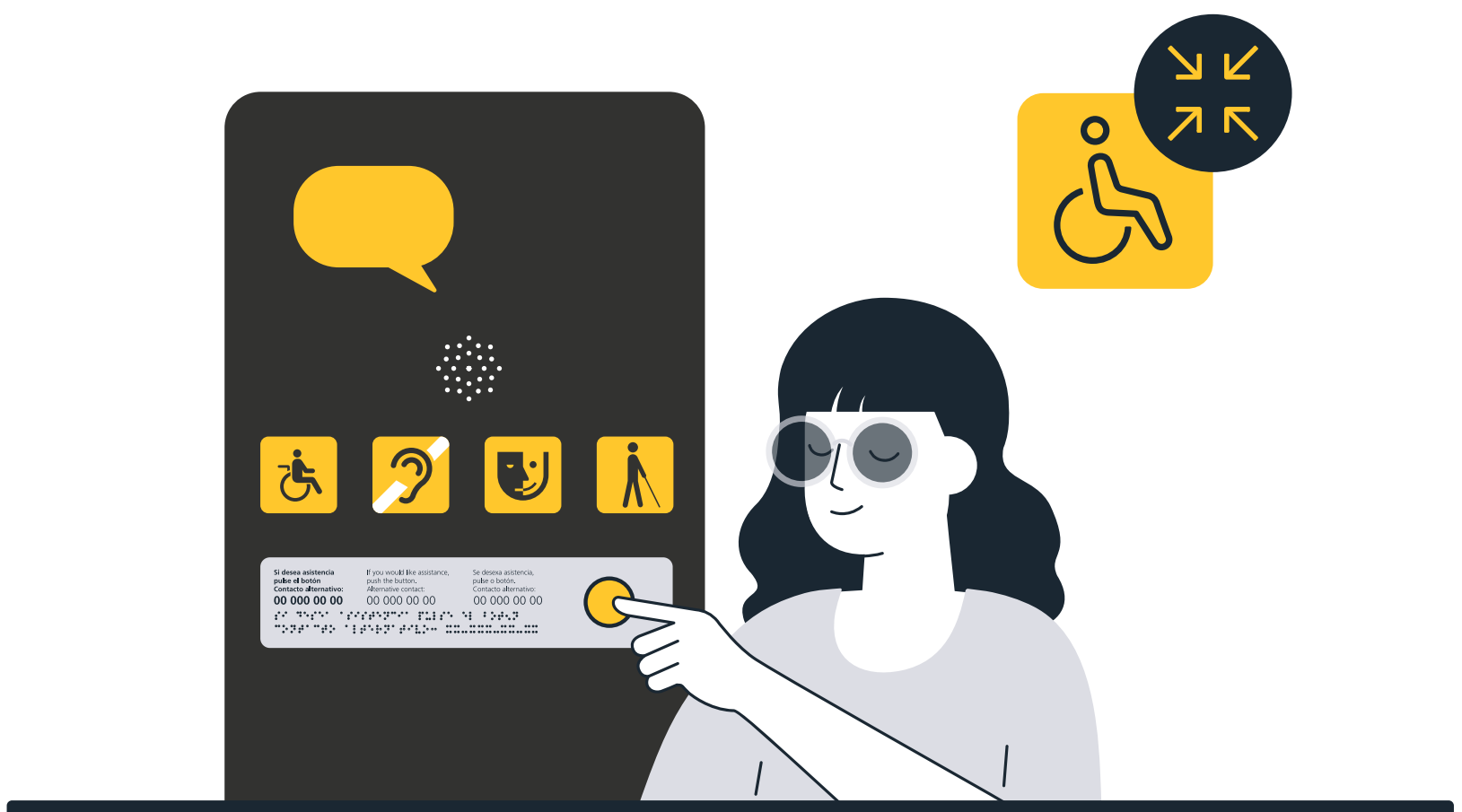
Additionally, and optional, this service is valid exclusively for assistance at Spanish airports in the Aena network via:

**Telephone No.:** (+34) 91 321 10 00

**Website:** [www.aena.es](http://www.aena.es)

**Official Aena App**

# 2



## Go to the meeting point

If you have not arranged for a specific time, we recommend getting to the airport two and a half hours before the flight departs.\* Notify your airline of your arrival at the check-in counter, or the PRM assistance counter or by using the meeting point sign, and we will collect you there.

# 3



## Check-in and boarding

You will be assisted and accompanied throughout the entire check-in process and at the security checkpoints until you reach your seat on the aeroplane. We will help you with your luggage and personal belongings.



# 4



## Disembarking

Wait to be picked up inside the aircraft. We will help you disembark and collect your luggage. After that, we will take you to the airport meeting point of your choice.

# 5



## Rate the service

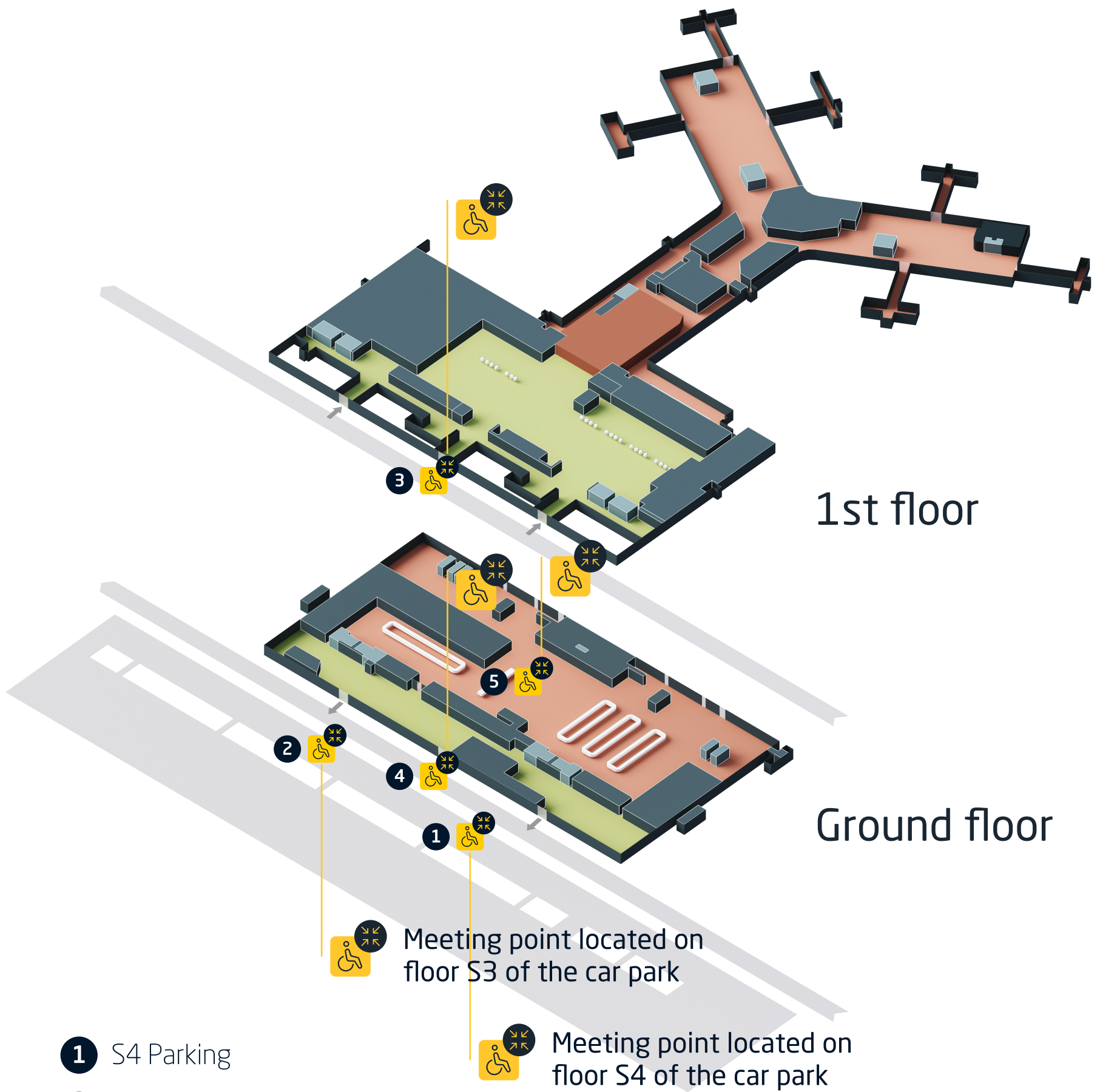
We would appreciate if you could rate the service once it is finished. For any further communication, you can contact us via the website:

[www.aena.es/en/contact.html](http://www.aena.es/en/contact.html)



# Location on the map

## Terminal building





Barrier free Meeting Point



Restricted access zone



Free access zone

# Important

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\* If your flight is early in the morning, please check the terminal opening hours.

The minimum advance time to be at the meeting point is two hours before your flight departs.

If you do not ask for the service with the advance notice required or do not get to the airport at the arranged time, Aena accepts no liability if you miss your flight, it does not warrant the quality of the service or accept any liability for the time you have to wait or any similar inconvenience.



**aena.es**



**Aena App**



+34 **91 321 10 00**



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With the counsel of:

**CēRMi**

COMITÉ ESPAÑOL  
DE REPRESENTANTES  
DE PERSONAS  
CON DISCAPACIDAD



GOBIERNO  
DE ESPAÑA

MINISTERIO  
DE TRANSPORTES, MOVILIDAD  
Y AGENDA URBANA