aena | barrier free

Adolfo Suárez
Madrid-Barajas Airport (T4)

Assistance for persons with reduced mobility

Free Service

aena

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 persons with disabilities 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 quality service guaranteeing that all people can enjoy air transport anywhere in Europe, regardless of their disability.

Different disabilities

- **WCHC**
  Passengers who are completely immobile and need a wheelchair or to be carried. 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 between the aircraft and the terminal. They can board the aircraft and move around inside it on their own.
- **WCHS**
  Passengers who need assistance between the aircraft and the terminal and to board. can move around inside the aircraft on their own.
- **DEAF**
  Passengers with hearing loss.
- **BLND**
  Passengers with vision loss.
- **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.

How can you use this service?

1 Ask for it

At least 48 hours in advance* and:
• Obligatorily when you book your flight or purchase your ticket via your travel agent or airline.
• Additionally and optionally, by calling (+34) 91 321 10 00, on our website (www.aena.es) or on the official Aena app, valid exclusively for assistance in Spanish airports in the Aena network.

2 Go to the meeting point

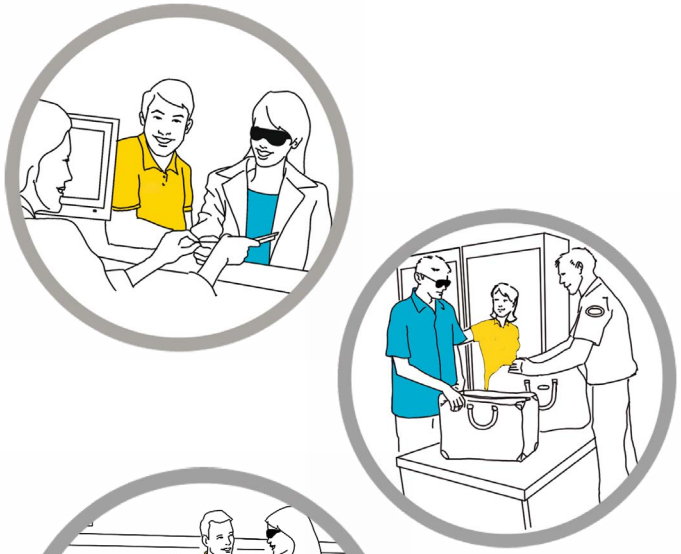
If you have not arranged for a specific time, we recommend getting to the airport two and a half hours before your flight departs.* Report your arrival at your airline's check-in counter, the PRM assistance counter or by using the monoliths, and we will pick you up there. You can see where the meeting points are on our website:

www.aena.es/es/pasajeros/red-aeropuertos.html

* 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.

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 aircraft. We will help you with your luggage and provide other personal assistance services.



4 Disembarking

Wait inside the aircraft to be picked up. 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

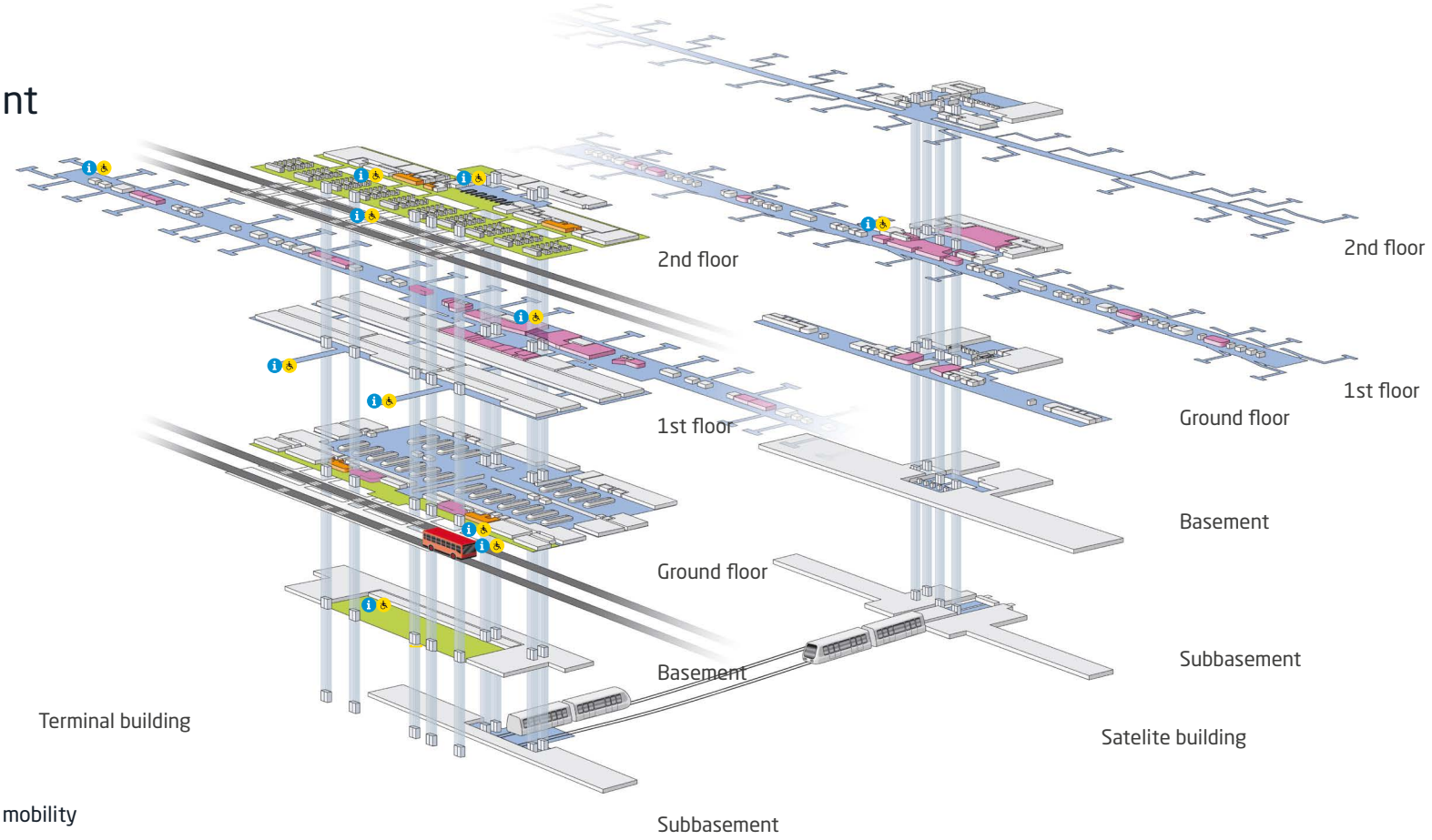
We would appreciate it if you could rate the service once it has been completed. For any additional communication, you can contact us via the website www.aena.es/es/contacto.html or with the QR code:

Location at the airport

PRM* meeting point

Passenger area

Public area



*PRM: A disabled person or person with reduced mobility

For information
(+34) 91 321 10 00

With the advice of

CERMI
COMITÉ ESPAÑOL DE REPRESENTANTES DE PERSONAS CON DISCAPACIDAD

GOBIERNO DE ESPAÑA
MINISTERIO DE TRANSPORTES, MOVILIDAD Y AGENDA URBANA