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Spanish Airports

Assistance service for persons with reduced mobility

Free service

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Assistance service for persons with disability or reduced mobility in Spanish airports

In compliance with Regulation (EC) 1107/2006 of the European Parliament, an attention service for passengers with reduced mobility was put into place at all European airports on 26 July 2008.

This EC measure is a major leap forward for persons with a disability. Therefore, the necessary economic, material and human resources have been allocated to ensure that this service is provided with quality in our airports to guarantee that everyone can enjoy air transport, regardless of their disability.

Different needs

- **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.

What are the steps you should follow?

1 Request 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, via telephone (+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 the flight departs.* Notify of your arrival at your airline's check-in counter, the PRM assistance counter or by using postsigned meeting point, and we will collect you there. You can see the location of the meeting points on our website:

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

*The minimum advance time needed to get to the meeting point is two hours before the flight departs. If you do not request the service with the due advance notice or do not get to the airport at the agreed time, AENA accepts no responsibility if you miss your flight, nor does it guarantee the quality of the service or accept any responsibility for the wait time or any similar disadvantageous situation.

3 Check-in and boarding

You will be attended 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 assistance.

4 Disembarking

Wait inside the aircraft to be collected. We will help you disembark and collect your luggage. After that, we will take you to any of the airport's meeting points.

5 Rate the service

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

For information
(+34) 91 321 10 00

Advised by

CERMI
COMITÉ ESPAÑOL DE REPRESENTANTES DE PERSONAS CON DISCAPACIDAD

MINISTERIO DE TRANSPORTES, MOVILIDAD Y AGENDA URBANA