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Assistance services for persons with reduced mobility

Frequently asked questions

aena

FAQs for PRM (persons with reduced mobility)

Who has the right to receive the assistance service for persons with reduced mobility? Who is considered a PRM?

A person with reduced mobility means any person whose mobility when using transport is reduced due to any physical disability (sensory or locomotor, permanent or temporary), intellectual disability or impairment, or any other cause of disability, or age, and whose situation needs appropriate attention and the adaptation to his or her particular needs of the service made available to all passengers.

If you have any kind of physical or mental disability, do not hesitate to request the airport assistance service at least 48 hours in advance. However, if you tell your airline of your need when you book your flight, you will not need to notify Aena.

I have a disability and need help travelling. Do I have to notify anyone far in advance? Do I have to pay more?

The majority of services needed by persons with reduced mobility – boarding assistance, wheelchairs, comprehensive personal care – are free of charge.

We advise you to make your reservation, seven days in advance, if possible, and at least 48 hours before starting your journey. In this way you can be sure that the assistance you require and your place on the aircraft will be available, as the aeronautic regulations limit the number of persons with reduced mobility who can travel on an aircraft for security reasons and depending on the type of aircraft.

I have notified my airline that I need assistance. What should I do now?

If you have notified your airline of your travel needs, you don't need to do anything else. The airline will inform the airports in the Aena network so they can provide the human and material means needed to help you get through the airport until you board the aircraft.

When you reach the airport, you should go to the closest meeting point and notify them that you have arrived. A person from the assistance service will come to collect you and help you from check-in to the point you designate (boarding gate, aircraft door or aircraft seat).

Aena also offers a telephone service to attend to your reduced mobility needs where you can request your assistance from 7 am to 12 midnight. Telephone (+34) 91 321 10 00. Plus, you can request it on this website or via the Aena mobile app.

Can I remain in my own wheelchair or mobility equipment as I go through the airport?

Generally speaking, PRM are allowed to stay in their own wheelchair in the airport until they reach the airport door as long as the wheelchair is manual and there is no need to go up or down staircases, which may pose a risk to staff. Otherwise, Aena provides a wheelchair for the

transfer and will return your wheelchair to you at the destination.

In the aircraft boarding process, if you use a foldable wheelchair, it can be stored in the passenger cabin if there is room for it. If the wheelchair is battery-operated, it has to go in the aircraft's hold during the flight for safety reasons.

I travel with my electric scooter/wheelchair, which has gel batteries. Can I go as far as the aircraft door with it?

In this case, we recommend that you check with your airline. Bear in mind that even though a gel battery cannot be considered hazardous, the security measures adopted by the European Union to protect against the threat of liquid explosives restrict the amount of liquids that passengers can carry on when they go through airport security checks.

These measures are applicable to all passengers departing from EU airports, regardless of their destination. Therefore, you may have difficulties going through the security filters with this material. Your airline can provide you with information on the steps you should follow.

I do not need to be accompanied through the airport but only need boarding assistance. Should I request the service?

In order to ensure that you have the equipment and staff you need at boarding, we recommend that you notify the airline of your need when you book your flight, as evidence of it is needed in advance. And when you reach the airport, please notify them of your arrival at the meeting point or check-in counter so they can arrange with Aena the boarding gate where the staff will come to assist you.

Do they have to help me get into the bus or taxi or accompany me to my car in the car park?

As provided for in Regulation 1107/06, the scope of the assistance service spans from the meeting point at the departure airport to your seat on board the plane, and from your seat on the plane to the meeting point at the arrival airport. Therefore, the assistance staff for Persons with Reduced Mobility is not obligated to help you get into your means of transport (taxi, bus, private car, etc.). However, this staff may leave you very near it, as all airports have a meeting point near the means of transport.

What happens in security checks if I am carrying medicine or special medical supplies that I need during my trip or at my destination?

In accordance with the civil aviation security regulations in force, persons with a disability and/or reduced mobility must go through the same security checks as all other passengers and go through the same checkpoints to the extent feasible given their disability.

In order to protect you from the threat of liquid explosives, the European Union (EU) has adopted security measures that restrict the amount of

liquids that passengers can carry with them as they go through airport security checks.

These measures are applicable to all passengers departing from an EU airport, regardless of their destination.

These regulations only affect the amount of liquids that can be carried in hand luggage. However, there are certain exceptions to these rules, and in this sense (liquid) medicines to be used during the journey (the term "journey" includes the round-trip flight and the time spent at the destination) are allowed in the hand luggage as long as they are presented separately at the security check. If possible, we recommend that you carry a medical certificate and/or the prescription.

Likewise, if you have to carry special medical supplies (syringes or other clinical materials with restrictions on carrying them in the cabin) you may be asked to prove that you need them as you go through the passenger security filter.

A family member is going to accompany me to the airport but is not flying with me. Can they accompany me until I get on the aircraft?

In accordance with the civil aviation security regulations in force, access to the zone located behind the security filters is limited to passengers with a boarding pass for journeys with an air carrier. Therefore, if you are going to need help after going through the security filters, please request the airport assistance service.

A card providing access to restricted zones for a companion in both departures and arrivals has been devised for passengers with visual and auditory disabilities (the blind and deaf) and PRM who are minors. This card must be requested from the airline in advance.

Can a family member who is going to fly with me accompany me at all times (dedicated security filters, preferential boarding, ambulift)?

If needed, a person with a disability or reduced mobility is allowed to be accompanied by another person who is capable of providing them the assistance they need. The availability of assistance may depend on the systems' saturation at any given time.

I have respiratory insufficiency and need oxygen. Can I carry my own oxygen?

If you have respiratory insufficiency and need supplementary oxygen during the flight, please check with your airline.

How much luggage may I carry if I request the assistance service?

You may carry the same luggage as any passenger who does not request assistance, as long as it is within the weight and size limits allowed by the airline. The purpose of the service is to assist PRM as they go through the airport, so only the luggage of the person requesting assistance is included, but not the luggage of their companions.

Can my service dog accompany me through the airport and board with me?

If you travel with your guide dog or service dog, it may board with you with no additional charge. It simply must wear a muzzle and collar and remain on a leash. If it travels in the cabin, it should remain next to you in the place assigned by the crew. However, you should bear in mind the national regulations on service dogs if you are travelling to a country other than Spain, as these rules may require the service dog to travel in the cargo hold.

What happens if my mobility equipment is lost or damaged during the journey?

According to international agreements, the indemnification for the loss of or damage to your personal equipment (including wheelchair) shall be calculated based on the weight of the object(s), not their value, unless a special statement is made during check-in at the latest and a supplementary fee paid. Before travelling, you should make sure that your travel insurance covers your mobility equipment. You may need additional coverage. Please check with your airline.

For information
(+34) 91 321 10 00

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