

Access to Air Travel for Disabled People – Code of Practice



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March 2003

Department for Transport

Department for Transport
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Section 1 – Purpose

1.1 The purpose of this Code of Practice is to improve the accessibility of air travel to disabled people. It is aimed at all those involved in air travel including travel agents, tour operators, UK airlines (scheduled, “no frills” and charter), UK airports (including the architects and designers who are involved in their design), ground handling companies and retailers. It is not intended as a guide for disabled people. The terminology used follows aviation convention. The Disabled Persons Transport Advisory Committee (DPTAC – the Government’s statutory advisers on the transport needs of disabled people) will provide a companion guide for disabled people to explain what they can expect from the Code.



1.2 Defined minimum standards of care for Persons with Reduced Mobility (PRMs) are included in the European Voluntary Commitments on Air Passenger Rights, which came into effect in February 2002. Both the Airport and Airline Commitments, to which the major airports and full-service carriers throughout the EU are signatories, contain a separate protocol about the treatment of passengers with reduced mobility. The full text of the Commitments, together with a list of the signatories, can be found on the website of the European Civil Aviation Conference (ECAC), at www.ecac-ceac.org/uk/. This Code will complement those Commitments.

1.3 The Disability Discrimination Act 1995 (DDA) applies to air travel in relation to the use of booking services and airport facilities and services. A table setting out the key implementation dates and the relevant duties is at Annex 1. The actual means of transport – the aircraft – is exempt from the Act's provisions. So, for example, shops and check-in facilities in the airport are covered by the Act, but in-flight services or entertainment on the aircraft are not. This Code will both help those who are affected by the DDA to meet their legal obligations, and the airlines to provide the best service to disabled people on a voluntary basis.

1.4 The Code also acknowledges the standards and recommendations that have been developed in this area by the European Civil Aviation Conference (ECAC)¹ and the International Civil Aviation Organisation (ICAO)², and where there is harmonisation between those, the Code of Practice follows the agreed international position.

1.5 This Code sets out the minimum standards which should be met, but those involved are encouraged to exceed those standards wherever feasible and to consult the available guidance referenced in the Code. The Disabled Persons Transport Advisory Committee (DPTAC)³ should be consulted where there is difficulty meeting or applying the standards, or on more strategic issues, for example, the development of new airport terminals, or the introduction of new ground handling systems.

1.6 The Code has been produced by the Department for Transport (DFT), supported by a working group including representatives of the British Air Transport Association (BATA), the Airport Operators Association (AOA), the Association of British Travel Agents (ABTA) and the Disabled Persons Transport Advisory Committee (DPTAC). The full membership of the working group is at Annex 2.

1 Manual of ECAC Recommendations and Resolutions Relating To Facilitation and Security Matters, ECAC Doc No.30 (8th edition).

2 International Standards and Recommended Practices – Facilitation, Annex 9 to the Convention on International Civil Aviation ICAO Circular 274-AT/114, Access to Air Transport by Persons with Disabilities.

3 DPTAC – Government's statutory advisers on the transport needs of disabled people.

1.7 The Code covers all aspects of air travel – from accessing information through to arriving at the final destination. It also covers the design of the airport and the aircraft.

1.8 It is intended that this Code should be adopted by the air travel industry in the UK. The UK Government intends to take a regulation making power in future legislation that would enable this Code to be placed on a statutory basis. It would be the Government's intention only to use that regulation making power where it was demonstrated that the industry was failing to follow this voluntary Code of Practice or subsequent revisions. To that end the DfT, working closely with DPTAC, intend to monitor compliance with the Code through periodic surveys. The Disability Rights Commission will also have a role in monitoring those aspects of the Code that are subject to the DDA.

1.9 The Code may also be revised if problems are identified with the current advice and recommendations, or where new developments take place that would support amendments to the Code. Those changes will initially be addressed through the Working Group, but as with this Code any revisions will be subject to wider public consultation before they are introduced.

1.10 The industry should also be aware that that the Government announced in its 10 Year Transport Plan (published July 2000) that access for disabled people will be a condition of new public investment in transport. The Government, and the Disabled Persons Transport Advisory Committee, would encourage the air industry to adopt a similar investment principle.

Section 2 – General principles

2.1 It is intended that this Code should be adopted by all individuals in the UK involved in facilitating air travel for disabled people, travel agents, tour operators, UK airlines (scheduled, “no frills” and charter), airport operators, architects, designers, ground handling agents and retailers.



2.2 It is estimated that around 20% of the UK's adult population has some form of disability. Some people will have more than one disability. The following figures illustrate the numbers involved and provide examples of the improvements from which they would benefit:

- 8 million deaf and hard of hearing people, including 2 million hearing aid users, would benefit from visual information systems
- 7.5 million people with arthritis would benefit from level surfaces, seating, handrails etc

- 1.7 million visually impaired people would benefit from colour contrast, tactile surfaces as well as audible information systems
- 0.8 million wheelchair users would benefit from lifts and ramps
- over 1 million people with learning disabilities would benefit from clearer information.

2.3 The collective spending power of disabled people is estimated to be at least £40 billion a year.

2.4 There is also a close correlation between disability and age – two thirds of disabled people are elderly. By 2020, there will be twice as many people over 65 years in Europe as there were in 1960. With higher expectations among that group for travel, there is a huge potential market for the aviation industry to tap into.

2.5 From the start to the end, the journey must be accessible. Disabled people need to know that it is before they start out. The lack of an accessible taxi, or the absence of assistance on arrival at an airport can prevent a disabled person using air services.

2.6 Meeting the needs of disabled passengers is both a personal and corporate responsibility.

2.7 Everyone in an organisation has a responsibility to ensure they meet the needs of their customers. Responsibility for meeting the needs of disabled passengers should be accepted at the highest levels and delegated to people with the skills and authority to influence the design and operation of aircraft and airport terminals or to alter procedures.

2.8 At the personal level it involves awareness of the potential needs and requirements of disabled passengers and the ability to communicate effectively. Those involved in the design, management and delivery of services should have a clear understanding of how their role affects disabled people, and the knowledge, skills, abilities and commitment to ensure that disabled people are included.

2.9 The health and safety of both staff and passengers must always be considered in all activities.

2.10 It is cost effective to ensure that access for disabled people is included from the outset as part of the initial design of an aircraft and airport terminal and this directly benefits all customers. The Government's commitment on public investment – see paragraph 1.10 – should be taken into account with any new designs.

2.11 It is essential that architects and designers have been trained in the broad range of disability design issues or that there are appropriate skills in the design team, and that they are appropriately briefed.

2.12 Companies should review their policies, procedures and practices to ensure that they meet the needs of disabled passengers.

2.13 This should include not only the physical access and ease of use of facilities but also operational manuals, emergency procedures, evacuation arrangements, safety information and other documents.

2.14 It is a general principle, accepted by members of the British Air Transport Association and the Airport Operators Association, that the costs of providing assistance to disabled passengers at airports should not be passed directly to those disabled passengers. This principle is also reflected in the European voluntary commitments (see para 1.2).

Section 3 – Training

3.1 It should be a corporate responsibility to ensure that reputable disability equality and awareness training is provided for all staff, wherever possible as part of induction training and at regular intervals throughout their careers.

3.2 It is recommended that all staff should receive this training since commitment to meeting the needs of disabled passengers transcends all levels in the organisation and should be seen to do so. For managers, it is particularly important that they have an appreciation of how their decisions affect disabled people, for example, how design decisions affect access. It will also be essential to ensure that staff understand their legal responsibilities under the Disability Discrimination Act. ABTA, in association with the former Department for Education and Employment and the Royal National Institute for the Blind, have produced advice "Tourism and the DDA" which places particular emphasis on training (see Annex 6).

3.3 This Code recognises that in small firms, for example independent travel agents, it may not be possible for in depth training to be given as part of induction training. It is vital that in those circumstances there is at least one senior staff member on hand who has been trained and is available to offer advice to less experienced staff and to disabled customers.



3.4 Disability equality and awareness training will provide staff with the skills and confidence they need to ensure that all stages of the journey, from booking to travel, are as easy as possible for all concerned. Staff may be uneasy, or simply uncertain, about how best to deal with disabled customers. For example, they may have problems communicating with someone who has no speech or is deaf, or they may not know what questions to ask someone in a wheelchair to ensure that their journey is as trouble-free as possible.

3.5 Organisations representing disabled people should be consulted in the development and implementation of these training programmes.

3.6 The training should ideally involve disabled people, who understand the wide range of needs and problems. This has the further advantage of giving staff contact with disabled people. However, for small firms it may be necessary to provide paper-based training because staff cannot easily be released for other forms of training. Small firms may wish to consult further about the type of training which is available.

3.7 Training will have to be tailored to the particular job function, but in general programmes should include (as appropriate):

- barriers faced by disabled people, including attitude, environment and organisation
- principles of access audits
- suggestions for removing barriers faced by disabled passengers
- information on the range of disabilities, including hidden disabilities
- the skills needed for escorting, lifting or searching disabled passengers
- enabling staff to deal with unexpected occurrences – to “think on their feet”
- communication and interpersonal skills for dealing with disabled people, in particular who are deaf or have a hearing impairment
- general awareness of the Disability Discrimination Act.

3.8 In addition to general training airports, airlines and handling agents should provide specific training for personnel who may be required to provide services to disabled people, for example, driving special vehicles, dealing with equipment such as wheelchairs, or guiding and lifting.

3.9 This training, too, should be carried out before undertaking the duties and at intervals thereafter.

3.10 Sources of disability equality and awareness training are given in Annex 6.

Section 4 – Pre-journey

Information

4.1 Operators and, where relevant, travel agents, should make available in accessible formats both general information, as well as specific information about services or arrangements for disabled customers. Language should be simple and clear, with appropriate illustrations. In line with the Disability Discrimination Act (DDA), all reasonable steps should be taken to ensure that such information is made available in alternative media such as Braille, cassette, large print or computer disk. The growing use of the Internet should also be exploited to promote this information with care taken to ensure that the Internet site is accessible (see Annex 7 for details of the Worldwide Web Consortium's guidance).

4.2 The precise form of this information will be appropriate to the application. In tour brochures, for example, it is likely to be more beneficial to all parties if the information for disabled people is incorporated into the standard brochure but with appropriate support for those who are unable to read standard text. However, in some cases, it may be more practical to produce separate information leaflets for disabled people.

4.3 The Royal National Institute for the Blind has published general advice on accessible formats in "See it right" (see Annex 7 for further details).

Booking arrangements

4.4 Travel agents, tour operators and airlines' staff should enquire of all bookings whether there will be anyone in the party who may require assistance at the airport and/or in flight. The information provided should be recorded and transmitted to the travel company/airline(s) using the internationally agreed codes (see Annex 3 for details).

4.5 It is vital that information is recorded accurately and that it is passed on to all those who will need it. It is also important for all businesses to comply with the requirements of the Data Protection Act 1984 (DPA). Information about physical or mental health is considered "sensitive personal data" under the DPA.

4.6 When dealing with **sensitive personal data** the Act requires **explicit consent** to be given by the individual. It is important therefore that when dealing with disabled customers that the particular customer's **explicit consent** is obtained if at all reasonably possible.

4.7 Where it is genuinely not possible to obtain the explicit consent of the actual customer to whom the sensitive personal data relates, it might be possible to obtain that consent from someone acting on their behalf. Businesses should ensure, however, that they have **reasonable grounds** for believing that the person with whom they are dealing does actually have authority to give consent on behalf of the data subject, and that this option is used only as a last resort.

4.8 To assist with the process of gathering relevant data, ABTA has provided its members with a simple checklist to be completed by the agent, operator or customer at the time of booking. An outline of that checklist is provided at Annex 4. Using a checklist may make staff more comfortable in dealing with such personal information and more confident that they have covered all the relevant issues.

4.9 A typical question that could be asked is "would any member of your party have difficulty walking 500 metres?" This would address the difficulties that might arise for those with walking difficulties going between check-in and the gate, and it would also capture those people who do not consider themselves disabled but who would have difficulty in the airport environment.

4.10 It is recognised that there are different time pressures where bookings are made by telephone, but it is still important to establish what, if any, assistance will be required. In addition, to make this service accessible to deaf and hearing impaired people a Minicom or textphone should be made available and staff should receive appropriate training in their use.

4.11 It is good practice, wherever practicable, for tour operators and airlines to confirm that requests for assistance have been received and will be acted upon.

4.12 Providing confirmation to the customer will reassure them that their request has been recorded and will be acted upon.

4.13 Airlines should be able to insist on advance notice where the passenger requires assistance or lifting. Ideally the advance notice should be given at the time of booking, but airlines should be prepared to deliver the full assistance requested provided a minimum of 48 hours notice is given. However, where flights are changed at short notice by the airline, or disabled people make bookings at short notice, (e.g. by using “last minute deals”), there may not be sufficient time for the disabled person to meet any requirement for advance notice. In such cases the airline should do all that it reasonably can to accommodate requests.

4.14 The requirement for advance notice should ensure that the airline is able to plan ahead to ensure that the disabled passenger gets the assistance they need.

4.15 The services to be provided upon request include:

- assistance with registration at check-in
- allowing the disabled person the opportunity to shop airside, subject to sufficient time being available.

Assistance in:

- proceeding to the gate
- boarding and disembarking
- stowing and retrieving baggage
- providing the on-board wheelchair
- moving to and from the aircraft lavatory
- transferring a person between a mobility aid and the passenger seat (by handling agents)
- providing limited assistance with meals and enquiring, periodically during a flight, about a person’s needs
- individually briefing disabled passengers and their escorts or companions on emergency procedures and the layout of the cabin

- proceeding to the general public area or, in some cases, to a representative of another operator
- assistance to passengers in transit.

4.16 Airlines should only require an escort or companion when it is clear that a disabled person is not self-reliant. Airlines should only require disabled passengers to obtain a medical clearance in cases of a medical condition where it is clear that the passenger's safety or well being, or that of other passengers cannot be reasonably assured.

4.17 In establishing whether someone is "self-reliant" airlines should establish that the passenger is independent in the following areas:

- breathing – the passenger should not be reliant on supplementary oxygen.
- feeding – the passenger should be capable of feeding themselves. Cabin crew could still expect to assist with opening food containers and describing catering arrangements to blind people.
- lifting – the passenger should be capable of moving from a passenger seat to an on-board wheelchair.
- communicating – the passenger should be able to communicate with cabin crew and understand their advice/instructions.
- toileting – the passenger should be capable of using the toilet facilities unaided. Cabin crew can, however, be expected to assist a passenger to move through the cabin in an on-board wheelchair.
- medicating – the passenger should be capable of administering their own medicines and medical procedures.

4.18 Where an escort or companion is required by the airline they should consider offering a discount on the full fare for that flight for that person. It is acknowledged that this arrangement is unlikely to be viable where an airline seat is sold as part of a holiday package.

4.19 The operator and travel agents offices which are open to the public should be accessible to disabled people.

4.20 Part III duties under the DDA apply here (see Annex 1). In some cases there are also statutory requirements to be met in relation to the accessibility of buildings. A number of organisations have produced guidance on building design which cover a wide range of issues from the use of colour and tonal contrast to assist blind and partially sighted people, to the design of stairs, lifts and escalators. For a list of those publications and other relevant information see Annex 7.

4.21 Internet bookings should provide similar services to those of more traditional agencies.

4.22 This is a rapidly developing area, and at this stage this Code of Practice has not sought to be too prescriptive in the approach that is proposed. For example, while a checklist approach might ultimately be commonplace, the Code would recognise that a parallel system (e.g. a telephone back up system) might need to be used initially. In either case the web site should make very clear to the user how it is intended that they should record their requests for special assistance, and where necessary easily accessed links should be provided between the main site and any pages dedicated to disabled passengers. Of course, in all cases the web site needs to be accessible to disabled people, particularly those with a vision loss. Guidance on the design of accessible web sites, “W3C Web Accessibility Initiative” is available from the World Wide Web Consortium (see Annex 7).

Seat reservations

4.23 Disabled people, on production (where appropriate) of supporting evidence, should be permitted to pre-book seats. Those arrangements should be communicated to airport ground staff and cabin crew, for both outward and return flights.



4.24 Where evidence is required, the airline should have their own policy in place for dealing with such requests and should make that information generally known to passengers in advance.

4.25 In all circumstances it should be made clear to the disabled passenger that seating allocations cannot be guaranteed since operational difficulties, for example, a change of aircraft, may affect the seating plan. In such circumstances, however, every effort should be made to accommodate disabled passengers' needs, e.g. by trying to allocate a comparable seat.

4.26 There have been occasions when disabled people have requested a seat in a particular area (e.g. in a bulkhead seat) and have then been advised that their seat may be allocated to someone else at short notice. This has occurred when the airline regards someone else as having a greater need. As a general principle, whenever possible such seats should be allocated on a "first come, first served" basis (i.e. if the disabled person books first the seat is allocated to them, and vice-versa).

4.27 Airport check-in staff should be informed of any seat reservations to ensure that the seat allocated to the disabled passenger is not reallocated before the minimum check-in time for the flight. Cabin crew should be advised not to reallocate a seat on board unless the seat is occupied by a non-disabled passenger and a disabled passenger or someone with a young baby needs the seat.

Additional seats

4.28 Where, because of their disability, a disabled person requires two seats, the second seat should be offered at a discount on the full fare for that flight.

4.29 It is acknowledged that this arrangement is unlikely to be viable where the airline seat is sold as part of a holiday package.

4.30 For reasons of viability, the airline can restrict the number of such bookings that they can accept on any particular flight. This will be particularly important for charter companies that are likely to have a higher proportion of disabled passengers. Passengers should be expected to provide proof of their need for two seats. The airline should have their own policy in place for dealing with such requests and should inform disabled passengers about the supporting medical evidence required.

Section 5 – Arrival at the airport

5.1 When disabled passengers arrive at the airport, they should encounter clear, unambiguous signage to make it easy for them to find their way to the right part of the airport.

5.2 Everyone arriving at an airport needs to be able to identify easily and quickly where they need to go and how to get there. Designing the signage system with the needs of disabled people in mind – including those with learning disabilities or a vision loss – will ensure that all passengers, regardless of disability, more easily understand the signage.

5.3 Regardless of how a disabled passenger arrives at the airport the aim should be to provide a seamless service.

By car

5.4 In all car parks the design of entry equipment should take account of disabled users, including wheelchair users, e.g. positioning, height, ticket issue. An easy to operate help button should be provided at the entrance that makes provision for deaf and hearing impaired people.

5.5 Many disabled people arriving by car will be drivers. It is therefore essential that they are able to use the entry equipment that is fitted.

5.6 It should be possible to reach all of the controls from the driver's window, without the need to open the door or get out of the vehicle. All controls should be easy to use requiring an operating strength of no more than 15 Newtons. The controls should contrast with their surrounds and where they require to be pushed they should be capable of being operated by the palm of the hand.

5.7 The ticket issue should provide a sufficient length of ticket to enable the driver to grasp hold of it easily, and it should require minimum effort to remove the ticket. Provision should be made for people who are unable to use their arms. This may involve the installation of CCTV cameras at the barriers, or other systems which will alert staff to the need for assistance.

5.8 Where new systems are introduced a visual indication should be incorporated to notify to the user that their request for assistance has been received.

5.9 Where vehicle height barriers are installed a vertical clearance of 2.6m from ground level will be required to allow access to hi-top conversion vehicles. Alternatively, a facility should exist to allow the users of such vehicles to make arrangements to pass. The vertical clearance should be maintained from the entrance to the car park to (and including) the designated parking spaces and exits from those spaces.

5.10 Some disabled people have vehicles which allow them to drive from, or travel in, their own wheelchair. These vehicles are converted from standard production vans or people carriers and may have a higher than average roof height to accommodate a person sitting in a wheelchair.

5.11 Spaces reserved for disabled people (using recognised disabled persons' parking badges) should be clearly signed from the entrance. The spaces should be near to terminal access and payment facilities and should be designed to facilitate access from the side and rear of the vehicle.



5.12 It is important that the spaces for disabled people are designed to be fit for purpose. For example, there should be sufficient numbers provided and they should be signed and designed to meet the needs of those who will be using them. Advice on layout and numbers of spaces needed is given in Traffic Advisory Leaflet 5/95 and BS8300 (see Annex 7). The users will be holders of the UK's national parking card for disabled people and more infrequently holders of disabled persons' parking cards issued by other countries which are recognised in the UK.

5.13 It should not be necessary to locate all parking for disabled people in short term car parks (which are generally those closest to the terminal buildings) provided:

- long term car parks are served by wheelchair accessible buses
- the reserved spaces are close to and have unobstructed access to the bus stops
- the bus stops are accessible to wheelchair users
- a help button or similar system is provided for disabled passengers to call for assistance with baggage or mobility.

The Code recognises that in some airports the accessible buses will operate on special services dedicated to disabled people. However, in those cases, the services provided to the disabled person should be at least as good as those provided to other passengers by the mainstream service, i.e. disabled people, having advised of their presence, should not have to wait longer for the service. Contact details for those services should be clearly displayed at pick up points.

5.14 A help point should be provided in close proximity to the reserved spaces. The help point should be clearly signed and should contrast with its surroundings. Its controls and communication links should be located between 750 mm and 1200 mm above ground level. Any manually operated controls should be capable of being operated with the palm of the hand and should require a force not greater than 15 Newtons to operate. The system should be accessible to deaf and hearing impaired people. As an alternative a telephone based system (incorporating an inductive coupler) can be used. Where new systems are introduced a visual indication should be incorporated to notify to the user that their request for assistance has been received.

5.15 To meet DDA duties it may also be necessary to provide help points at other, signed locations, throughout the car park, to ensure that disabled people using other parking spaces can call for assistance, eg with carrying baggage to the terminal.

5.16 These help points can be used to summon assistance in emergencies, but they can also be used by the disabled person to call for support to assist them in getting from the car park to the terminal.

5.17 All help points, including those using telephone systems, should have amplification, inductive couplers, and a light or other visual display to assist deaf and hearing impaired people.

5.18 Staff responding to requests for such assistance should be expected to assist with lifting baggage or mobility equipment out of the car, but they should not be expected to lift the disabled person out of the car.

5.19 The signage for all spaces reserved for disabled people should clearly indicate the status of those spaces and should discourage other passengers from abusing them.

5.20 Car park operators should establish a system for continuing to recognise disabled people's vehicles that are not displaying a recognised disabled persons parking badge because the person needs to use the badge at their destination. Information should be available to disabled people about such arrangements in advance of their journey.

5.21 In many countries UK parking badge holders can enjoy the parking concessions that are given to resident disabled people in those countries. In order to make use of those concessions, however, they need to display their UK parking badge. It is important therefore that some administrative arrangements are in place at the departure airport to ensure that the disabled person can park in the spaces reserved for badge holders but take the badge with them. Information about those arrangements should be available to disabled people in advance of their travel and there should also be clear reminders about them in the car park, adjacent to the spaces.

5.22 Payment machines should be accessible to disabled people, or a convenient alternative arrangement should be in place to facilitate payment. Provision will also have to be made for people who are deaf or hard of hearing if the machine includes a voice telephone/help button for emergency use, ie amplification, inductive couplers and a light or simple message display.

5.23 Advice on the design of payment machines – location, height of controls, etc is given in BS8300 (see Annex 7 for details). In circumstances where the payment machines do not meet the needs of disabled motorists a clearly signed manual payment system should be provided.

By taxi



5.24 Taxi ranks should be well signed. They should allow disabled people to get in and out of the vehicle on the nearside or rear, and should provide unobstructed, step free access to/from the terminal building. Where access requires passengers to cross other lanes of traffic, footways at those crossing points should be flush with the road surface (dropped kerb or raised carriageway) and incorporate tactile paving in accordance with DfT guidelines.

5.25 Where airport operators have entered into a contract with a firm to provide “taxi” services, they should include a condition that at least some of the vehicles serving the airport should be wheelchair accessible and a system should be established to enable those vehicles to be called to the rank or pre-booked.

5.26 In the absence of such a condition, wheelchair users will not be able to access taxi services from the airport, or will have to wait longer than other passengers for a suitable taxi. This will be unacceptable to disabled people. It will particularly inconvenience foreign visitors, or those travelling to the airport from other parts of the country, who may be unable to make advance booking for their onward journey.

5.27 Airport operators should also be aware that the DDA provides powers for the Secretary of State to designate transport terminals where such contracts are in place. This will allow him to apply any of the requirements of the accessibility regulations for taxis, which he can introduce under the DDA, to the vehicles and drivers provided under the contract arrangements.

5.28 Unless the taxi rank is staffed during operating hours, a help point should be provided to enable customers to call for assistance. See 5.14 for details.

By hire car

5.29 The drop off points should be clearly signed.

5.30 The premises should be accessible to disabled people.

5.31 The physical access arrangements are covered by Part III of the DDA (see Annex 1). There is a wealth of information available about making premises accessible to disabled people. For a list of those publications and other relevant information see Annex 7.

5.32 The hire car company should ensure that an accessible shuttle service, or special service is available to transfer the disabled person from the hire car premises to the airport. Alternatively another system to allow disabled people to drop off close to the terminal, for example, in the pick up area, should be provided.

5.33 Where pedestrian links are available between the hire car premises and the airport, the airport operator should ensure that these are fully accessible to disabled people.

By bus or train



5.34 Where the bus, train or tram station (interchange) is owned or operated by the airport operator they should ensure that the premises are fully accessible. In other circumstances the airport operator should liaise with the operator of the interchange to encourage such provision.

5.35 Guidance on the design of interchanges is provided in “Inclusive Mobility – A guide to best practice on access to pedestrian and transport infrastructure” (see Annex 7 for details).

5.36 A procedure should be agreed between the airport/airline and the interchange operator to ensure that disabled people receive assistance between the interchange and the check-in. Ideally the assistance should be given by one provider so as to provide a seamless service to disabled passengers.

5.37 A help point should be provided at the exit/entrance and on platforms to allow a disabled passenger to summon assistance. It should be clearly signed and should contrast with its surroundings. See 5.14 for details.

Routes to the terminal



5.38 All pedestrian routes between drop off points and the terminal should be well signed and fully accessible to disabled people. Guidance is provided in “Inclusive Mobility – A guide to best practice on access to pedestrian and transport infrastructure” (see Annex 7).

Section 6 – Access to, and facilities within the terminal building

6.1 Detailed guidance on the design of infrastructure is provided in “Inclusive Mobility – A guide to best practice on access to pedestrian and transport infrastructure” (see Annex 7 for details). This section provides the general principles that should apply landside and airside but readers should also refer to “Inclusive Mobility” for more detail.

General

6.2 From the first phase of planning new public buildings or refurbishing existing ones, airport operators should ensure that the needs of disabled people are central to the design brief.

Landside

6.3 Signage throughout this area should be clear and unambiguous. Wherever possible pictograms should be used and where appropriate, tactile symbols should be used where the sign is within reach of passengers, e.g. on toilet doors.

6.4 Regardless of how they arrive at the terminal it should be possible for a disabled person to summon assistance to get them to the check-in counters (see Section 5).

Check-in facilities

6.5 Check-in facilities should be designed to be accessible to passengers in wheelchairs as well as ambulant passengers. Provision should also be made to ensure that staff can communicate with deaf and hearing impaired passengers.

6.6 Check-in staff should check reservation arrangements to ensure that pre-booked assistance will be provided. Where no such notice is recorded, and the staff consider that assistance might be needed, they should ask the passenger concerned and arrange such assistance, as necessary. In assessing whether assistance will be required staff should advise passengers of the likely distance to the gate or departure lounge or the time required for a non-disabled person to reach it.

6.7 Where a passenger has identified the nature of their disability, the check-in staff should, before assigning that passenger a seat, inform the passenger of those available seats that are most accessible and then establish with that passenger an appropriate seat assignment, for them and any escort, on a first come, first served basis.

Self-service equipment

6.8 Where self-service check-in facilities are provided they should be supported by a staffed check-in desk for those who are unable to access self-service equipment. The availability of that desk should be clearly indicated at the self-service machine. In any event, a help point (designed to the principles at 5.14) should be provided for those who may experience difficulty with the self-service equipment.

6.9 Similarly where automatic ticket machines are provided, they too should be supported by staffed ticket desks and help points.

Reserved seating areas

6.10 Where seating areas are reserved for disabled passengers, and others requiring special assistance, these should be within close proximity to a staffed desk. In addition, or as an alternative, help points should be provided in those areas. These can be similar to the help points described at 5.14, or more commonly, they will be telephone based systems. In all cases the system should be capable of meeting the needs of people with sensory impairments.



6.11 For people who are deaf or hard of hearing the equipment needs to be compatible with hearing aids, have variable amplification for those who do not use a hearing aid, and some kind of text communication facility.

6.12 Flight information should be available to disabled customers seated in these reserved seating areas. For example, information screens should be visible from these areas.

6.13 Staff will need to check back regularly with disabled passengers seated in these areas. This is particularly important for visually impaired passengers who cannot read customer information screens.

Access to information

6.14 All equipment provided for use by the general public, e.g. telephones, should also be accessible to disabled people, including those with sensory impairments.

6.15 In the case of telephones at least one in a bank should be accessible to wheelchair users. All telephones should incorporate amplification, inductive couplers and facilities for blind and partially sighted people. At least one textphone facility for people who are deaf or hard of hearing should be provided both landside and airside in each terminal. Those facilities should be indicated by clear signage.

Public facilities

6.16 All areas and services in the terminal building that are open to the public, should be accessible to disabled people. For example, toilets, showers, restaurants and shops, business centres, executive lounges, leisure facilities, viewing galleries and places for prayer.

6.17 Where facilities are provided for the sole or main use by disabled people they should be appropriately signed using pictograms and where appropriate, embossed tactile markings, e.g. on the doors to toilets.



Assistance dogs

6.18 Provision should also be made for a well-maintained dog relief area for assistance dogs used by disabled people, e.g. guide and hearing dogs. The route to this area must be signed, with level access and be well lit. Assistance from staff should be available on request. The dog relief area should be a minimum of 3m x 4m with a 1.2 m high secure fence. The entrance gate to the enclosed area should have a simple to operate and secure catch. The surface area should be concrete with a smooth surface to assist cleaning, and a slight fall, say 3.5%, to assist drainage. Adjacent to the entrance should be a waste bin with cover and a supply of plastic bags, as some owners are able to pick up after the dog has spent. Where the area is for the sole use of assistance dogs a sign saying "For assistance dogs only" should be displayed. Airport operators may wish to liaise with Customs and Excise about whether there is scope for assistance dogs to share the area used by other dogs, e.g. those used by customs/security staff. For further advice on assistance dogs, see paragraphs 8.20 – 8.23.

Airside facilities

Security

6.19 All facilities should, as far as possible, be accessible to disabled people. Where physical access is not possible, for example, if someone has difficulty lifting bags on to the x-ray machine, staff should offer assistance. Aisle widths and security archways should permit the passage of passengers using wheelchairs.

6.20 Disabled people do not need, or indeed want to be exempt from security searches. However, they do require that the security searches be carried out sensitively and with care.

6.21 Security staff should adopt the advice in ECAC Doc No. 30 (see Annex 7) in relation to the handling of checks involving disabled people.

6.22 This advice is reproduced in Annex 5 and can be usefully reproduced as a “pocket-size” guide for staff to use after they have been trained.

6.23 Private physical searches should be available. Those search areas must be capable of accommodating a passenger in a large powered wheelchair (ISO standard 700mm x 1200mm) and the security personnel.

Customs and VAT reclaim

6.24 As with all other desks in the airport, these desks should be accessible to wheelchair users as well as ambulant disabled people and provide for ease of communication with deaf and hearing impaired people.

Shopping, catering and other public facilities

6.25 As for landside all areas and services that are available to the public should be accessible to disabled people. For example, toilets, restaurants and shops, business centres, executive lounges, places for prayer and viewing areas.

Information

6.26 Flight information should be accessible to disabled people.

6.27 This will require airport operators to pay particular attention to the design and positioning of the visual displays to ensure that they are easily readable.

6.28 Provision also needs to be made for people who are unable to use visual displays, e.g. blind people and some people with learning disabilities. Audible announcements will generally meet this requirement. But where those are considered inappropriate a clearly defined information desk is required where passengers can obtain the information they need. Ground handling staff should be instructed to ensure that visually impaired people are kept up to date with flight information.

Gate facilities

6.29 Staff at the gate should identify themselves to disabled passengers, and in the case of deaf or hard of hearing passengers should ensure that they are kept informed when audible announcements are made. Staff should be advised to look out for disabled passengers who may have difficulty with stairs or steps, or the distance to the aircraft from the gate. They may need to suggest an alternative route to the aircraft or summon appropriate assistance.

6.30 Where aircraft are on remote stands, the transport links to and from them should be accessible.

6.31 It will generally be more efficient for the airline and acceptable to disabled passengers, if they are able to travel out to the aircraft in the same vehicle used by other passengers. Low floor wheelchair accessible buses that provide ramped access are particularly suitable since they also offer easy access for passengers with baggage and small children. However, where disabled passengers need full lift on/lift off assistance, it is likely to be less embarrassing for the disabled passenger, and more efficient for the airline, to pre-board that passenger.

Wheelchairs

6.32 Wheelchair users should be able to remain in their own wheelchair to the gate wherever possible.

6.33 The general rule should be to allow disabled people to remain in their own wheelchairs until they reach the door of the aircraft. This will be relatively straightforward where the aircraft is on pier, but where the aircraft is on a remote stand, wheelchair users will generally have to transfer on the ground outside the aircraft, or in the vehicle that has transported them to the aircraft.



6.34 Users of powered wheelchairs should be permitted to remain in their own wheelchair to the gate where there are goods lifts adjacent to the departure gate and where loading of the wheelchair is possible at the side of the aircraft. In other circumstances powered wheelchairs will normally need to be taken from passengers at the check-in desk in order that they can be packaged ready for carriage.

6.35 Although space may be available on board to store a personal folding wheelchair, this Code recognises that there could be demand for that space. To avoid conflicts arising, all wheelchairs should be stored in the hold. However, other small mobility aids – crutches, sticks, canes, etc. should be stored in the passenger cabin.

6.36 To ensure that personal wheelchairs are undamaged during the loading process, and that staff involved in that process are protected, lifts/ramps should be installed at gates to facilitate the vertical movement of wheelchairs as part of new build projects and rebuild projects.

6.37 Airlines should also ensure that the wheelchairs are protected and kept intact, for example, by placing them in protective wrapping before they are placed in the aircraft hold. It is essential that staff involved in this process have received training on handling wheelchairs which are personal items and essential to the disabled person.

6.38 Personal wheelchairs should be carried free of charge, and should be the last items to be loaded in the hold and the first to be unloaded. They should then be unpacked and returned to their owner with the minimum of delay. Where facilities exist wheelchairs should not be sent to baggage reclaim.

6.39 On board wheelchairs will be used by a wide range of disabled people. It must be possible to store them securely on board. It is important that they should be designed to be as comfortable as possible. Some disabled people have no feeling below the waist and will not notice sharp edges or pressure points, which may cause them injury. Others have full sensation but might have muscle wastage. They are likely to be uncomfortable on a chair through which hard parts, such as a cross bar, can be felt through the seat. Traditional ambulance chairs are therefore unsuitable. It is also important that on-board wheelchairs are easy to manoeuvre for the crew or companion assisting the disabled passenger. The Disabled Persons Transport Advisory Committee (DPTAC) will be working with the industry to develop a specification for on-board wheelchairs.

Boarding

6.40 All disabled passengers who need assistance should be pre-boarded on departure and should be the last passengers to disembark on arrival.

6.41 This is generally more dignified and less stressful for the disabled passenger and a more efficient approach for the airline.

6.42 In certain circumstances severely disabled people will be accompanied by specially trained personal assistants who will be best able to lift the disabled person. In those cases airlines should not insist on providing assistance but should follow the preferences of the disabled passenger.

Section 7 – Aircraft design

7.1 The European Civil Aviation Conference (ECAC) Doc No. 30 includes specific recommendations in relation to the design of aircraft to make them more accessible to disabled people. More recently the ECAC is setting up discussions with manufacturers about the design of future aircraft to ensure that they are made more aware of the needs of disabled people, including the need for toilet facilities which are accessible to people in on-board wheelchairs but which do not encroach unreasonably on the available seating areas.

7.2 This section builds on the areas covered in Doc No. 30 for aircraft with more than 30 passenger seats. It should apply to aircraft coming newly into service, and, where practicable, to existing aircraft which have been subject to major refurbishment.

7.3 New or refurbished integrated boarding stairs on an aircraft should have a uniform riser height, uniform tread depths and a height for the first step on and last step off that does not exceed the uniform riser height. Tread surfaces should be firm and slip resistant, non reflective and should not be of an open riser construction. The leading edge (or nosing) of each tread should be marked by a strip (50mm deep) of colour that contrasts with its surrounds. Handrails should, where practicable, be provided on both sides, be tonally contrasted to their surroundings and be rounded (max diameter 35-40mm). They should also extend beyond the top and bottom step.

7.4 On smaller aircraft, e.g. Jetstream 40, it may be impossible to meet the requirement for a handrail on both sides unless extra ground equipment is provided.



7.5 At least 50% of all aisle seats in economy cabins, or those with restricted legroom, should have moveable armrests.

7.6 There may be less need to provide lifting armrests in cabins where the seat spacing allows for ease of movement in front of the seats.

7.7 An on-board wheelchair should be provided where the aircraft has a toilet cubicle capable of accommodating one, and on all aircraft with more than one aisle.

7.8 While the on-board wheelchair is clearly essential on aircraft with a wheelchair accessible toilet, it can also be useful on other wide-bodied aircraft to facilitate movement within the passenger cabin.

7.9 Wide-bodied aircraft should be equipped with at least one spacious lavatory for disabled passengers catering for disabled people with a range of disabilities. The DPTAC is developing a specification for on-board wheelchair accessible toilets.

7.10 There should be no threshold to these cubicles and they should be able to accommodate someone in the onboard wheelchair and an assistant. The toilet should also have suitable handholds to assist someone to transfer from the wheelchair to the toilet, and to help ambulant disabled people to balance. To assist those who are unable to stand, the toilet flush should be positioned to the side of the toilet bowl. The toilet flush should also contrast with the surrounding wall covering.

7.11 Any other aircraft equipped with at least two adjacent/tandem lavatories should have at least one adapted for disabled people to access in an on-board wheelchair.

7.12 The same design principles should apply to these cubicles as to those on wide-bodied aircraft.

7.13 All lavatories should incorporate colour and tonal contrast to assist people with low vision. All instructions inside the cubicle, e.g. those to close and lock the door, should be simple and unambiguous. Wherever possible pictograms should be used and, as appropriate, tactile signs provided to assist blind people, for example, to indicate the “Call for aid” button.

7.14 This will ensure that disabled people, particularly those who are blind or partially sighted, can use the lavatories independently and safely.

7.15 Handrails for passenger use on access stairs and throughout the aircraft should be round in section, slip resistant and colour contrasted against their surroundings. When used on stairways they should return to the wall or to the head and foot of the stairs in a smooth curve.

7.16 These design principles will ensure that the handrails can be used by people with poor grip and can be seen by people with low vision.

7.17 Floor surfaces on an aircraft should be level, non-reflective and slip resistant.

7.18 This will give people with walking difficulties confidence when moving around the passenger cabin, and will ensure that partially sighted people do not find the surface disorientating.

7.19 Lighting, except reading and other lighting under the control of the passenger, should be directed and controlled to prevent glare or shadows. Lighting in the passenger cabin should not result in any sharp contrasts in intensity.

7.20 Controlling the lighting in this way will benefit partially sighted people who would otherwise have difficulties were they to encounter pools of light and dark.

7.21 Signage should be positioned so as to avoid shadows and glare. Signage should also contrast with its surroundings and where appropriate be embossed and incorporate pictograms.

7.22 This will benefit all passengers, including blind and partially sighted people and those with learning disabilities.

Section 8 – On board facilities

Training

8.1 All cabin crew, including the flight crew, should receive disability awareness training (see Annex 6).

Seat allocation

8.2 Except on grounds of safety, cabin crew should not move disabled passengers from seats that are most appropriate for them.

8.3 If a disabled passenger has been allocated to an emergency row seat, or to one which the operator has identified as unsuitable for people with specific disabilities then under current aviation regulations the crew would be right to ask them to move to another seat. However, it would be unreasonable for cabin crew to ask a disabled person to move from a seat that has been allocated to them because of their disability in order to give that seat to a non-disabled passenger. For example, it would not be reasonable to ask someone with a stiff leg to move to a seat with less legroom (see Section 4 on seat allocation).

8.4 Cabin crew should be prepared to provide reasonable assistance to disabled passengers with the stowage and retrieval of any hand baggage and/or mobility aid.

8.5 Cabin crew should familiarise disabled passengers with any facilities on board designed particularly for disabled passengers. In the case of visually impaired people they should additionally offer more general familiarisation information and such other explanations as may be requested, e.g. about on board shopping.

Information

8.6 All information relating to emergency procedures, etc. should be accessible to people with learning disabilities and provision should also be made for blind and partially sighted passengers. Other printed material, e.g. dinner menus, should, where reasonably practicable, be accessible to blind and partially sighted people.

8.7 The current practice of using pictures generally meets the requirements of people with learning disabilities. For blind and partially sighted people, Braille and large print formats should be made available. Cabin crew should also be trained to assist by reading/explaining the contents if requested to do so.

8.8 Where video, or similar systems, are used to communicate safety or emergency information, sub-titles should be included to supplement any audio commentary.

8.9 The need for sub-titles will be minimised if the video programme is produced without the need for audio commentary, ie. a video relying solely on pictures. It will also assist people with a learning disability and sign language users. A separate audio description would, however, still be required for blind and partially sighted passengers.

8.10 All emergency announcements and others relating to changes to the schedule, connections, and on board services should be made visually and orally to disabled people who request that service.

8.11 Ideally, all announcements should be made visually and orally. In this way sensory impaired people are given equal access to the information provided to other passengers.

Entertainment

8.12 Where possible, films and other programmes should be subtitled for deaf and hard of hearing passengers.

8.13 Technology is advancing rapidly in this area and over time disabled passengers will expect sub-titles and audio descriptions to be made available on new aircraft. (Audio systems should be compatible with the "T" switch on hearing aids worn by hearing impaired passengers.)

Catering

8.14 In selecting catering supplies, airlines should consider how “user-friendly” the packaging is for disabled people.

8.15 For people with poor dexterity opening food packages can be difficult, and in some cases impossible. Cabin crew should offer assistance with opening such packages.

8.16 Cabin crew should describe the food, including its location on the tray, to blind and partially sighted passengers. They should also be prepared to assist disabled passengers in cutting food if requested to do so.

8.17 This basic level of assistance will enable many disabled people to be independent.

8.18 During the flight cabin crew should check periodically to see if their disabled passengers need any assistance. In the case of those requiring the use of the on-board wheelchair, the staff should be prepared to assist the passenger to and from the lavatory e.g. by pushing the on-board wheelchair or offering general support. For the safety of crew and passengers cabin crew must not lift disabled passengers.

8.19 Not all disabled passengers will be able to access the “Call for assistance” button, particularly where it is located overhead.

Assistance dogs

8.20 Assistance dogs (e.g. guide and hearing dogs) should, subject to regulations, be permitted to travel in the passenger cabin at no extra charge. The airline can ask the owner of the animal to produce proof that their assistance dog has been trained by a recognised body. In the UK those bodies will be members of Assistance Dogs UK – the umbrella organisation representing assistance animal institutions in the UK (see Annex 8 for details).

8.21 The animal can be accommodated on the floor at the feet of the person with the disability.



8.22 Airlines may wish to limit the number of assistance dogs which are carried.

8.23 The Guide Dogs for the Blind Association is working with a number of partners to draw up a code of practice on the welfare of assistance dogs while they are travelling. The code is expected to be produced in 2003 and copies will be disseminated to the aviation industry.

Section 9 – Disembarkation, transfer arrangements and leaving the airport

9.1 Disabled passengers requiring assistance should be the last passengers to disembark.

9.2 This is generally more dignified and less stressful for the disabled passenger and is also a more efficient approach for the airline.

9.3 Assistance should be available with the minimum delay. For those disabled passengers using a wheelchair, their own wheelchair should, where practicable, be available immediately upon leaving the aircraft.

9.4 It is recognised that at busy airports some delay may be unavoidable, but the airline should try to ensure that such delays are kept to a minimum for the comfort and well being of their disabled passengers. It is also recognised, particularly where there are no lifts at the gate, that it may not be possible to deliver some wheelchairs, including powered wheelchairs, to the gate.

9.5 Where facilities exist to return wheelchairs to the aircraft, wheelchairs should never be delivered to baggage reclaim unless the passenger has specifically requested that it should be.

Transfer arrangements

9.6 Airlines and airports should ensure that the arrangements for transfer passengers are accessible and can accommodate disabled passengers. Where the mainstream services are inaccessible, or the distances to be covered “on foot” are too great, specialised, accessible transport or other assistance should be provided.

9.7 Direct transfer from one aircraft to another should be authorised, where necessary and possible, whenever this is warranted by deadlines in making connecting flights or by other circumstances.

Baggage retrieval, Immigration and Customs

9.8 Staff assisting disabled passengers through the terminal should also assist them with the retrieval and carriage of baggage.

9.9 Staff at immigration and customs desks should receive disability awareness training to enable them to deal effectively and sensitively with disabled passengers.

9.10 The physical design of baggage areas and immigration and customs areas, should allow for the passage of wheelchair users and passengers being transported in airport buggies.

9.11 Assistance should be provided to disabled people from the aircraft up to the point of onward travel, e.g. car park, bus station, railway station. Before leaving the disabled passenger, staff should, where necessary, ensure that the onward transport provider has been notified of their presence and need for assistance.

9.12 In assisting disabled passengers at this stage the staff should be prepared to assist them with transporting their baggage. Where the passenger is continuing a journey by car, staff may additionally be called upon to assist with loading the baggage, and mobility equipment, into the vehicle. It would be unreasonable, however, to expect staff to help lift the passenger into their vehicle.

9.13 Where the onward journey is by another mode of transport, it is important that the disabled person is not simply left at the bus or railway station. Where necessary the staff there should be advised of their need for assistance.

Annex 1– Duties under Part III of the Disability Discrimination Act 1995

The Disability Rights Commission have published a Code of Practice covering the Part III duties (see Annex 7).

Implementation Dates	Duties on services providers
December 1996	Not to discriminate against disabled people by: <ul style="list-style-type: none">• refusing them service• providing them service on worse terms• or providing a lower standard of service.
October 1999	To make adjustments to the way they provide their services so that disabled people can use them. Service providers are required to take reasonable steps to: <ul style="list-style-type: none">• change any practice, policy or procedure which makes it impossible or unreasonably difficult for disabled people to use a service• provide an auxiliary aid or service which would enable disabled people to use a service• overcome physical barriers that make it impossible or unreasonably difficult for disabled people to use a service by providing the service by a reasonable alternative method. <p>A Code of Practice has been produced to assist service providers in meeting those duties.</p>

Annex 2 – Members of the Air Access Working Group

Association of British Travel Agents (ABTA)	Keith Richards
Airport Operators' Association	Alicia Hamilton
British Air Transport Association	Simon Buck Jim Forster
Department for Transport (DfT)	Sue Sharp Alan Nafzger Helen Grech Janet Tublin
Disabled Persons Transport Advisory Committee (DPTAC)	Jane Wilmot Peter Barker Bert Massie Peta Wright

Annex 3 – International Air Transport Association (IATA) codes applying to disabled people requiring assistance

- MEDA** Passenger whose mobility is impaired due to clinical cases with medical pathology in progress, being authorised to travel by medical authorities. Such passenger usually has social coverage in relation to the illness or accident.
- STCR** Passenger who can only be transported on a stretcher. Such passenger may or may not have social protection or specific insurance.
- WHCR** Passenger who can walk up and down stairs and move about in an aircraft cabin, who requires a wheelchair or other means for movements between the aircraft and the terminal, in the terminal and between arrival and departure points on the city side of the terminal.
- WCHS** Passenger who cannot walk up or down stairs, but who can move about in an aircraft cabin and requires a wheelchair to move between the aircraft and the terminal, in the terminal and between arrival and departure points on the city side of the terminal.
- WCHP*** Passenger with a disability of the lower limbs who has sufficient personal autonomy to take care of him/herself, but who requires assistance to embark or disembark and who can move about in an aircraft cabin only with the help of an onboard wheelchair.
- WCHC** Passenger who is completely immobile who can move about only with the help of a wheelchair or any other means and who requires assistance at all times from arrival at the airport to seating in the aircraft or, if necessary, in a special seat fitted to his/her specific needs, the process being inverted at arrival.
- BLIND** Blind.

DEAF Passenger who is deaf or a passenger who is deaf without speech.

**DEAF/
BLIND** Passenger who is both deaf and blind, who can only move around with the help of an accompanying person.

MAAS All other passengers in need of special assistance.

* WHCP is not yet internationally recognised.

Annex 4 – ABTA checklist for travellers with disabilities



We want everyone to enjoy completely successful travel arrangements. We therefore ask that this checklist be completed before confirming a booking for any customer who has a disability or medical condition requiring special travel, accommodation or dietary arrangements. The questions may seem intrusive but they are necessary to ensure disabled customers receive a quality service tailored to their particular needs.

This information will be used to check the suitability of the accommodation, transport and facilities in the destination. This form should also be used to give information regarding specific needs for equipment and/or medication.

Please circle Yes or No as appropriate

A. Booking details

Lead name: _____

Name of customer with special requirements: _____

Departure date: _____

Booking ref.: _____

Outbound flight number: _____

Inbound flight number: _____

Contact phone number or e-mail: _____

B. General

1. How would you describe your disability?

It may also be helpful to give the medical term for the disability.

C. Mobility

1. Do you have any kind of mobility difficulty? Yes/No

If No please go to Section D.

If Yes please give details.

2. Can you walk or travel on your own without assistance in an unfamiliar place? Yes/No

For example: although you may not need assistance all the time some distances at the airport terminal can be long – between the airline check-in desk and the departure gate, say.

3. Are you taking your own wheelchair? Yes/No

3 (a) If Yes, is it battery operated? Yes/No

3 (b) If Yes, is it: i) Dry Cell Yes/No

ii) Wet Cell Yes/No

3 (c) If Yes, does it fold up? Yes/No

3 (d) If Yes, what are the dimensions and weight of your wheelchair?

Open:

Width ins. Height ins. Depth ins.

Closed:

Width ins. Height ins. Depth ins.

Weight:

- | | |
|--|--------|
| 4. Do you need to borrow a wheelchair to/from the aircraft? | Yes/No |
| There may be a charge for this. Please ask your travel company for details immediately. | |
| 5. Can you walk up/down the aircraft steps without assistance? | Yes/No |
| These can be steep with narrow treads. | |
| 6. Do you require a wheelchair to visit the WC on board the aircraft? | Yes/No |
| 7. If there is a transfer coach provided as part of your arrangements, can you board and leave a standard coach without additional assistance other than from your travelling companion? | Yes/No |
| Buses and coaches may have steep steps. | |
| 8. If there is no transfer coach provided as part of your arrangements, do you need a taxi transfer from the airport to your accommodation and return? | Yes/No |
| There may be a charge for this. Please ask your travel company for details. | |

D. Accessible information

- | | |
|--|--------|
| 1. Do you have a disability that would make it difficult to see or hear important information, or communicate easily with people providing important or emergency information? | Yes/No |
|--|--------|

For example: some routine flight departure information will not be announced over loudspeakers and will only appear on a television screen; and on some aeroplanes the safety demonstration may not be accompanied by full spoken explanation.

E. Flight/Coach tour

- | | |
|--|--------|
| 1. Is it best for you to sit near to the WC? | Yes/No |
| 2. Is it best for you to have an aisle seat?
If yes, why? | Yes/No |
| 3. Do you prefer a no smoking seat? | Yes/No |
| 4. Will you be taking medication during the flight?
If Yes, please provide details. | Yes/No |
| 5. Are you taking any medical equipment?
If Yes, please provide details. | Yes/No |
-
-

6. Are you asthmatic or do you have other breathing difficulties? Yes/No

If Yes, please provide details.

7. Are you likely to require supplementary oxygen? Yes/No

There will almost certainly be a charge for supplementary oxygen.

8. Are you travelling with any kind of assistance dog? Yes/No

You must make sure that the dog has been micro-chipped, processed and immunised against rabies in accordance with the pet passport scheme.

(Check with the Guide Dogs Association, telephone: 01189 835 555)

F. Accommodation

1. Can you walk up/down stairs unaided?

a) all/most of the time b) some of the time c) occasionally

It is important to know how many steps you can cope with unaided and whether this applies all the time.

2. Would you prefer a ground floor room? Yes/No

For example: if the property has no lift, would you be able to cope with a room on the first floor?

3. Would you prefer a room near the lift? Yes/No

4. What special facilities do you require in your room to be accessible?

For example: some disabled customers may simply need grab handles, while others may need special facilities to allow access to showers, washbasin and taps.

5. Would you like medication to be stored in a fridge?	Yes/No
---	---------------

G. Meals

1. Do you have a special dietary requirement?	Yes/No
--	---------------

If Yes, please give details.

Important customer information

This information will be passed on to your travel suppliers, who will do their best to meet your needs. However it is very important to remember that:

- Meeting your needs **cannot always** be guaranteed. For example, aeroplanes, coaches and other elements of your holiday may need to be substituted without prior notification due to unforeseen circumstances (i.e. breakdown, cancellation or non-availability of accommodation).
- Your holiday insurance policy should adequately cover any pre-existing medical conditions and cover any expensive equipment you may be taking.
- Any change in your requirements may affect the suitability of the travel arrangements you have made. It is important to let your travel agent or tour operator know of any changes immediately.
- Airlines use an internationally recognised coding system to identify the level of assistance they need to provide to individuals. A copy of that list is shown in Annex 3.

I confirm that the information given on this form is correct and understand that there is no guarantee that these needs will be met. I also understand that this information will be passed on to those people responsible for supplying all the arrangements for my travel, but that it will not be communicated to any party which is not responsible for the supply of any of my travel arrangements.

Customer signature/date

If you are answering the above questions on behalf of a disabled person please sign below to confirm that this information is accurate and that you have the disabled person's permission to pass it on for the purpose of making travel arrangements.

Customer signature/date

(I am over 18 years of age)

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ABTA, 68-71 Newman Street, London W1T 3AH, England.

Annex 5 – European Civil Aviation Conference (ECAC)

Specialist guidance material for security staff – Key points for checks of persons with reduced mobility (PRMs)

Persons with reduced mobility (PRMs)⁴ are not exempt from security checks, but it is important that such checks are carried out carefully and sensitively.

General

- use plain clear speech, not jargon words
- address the person directly and naturally
- think carefully about the implications of any action you may take
- in all situations security clearance should be performed in a dignified manner
- explain why a different screening method is necessary
- always explain the procedures you are following
- verify that all special needs are correctly identified
- do not impose help

Body search

- be aware of hidden disabilities
- are you able to recognise common medical aids and understand suitable methods to search them?
- always offer a private search out of the view of other people
- ask the PRM how to best help them and listen carefully to their needs
- invite the PRM to voice any discomfort and be prepared to use another technique if necessary

⁴ PRMs is the term used in Europe to describe disabled people and older people with impaired mobility. It is defined as: any person whose mobility is reduced due to any physical disability (sensory or locomotory), an intellectual impairment, age, or any other cause of disability when using transport, and whose situation needs special attention or adaptation of service ordinarily made available to all passengers.

- when searching someone in a wheelchair, crouch down to be at their height
- use firm but gentle movements, be discreet
- make sure that the person can stand on their own before you take away a stick, walking frame or crutches to search them
- arrange guidance for a blind person before taking away a white stick or the guide dog

Wheelchair search/assistance dogs

- airport wheelchairs should be checked regularly
- special search procedures should be applied to personal wheelchairs
- the harnesses worn by assistance dogs will activate the security machinery

Baggage search

- the person may not be able to lift the bag on, or off, the x-ray machine
- the person may not be able to hear your cry of “Whose bag?” nor see their bag in order to identify it following x-ray screening
- always call for a witness when searching the bag of a blind person
- re-pack bags carefully. It is important that the contents of a blind person’s bag are replaced exactly as you found them
- ensure all medication is carefully repacked
- be discreet especially when handling medical aids
- always remember the option of a private search
- always remember that the security clearance should be performed in a dignified manner

Note

Remember, it is important to be thorough but you do not have to stick rigidly to the procedure as long as the job gets done to the necessary standard.

Security searches

Dignity

Remember to focus on the person, not the disability. All passengers should be treated with respect.

Awareness

Not all disabilities are obvious. For example, some passengers may be deaf or hard of hearing, and others may have learning disabilities.

Always speak clearly and look directly at the passenger. Keep the language simple – this will help people with learning disabilities and others who may not have a good command of your language.

Ask how you can assist and **listen** to the advice which is offered. Disabled people are best placed to advise on how to deal with their particular needs.

Sensitivity

Some people will find it impossible to lift their arms or move in a particular way. Once you have established what they can do be prepared to listen to their comments during the procedure and act upon them. A badly handled search can lead to pain for hours or maybe days afterwards.

After baggage searches remember to replace the contents of blind people's bags in the order you found them.

Discretion

Remember that there are private rooms available for searches.

When handling personal possessions, particularly those relating to hygiene or other disability needs, be discreet.

Persons with Reduced Mobility (PRMs) should be subject to security screening in the same way as other passengers. But while it is important to be thorough when searching PRMs, you do not have to stick rigidly to the procedure as long as the search is carried out to the necessary standard.

Annex 6 – Information on sources of disability awareness/equality training

Meeting the needs of disabled passengers is both a personal and a corporate responsibility.

At the personal level, it is not only important to have the ability to recognise disabled passengers and the skill and confidence to assist or communicate with them, but it is also necessary for designers and operators to have an understanding of how their roles affect disabled people.

At the corporate level, it is important that the responsibility for meeting the needs of disabled passengers is accepted at the highest level, and delegated to people with the skills and authority to make changes.

It is a corporate responsibility to ensure that training in disability issues consistent with professional responsibilities is given to all staff. Training is needed on a wide range of disability issues, as no amount of guidance can cover every eventuality or the needs of every disabled person.

Training in disability issues should be an integral part of the induction and familiarisation process, in both direct service training and professional training courses.

Disability awareness training should include:

- barriers faced by disabled people, covering attitude, environment and organisation
- principles of access audits
- suggestions for removing barriers faced by disabled people
- information on all disabilities, including hidden disabilities
- enabling staff to deal with unexpected occurrences – to think on their feet when a problem arises

- communication and interpersonal skills for communicating with disabled people, particularly those with a hearing impairment or with learning disabilities.

Specific disability awareness training should be commissioned to meet the specific needs of your operation. The training should involve disabled people who understand the needs and problems of other disabled people. This has the further advantage of giving staff contact with disabled people.

Disability awareness training and disability equality training is provided by many different organisations, including the following:

RNIB, 105 Judd Street, London WC1H 9NE

RNID, 19-23 Featherstone Street, London, EC1Y 8SL

RADAR, 12 City Forum, 250 City Road, London, EC1V 8AF

SCOPE, 6 Market Road, London, N7 9PN

Disability Matters, The Old Dairy, Tiebridge Farm, North Houghton, Stockbridge, Hampshire, SO20 6LQ

Churchill and Friend, Weltech Centre Trust, Ridgeway, Welwyn Garden City, AL7 2AA

Grassroots, Pennyroyal Court, Station Road, Tring, Herts, HP23 5QZ

ABTA, 68-71 Newman Street, London W1T 3AH, also run tailored disability awareness courses for the travel industry.

Disability awareness training concentrates on the technicalities of delivering assistance. Disability equality training centres around human rights, and would be useful for Senior Management, to help them understand the issues.

Annex 7 – Useful publications and other relevant information

The Disability Discrimination Act 1995 (ISBN No. 0105450952) – Price £9.25

New approved document on Part M of the Building Regulations “Part M: Access and Facilities for Disabled People” 1999 Edition (ISBN 0117534692) – Price £7.95

Disability Discrimination Act 1995: Code of Practice – Rights of Access – Goods, Facilities and Premises (ISBN 0-11-702860-6) – Price £13.95

Above documents are available from The Stationery Office,
The Publication Centre, PO Box 276, London SW8 5DT
Telephone orders: 0870 600 5522
Fax orders: 0870 600 5533

Disability Discrimination Act 1995: An Introduction for Small and Medium-Sized Businesses: Rights of Access to Goods, Facilities, Services and Premises (October 1999)

Available from Disability Rights Commission, Freepost MID 02164,
Stratford-upon-Avon, CV37 9HY Telephone: 08457 622 633,
Fax: 08457 778 878, Textphone: 08457 622 644
Email: enquiry@drc-gb.org

BS8300:2001 – Design of buildings and their approaches to meet the needs of disabled people – code of practice – Price £154.00

Available from British Standards Institute, Customer Services,
389 Chiswick High Road, London W4 4AL Tel: 020 8996 7001,
Fax: 020 8996 7400
Email: info@bsi-global.com

Building Sight – Price £20

Above document is available from the RNIB, 105 Judd Street,
London WC1H 9NE Tel: 020 7388 1266

Tourism and the DDA – your guide to understanding the Disability Discrimination Act

Available free from the RNIB, 105 Judd Street, London WC1H 9NE Tel: 020 7388 1266 or ABTA, Information Bureau, 68-71 Newman Street, London, SW1T 3AH Tel: 020 7307 1907

Guidance On the Use of Tactile Paving Surfaces (DfT)

Inclusive Mobility – A guide to best practice on access to pedestrian and transport infrastructure (DfT)

Traffic Advisory Leaflet 5/95 “Parking for Disabled People” (DfT)

Above documents are available free from the DfT Mobility and Inclusion Unit, Zone 1/18, Great Minster House, 76 Marsham Street, London SW1P 4DR
Tel: 020 7944 6100, Minicom: 020 7944 3277
Fax: 020 7944 6102, E-mail: miu@dft.gov.uk

BAA guidance “Easy Access Airports”

Available free from Alicia Hamilton, Accessibility Manager, Design Delivery, BAA, Heathrow Point West, 234 Bath Road, Hayes, Middlesex UB3 5AP

Colour, Contrast and Perception – Design Guidance for Internal Built Environments – The Reading University (Rainbow Technique) – Price £15

Above document is available from Wayne Collins Associates, 171-177 Great Portland Street, London W1N 6NY
Tel: 020 7470 0202

Chartered Institute of Building Services Engineers (CIBSE) Code of Practice for Interior Lighting – Price £52

Above document is available from CIBSE, 222 Balham High Road, London SW12 9BS Tel: 020 8675 5211

Breaking the Sound Barrier – Research Report

Above document is available free from the RNID, 19-23
Featherstone Street, London, EC1Y 8SL Tel: 020 7296 8063

Manual of ECAC Recommendations and Resolutions Relating To Facilitation and Security Matters, ECAC Doc No.30 (8th edition).

“International Standards and Recommended Practices – Facilitation”,
Annex 9 to the Convention on International Civil Aviation.

ICAO Circular 274-AT/114 “Access to Air Transport by Persons with Disabilities”.

Copies of above documents are available from DfT Civil Aviation
Division Zone 1/22, Great Minster House, 76 Marsham Street,
London SW1P 4DR. Tel: 020 7944 5938, Fax: 020 7944 2193

W3C Web Accessibility Initiative

Available on the Internet at www.w3.org/wai

Annex 8 – Useful contacts

Department for Transport (DfT)
Great Minster House
76 Marsham Street
LONDON
SW1P 4DR
Website www.dft.gov.uk

Mobility & Inclusion Unit (MIU)
Tel: 020 7944 6100
Minicom: 020 7944 3277
Fax: 020 7944 6102
E-mail: miu@dft.gov.uk

Civil Aviation Division (CAD)
Fax: 020 7944 2193
E-mail: cad4@dft.gsi.gov.uk

The Disabled Persons Transport Advisory Committee (DPTAC)
c/o Secretariat
Great Minster House
76 Marsham Street
LONDON
SW1P 4DR

Tel: 020 7944 8011
Fax: 020 7944 6102
Minicom: 020 7944 6100
E-mail: dptac@dft.gov.uk
Website: www.dptac.gov.uk

Disability Rights Commission
FREEPOST
MID 02164
Stratford Upon Avon
CV37 9BR

Tel: 08457 622 633
Fax: 08457 778878
E-mail: enquiry@drc-gb.org
Website: www.drc-gb.org

British Air Transport Association (BATA)

Artillery House
11-19 Artillery Row
LONDON
SW1P 1RT

Tel: 020 7222 9494
Fax: 020 7222 9595
E-mail: admin@bata.uk.com
Website: www.bata.uk.com

Airport Operators Association (AOA)

3 Birdcage Walk
LONDON
SW1H 9JJ

Tel: 020 7222 2249
Fax: 020 7976 7405
E-mail: aoa@aoa.org.uk
Website: www.aoa.org.uk

Association of British Travel Agents (ABTA)

Information Bureau
68-71 Newman Street
LONDON
SW1T 3AH

Tel: 020 7307 1907
Fax: 020 7307 1992
E-mail: information@abta.co.uk
Website: www.abta.com

Air Transport Users' Council (AUC)

5th Floor
Kingsway House
103 Kingsway
LONDON
WC2B 6QX

Tel: 020 7240 6061
Fax: 020 7240 7071
Website: www.auc.org.uk

Royal National Institute for the Blind (RNIB)

105 Judd Street
London WC1H 9NE

Tel: 020 7388 1266
Fax: 020 7388 2034
E-mail: rnib@rnib.org.uk
Website: www.rnib.org.uk

Royal National Institute for Deaf People (RNID)

19-23 Featherstone Street
LONDON
EC1Y 8SL

Tel: 0870 605 0123
Fax: 020 7296 8199
E-mail: helpline@rnid.org.uk
Website: www.rnid.org.uk

Assistance Dogs UK

c/o Hearing Dogs for Deaf People
London Road
Lewknor
Oxon
OX9 5RY

Tel: 01884 348100
Fax: 01844 353099
E-mail: info@hearing-dogs.co.uk
Website: www.hearing-dogs.co.uk

TRIPSCOPE

The Vassall Centre
Gill Avenue
Bristol
BS16 2QQ

Tel (with Minicom): 08457 58 56 41
Fax: 0117 939 7736
E-mail: tripsopesw@cablenet.co.uk
Website: www.tripscope.org.uk

Royal Association for Disability & Rehabilitation (RADAR)

12 City Forum
250 City Road
LONDON
EC1V 8AF

Tel: 020 7250 3222
Fax: 020 7250 0212
E-mail: radar@radar.org
Website: www.radar.org.uk

SCOPE

6 Market Road
LONDON
N7 9PW

Tel: 020 7609 7100
Fax: 020 7619 7399
E-mail: information@scope.org.uk
Website: www.scope.org.uk

MENCAP (Royal Society for Mentally Handicapped Children and Adults)

123 Golden Lane
LONDON
EC1Y 0RT

Tel: 020 7454 0454
Fax: 020 7608 3254
Website: www.mencap.org.uk