

## **Assistance to passengers with reduced mobility**

### **Quality standards**

For the purposes of regulating assistance provided to disabled persons and persons with reduced mobility (PRM) under Annex 1 of Regulation 1107 / 2006 at Kerry Airport, this document details our quality standards.

This service is provided free of charge to the passenger.

These quality standards relate to the assistance and arrangements necessary to enable disabled persons and persons with reduced mobility to:

#### Departing Passengers:

Communicate their arrival at Kerry airport and their request for assistance at the designated points

Move from designated point to the check-in counter

Check-in and register baggage

Proceed from the check-in counter to the aircraft, with completion of emigration, customs and security procedures

Board the aircraft,

#### Arriving Passengers:

Proceed from the aircraft to the baggage hall and retrieve baggage, with completion of immigration and customs,

Proceed from the baggage hall to the designated point of arrival,

Move to the toilet facilities if required

Passengers requiring assistance are required to notify their airline, in line with the obligations of the Regulation, of their requirements 48 hours in advance of their flight

All staff engaged in handling passengers under Regulation 1107 / 2006 will receive and satisfactorily complete appropriate Disability Equality and Awareness Training Course in accordance with the guidance set down under ECAC Document 30. Refresher training will be provided as appropriate

All equipment will satisfy the guidelines established by ECAC Document 30 and particularly, Annex J – Code of Good Conduct for Groundhandling of disabled persons and persons with reduced mobility published within that document; All equipment must be maintained in good working condition

Kerry Airport can provide a wheelchair to the aircraft steps for passengers who do not have their own mobility equipment.

PRM passengers will preferably be boarded prior to all other passengers on departure and on arrival disembarked after all other passengers have left the cabin. Exceptions can be made if the passenger was announced at the last moment or if the airline explicitly asks for it and for operational and safety reasons.

**Pre-booked departing passengers (notify airline at least 48 hours in advance):**

Upon arrival at the airport, once they have made themselves known:

80% should wait no longer than 10 mins for assistance

90% should wait no longer than 20 mins for assistance

100% should wait no longer than 30 mins for assistance

**Non pre-booked departing passengers:**

Upon arrival at the airport, once they have made themselves known:

80% should wait no longer than 25 mins for assistance

90% should wait no longer than 35 mins for assistance

100% should wait no longer than 45 mins for assistance

**Pre-booked arriving passengers:**

*Assistance should be available at the aircraft:*

80% within 5 mins of “on chocks”

90% within 10 mins

100% within 20 mins

**Non pre-booked arriving passengers:**

*Assistance should be available at the aircraft*

80% within 15 of “on chocks”

90% within 25 mins

100% within 35 mins

These times are for standard commercial flights and do not apply to special charter flights.

The term “on chocks”, relates to the point at which the aircraft is deemed to have arrived at its final parking position

Whereby a passenger does not notify the airline 48 hours in advance or where the assistance provider does not receive notice 36 hours in advance from the air carrier or its agent or the tour operator concerned, Kerry Airport will make all reasonable efforts to provide assistance.

Pre-booked means that the airline or the tour operator has to be notified of the PRM'S particular needs for assistance and that this information is correctly passed on to the PRM service provider at least 36 hours prior to the published time of departure of the flight, in writing or electronically (e-mail, SITA, fax, website).

### **Data Protection:**

The following information will be kept on file for 18 Months from the date of the flight:

Passengers Name,  
Date of flight,  
Route of flight,  
Assistance required.

This information is covered by the [Data Protection Act 1988](#) and as amended by the [Data Protection \(Amendment\) Act 2003](#) and will not be disclosed to any unauthorised third parties.

### **COMPLAINTS**

If you are not satisfied with the assistance that you receive complaints should be made in the first instance to:

Airport Manager,  
Kerry Airport,  
Farranfore,  
Co. Kerry

or if you are not satisfied with the response you may write to

The Commission for Aviation Regulation,  
Alexandra House,  
Earlsfort Terrace,  
Dublin 2.