

## Rights established by the regulation for disabled persons and persons with reduced mobility

### 1. Equal right to air travel for persons with reduced mobility

An air carrier or a tour operator may not refuse to carry a passenger or accept a reservation on grounds of reduced mobility on any flight departing from an EU airport. Exceptions can only be made for specific safety reasons. The regulation should prevent both intentional and unintentional cases of discrimination.

### 2. Free assistance in all EU airports

Airports must provide assistance to persons with reduced mobility as appropriate to their particular needs. The passenger must notify the air carrier or tour operator of the need for assistance at least 48 hours before the published departure time for the flight. The airport operator is responsible for assistance provided at airports. These provisions become effective on 26 July 2008.

### 3. Assistance on board

On flights departing from EU airports, air carriers are required to provide certain services, such as carriage of wheelchairs or assistance dogs, free of charge. These provisions become effective on 26 July 2008.