

CAA guidance for airports on providing assistance to people with hidden disabilities

CAP 1411

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Enquiries regarding the content of this publication should be addressed to: james.fremantle@caa.co.uk

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Introduction

1. The aim of [Regulation EC1107/2006](#)¹ (the Regulation) concerning the rights of disabled persons and persons with reduced mobility when travelling by air is to ensure that disabled people have the same opportunities for air travel as non-disabled people, in particular that they have the same rights to free movement, freedom of choice and non-discrimination. A disabled person and person with reduced mobility is defined in the Regulation as “any person whose mobility when using air transport is reduced due to any physical disability (sensory or locomotor, permanent or temporary), **intellectual disability or impairment**, or any other cause of disability, or age”. It is the CAA’s view, based on engagement with disability organisations, that ‘hidden disabilities’ should be considered to include, but not be limited to, dementia, autism, learning disabilities, anxiety issues, mental health conditions, visual impairments and hearing loss.
2. In addition, under the Regulation, airports are required to set appropriate quality standards for this assistance to ensure that it is delivered to an acceptable standard for all disabled people and those with mobility restrictions and to publish performance data against these standards. The quality standards must be set in cooperation with airport users and disability organisations.
3. In relation to airports, the requirements of the Regulation deal mostly with the assistance that airports are required to provide to disabled people and those with mobility restrictions (usually through a contracted service provider) to help them move around the airport and complete necessary checks and formalities. In arranging provision of assistance under the Regulation, airports should also have regard to [European Civil Aviation Conference \(ECAC\) Document 30, Part 1, Section 5](#).²

¹ <http://eur-lex.europa.eu/legal-content/en/ALL/?uri=CELEX%3A32006R1107>

² <https://www.ecac-ceac.org/ecac-docs>

4. Further, under the Regulation, airports are required to communicate information needed to take flights in accessible formats. It is the CAA's view that this incorporates information provided both prior to travel and at the airport. Following engagement with the CAA in 2014, UK airports published certain key information for disabled people and those with mobility restrictions in a clear and easy to understand way on their websites, in compliance with the Regulation.
5. The purpose of this guidance is to help clarify the requirements of the Regulation (in light of the relevant guidance from the CAA, the European Commission and ECAC) in relation to providing assistance to people with hidden disabilities, setting appropriate quality standards for this assistance, and providing information to this group of passengers.