

Guidance on quality standards under Regulation EC 1107/2006

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Introduction

1. The aim of Regulation EC1107/2006¹ concerning the rights of disabled persons and persons with reduced mobility when travelling by air (“the Regulation”) is to ensure that such people have the same opportunities for air travel as those of others, in particular that they have the same rights to free movement, freedom of choice and non-discrimination.
2. In relation to airports, the requirements of the Regulation deal mostly with the assistance that airports are required to provide to disabled persons and persons with reduced mobility to help them move around the airport and embark or disembark the aircraft (usually through a contracted service provider). Given this, it is imperative that airports set appropriate quality standards for this assistance to ensure that it is delivered to an acceptable standard.
3. It is also important that these service quality standards, and the performance against them, are made public so that disabled persons and persons with reduced mobility can have the confidence to travel, knowing that their assistance needs will be met; and also, so that they can hold the airport to account if the assistance provided by the airport did not meet expected levels. Making this information public may also allow these passengers to incorporate airport performance into their decisions over which airports to fly to and from.
4. The purpose of this guidance is to help clarify the requirements of the Regulation in relation to the setting, monitoring, and publication of service quality standards, to ensure that the objectives of the Regulation are met, and to help give passengers the confidence to travel, knowing that their assistance needs will be met.
5. This document refers to Regulation EC1107/2006 throughout. In preparation for the UK’s withdrawal from the European Union, the Government is in the process of ensuring the full body of European law is incorporated into the UK’s legal system. There will therefore be no change to the obligations of airports and the CAA with respect to disabled persons and persons with reduced mobility after the UK leaves the EU.

¹ <https://eur-lex.europa.eu/legal-content/EN/ALL/?uri=celex%3A32006R1107>

Chapter 1

Publication of quality standards

6. Article 9(3) requires airports to publish their quality standard documents. These should be separate to any service level agreement with the service provider.
7. It is important to ensure that a passenger can identify quality standards quickly and easily on an airport's website. Quality standards documents should be published on the 'accessibility' sections of airport websites.