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Training and Information Materials for Travel Agencies (Regulation (EC) No 1107/2006)



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- Joint project
 - D/A/CH NEBs
 - D/A/CH-Airports (ZRH, GVA, FRA, VIE)
 - Lufthansa Group
- Training and information materials for travel agencies and tour operators
- Self-training module solution
 - Versions in four languages
 - Freely accessible on the websites
 - Hopefully launching by the end of 2026
- Introductory animated film and six separate modules





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➤ Project Objective

- Raise awareness of the regulatory framework for the transport of PRMs
- Improve knowledge and understanding of PRM assistance codes
- Improve pre-notification process for PRM assistance
- Prevent infringements of the Regulation (EC) No 1107/2006 and possible fines





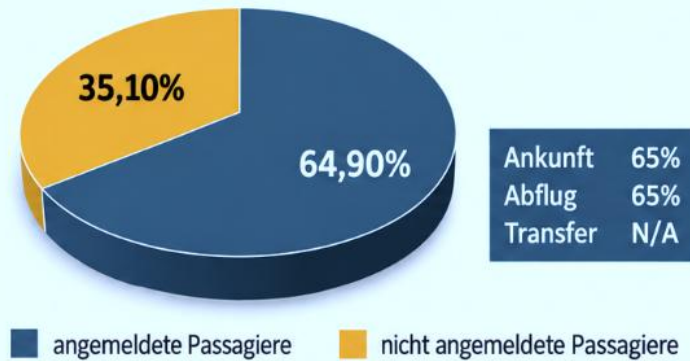
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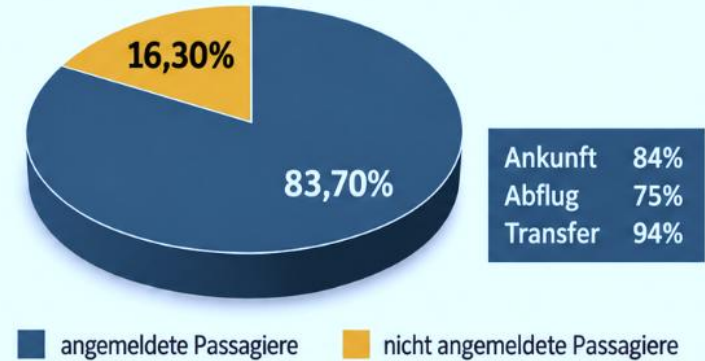


- Pre-notification rate
 - pre-notified (blue)
 - Not pre-notified (orange)
- Significant proportion of pre-notifications (either not submitted at all or not in time)
- Impact on airport operations and passenger experience

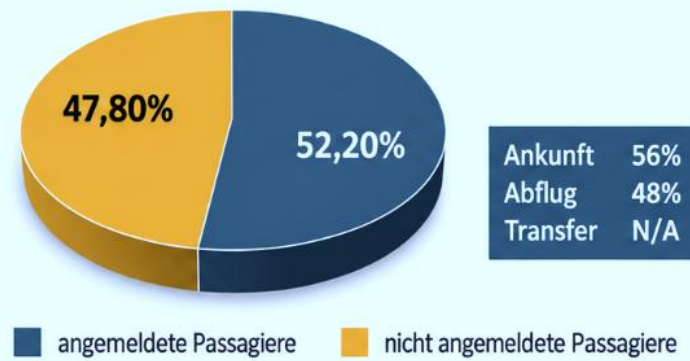
Voranmeldungen Flughafen Frankfurt 2025



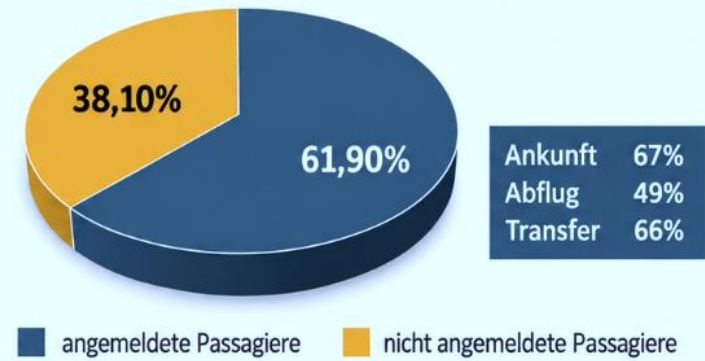
Voranmeldungen Flughafen Wien 2025



Voranmeldungen Flughafen Zürich 2025



Voranmeldungen Flughafen Genf 2025





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➤ Regulation (EC) No 1107/2006

- Rules for the protection of and provision of assistance to disabled air passengers and those with reduced mobility (PRM = person with reduced mobility)
- Prohibits the refusal to accept a booking or to carry PRMs on the grounds of their disability or reduced mobility
- Requires airlines, airports, and travel agencies to provide assistance and information to PRMs free of charge
- Requests for assistance must be made well in advance
 - at least 48 hours before departure and
 - forwarded to the airline and/or airport no later than 36 hours before departure





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➤ Introductory Video

- **Module I:** General legal framework for the transportation of PRMs
 - Regulation (EC) No 1107/2006 (scope, addressees, rights, restrictions)
 - Explanation of terms (PRM, booking, ...)

- **Module II:** National enforcement and complaint bodies and other relevant authorities
 - D/A/CH NEBs (introduction, functions, territorial jurisdiction)
 - National dispute resolution bodies
 - Contacts for passenger and travel agency enquiries



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- **Module III:** Different types of PRMs and their needs
 - Definition and categories of PRMs and their needs
 - Importance of timely and correct notification of assistance needs

- **Module IV:** Notification of assistance needs and recording them in the booking system
 - Legal requirements and recommendations regarding notification
 - IATA SSR Codes and other relevant IATA codes
 - Key factors to consider
 - Booking examples
 - Impact of incomplete or inaccurate information

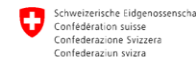


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- **Module V: Assistance provided by airports**
- Types of assistance (departure, transfer, arrival)
 - Notification of the need for assistance and the importance of complying with notification deadlines
 - Impact of incomplete or inaccurate information
 - Relevant factors for consultation and assistance requests
 - Practical examples and tips for advising passengers



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Part V

Assistance provided by airports



Flughafen Zürich





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➤ **Module VI:** Assistance provided by airlines

- Types of assistance (assistance dogs, medical / mobility equipment, communication, seating, accompanying person, assistance in moving to toilet facilities, ...)
- Definitions and boundaries
- Dangerous goods
- Registering mobility aids and mobility equipment – to do's and codes
- Useful questions to determine whether an accompanying person is required
- Fit to Fly



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Relevant factors for advice and registration

	Type of flight booked	➤ Distinction between direct flights and flights where passengers have to change planes once or several times ➤ Where applicable, the need on flights with stopovers to collect and re-check-in hold luggage
	Size of the airports used	➤ Airports of varying sizes: mega-airports, large, medium and small airports ➤ Airports with one or more terminals ➤ The possible need to cover long distances from check-in to the gate or when transferring between terminals (including the use of shuttle buses or trains)
	Operational conditions	➤ Different parking positions for the aircraft in use, either at the terminal building with access via passenger boarding bridges or at a remote stand ➤ Remote stands or gates without passenger boarding bridges may require additional effort if, for example, apron buses are used or an ambulift is required for boarding.



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Questions to determine the need for assistance





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Consequences of incorrect coding

IATA code	Discrepancy	Consequence
WCHR instead of WCHS	Lack of necessary equipment for boarding at remote stands (e.g. an ambulift)	Longer waiting times for passengers and airlines
WCHS instead of WCHR	Use of non-essential equipment	Delays in providing assistance to other passengers
WCHS instead of WCHC	Provision of only one person instead of the required two to assist with boarding or disembarking	Longer waiting times for passengers and airlines
WCHC instead of WCHS	Provision of two staff members when only one is required to assist with boarding or disembarking	Potential risk of staff are unnecessarily tied up and therefore unavailable to assist other passengers
WCHR instead of BLND	Unnecessary allocation of staff and equipment	Inappropriate assistance that does not meet the passenger's needs
WCHR instead of DPNA	Lack of essential information	Risk that the passenger may not be recognised by staff and may be lost sight of while receiving assistance



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Key points at a glance

1

Assess needs correctly

Realistically assess mobility, ability to use stairs, distances and other needs – and use this assessment to determine the appropriate IATA code.

2

Declare in good time

Transmit any need for assistance as early as possible and provide complete information: no later than 48 hours before departure; forward the details to the airport no later than 36 hours before departure.

3

Book connecting flights together

Connecting flights should be booked under a single booking reference in order to have the necessary information available throughout the journey.

4

Take invisible disabilities into account

Highlight options such as the Sunflower lanyard. This does not replace the need for pre-notification when assistance is required.

5

Note to passengers: Proactively contact staff on the day of travel

Contact the PRM service and allow sufficient time – especially for long distances, pre-boarding or apron transport.

Switzerland



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<https://www.bazl.admin.ch>

Germany



Luftfahrt-Bundesamt LBA

<https://www.lba.de>

Austria



Agency for Passenger Rights

<https://www.apf.gv.at>

Thank you for your attention!

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