

What access and reception facilities does the airport provide?

- A quick drop-off point for persons with reduced mobility has been made available just outside the terminal, between halls 3 and 4.
- An assistance button located near to the quick drop-off point enables persons with reduced mobility to signal their arrival if they wish to do so.
- Parking spaces have been set aside for persons with reduced mobility in each car park.
- Lifts are available in every hall.

Essential facts

The airline, travel agent or tour operator are the person with reduced mobility's favourite partners. The passenger should tell them about his assistance requirements **at least 48 hours before the scheduled flight departure time.**

If the passenger has not given any warning, the Airport and the airline will coordinate in order to find the best suitable solution, this way the person concerned is able to take the flight, nevertheless they can't guarantee the assistance.

NB : This document may be updated. Please contact the Airport to be given the latest version.

Aéroport Nantes Atlantique
CCI Nantes
44346 Bouguenais cedex

T 02 40 84 80 00
F 02 40 84 82 11
nantes.aeroport.fr



Aéroport
Nantes Atlantique



Assistance procedures for Persons with Reduced Mobility



Assistance procedures

Who can benefit from the airport's assistance service?

The European Parliament and Council's Regulation n°1107/2006 of July 5th of 2006 «establishes rules for the protection of and provision of assistance to disabled persons and persons with reduced mobility travelling by air, both to protect them against discrimination and to ensure that they receive assistance.»

According to article 2 of the regulation, is considered as 'disabled person' or 'person with reduced mobility' «any person whose mobility when using 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, and whose situation needs appropriate attention and the adaptation to his or her particular needs of the service made available to all passengers. »

Airlines have a distinguishing nomenclature for the different scales of handicaps depending on the consequences of the handicap on the level of assistance. The categories are as follows:

- Passengers who have difficulties walking (WCHR - wheelchair ramp);
- Passengers who cannot climb the stairs (WCHS - wheelchair step);
- Passengers unable to walk on their own (WCHC - wheelchair carry);
- Partially sighted or blind passengers (BLND);
- Passengers with a mental disability (DPNA);
- Deaf or hard of hearing passengers (DEAF) if assistance requested.

When should reduced mobility passengers notify the airport of their assistance requirements?

Regulation's 7th article stipulates as follows: « When a disabled person or person with reduced mobility arrives at an airport for travel by air, the managing body of the airport shall be responsible for ensuring the provision of the assistance (...) in such a way that the person is able to take the flight for which he or she holds a reservation, provided that the notification of the person's particular needs for such assistance has been made to the air carrier or its agent or the tour operator concerned at least 48 hours before the published time of departure of the flight. This notification shall also cover a return flight, if the outward flight and the return flight have been contracted with the same air carrier. »

In plain language:

In order to be assisted, persons with reduced mobility should tell their:

- airline;
- travel agent;
- or tour operator;

about their assistance requirements **at least 48 hours before the scheduled flight departure time.**

The Airport doesn't take any requests directly from passengers.

Regulation specifies that: « If no notification is made (...), the managing body shall make all reasonable efforts to provide the assistance specified (...) in such a way that the person concerned is able to take the flight for which he or she holds a reservation. »

In plain language:

The Airport and the airline will coordinate in order to find the best suitable solution, in such a way that the person concerned is able to take his flight, nevertheless they can't guarantee the assistance.

Meeting Point



A Meeting Point for Persons with Reduced Mobility is located in hall 3, on the ground floor. Passengers will receive assistance from this meeting point if they have warned their airline, travel agent or tour operator of their needs at least 48 hours before the scheduled flight departure time. Persons with reduced mobility can go to the Meeting Point either before or after they check in.

How does assistance work in practice?

On departure, persons with reduced mobility have two options:

- they can either go directly to the check-in desk or to the tour operator desk;
- or they can go to the Meeting Point for Persons with Reduced Mobility on the ground floor in hall 3.

In the first case, passengers go to the check-in desk or to the tour operator desk and then to the Meeting Point for Persons with Reduced Mobility. From here, they will be accompanied to the security check area and then installed in the boarding lounge.

In the second case, passengers will be accompanied from the Meeting Point for Persons with Reduced Mobility to the check-in desk or the tour operator desk and the security check area, then and will be installed in the boarding lounge.

Passengers will be then boarded onto the plane.

On arrival, persons with reduced mobility will be looked after in the plane and then will be helped with disembarkation to their exit.

How long in advance should passengers check-in?

Regulation's 7th article stipulates that: « The provisions (...) shall apply on condition that:

(a) the person presents himself or herself for check-in:

- (1) at the time stipulated in advance and in writing (including by electronic means) by the air carrier or its agent or the tour operator, or
- (2) if no time is stipulated, not later than one hour before the published departure time, or

(b) the person arrives at a point within the airport boundary designated (...):

- (1) at the time stipulated in advance and in writing (including by electronic means) by the air carrier or its agent or the tour operator, or
- (2) if no time is stipulated, not later than two hours before the published departure time.

In plain language: There are two possible scenarios,

Scenario 1: The passenger is given a time

The travel company (airline or tour operator) informs in advance the passenger of his check-in time. In this case, the person with reduced mobility either goes directly to check-in or to the Meeting Point for Persons with Reduced Mobility at the appointed time.

Scenario 2: The passenger is not given a time

- The travel company (airline or tour operator) does not inform the passenger of his check-in time and **the passenger wants to check-in on his own**. In this case, the passenger goes directly to check-in **at the latest one hour before the scheduled flight departure time**.
- The travel company does not inform the passenger of his check-in time and **the passenger wants assistance for check-in**. In this case, the passenger goes to the Meeting Point for Persons with Reduced Mobility **at the latest two hours before the scheduled flight departure time**.