



## RIGHTS FOR DISABLED PERSONS AND PERSONS WITH REDUCED MOBILITY (PRM) REGULATION (EC) No. 1107/2006

This regulation shall apply to all flights (scheduled and non-scheduled):

- departing or in transit from an airport located in the territory of a Member State, Norway, Iceland or Switzerland;
- departing from an airport located in a third country, to an airport situated in the territory of a Member State (including Norway, Iceland or Switzerland), if the operating carrier of the flight concerned is a Community carrier (or from Norway, Iceland or Switzerland)

Notification must be made to the air carrier, its agent or to the **tour operator** at least **48 hours** before the departure time. It is advised that requests are made at the time of booking.

The refusal of a booking or of boarding may only occur for security reasons or if the size of the aircraft or its doors makes the embarkation or carriage of the PRM physically impossible.

The air carrier shall immediately inform the PRM of their reasons and, on request, communicate these reasons in writing within five working days of the request and propose a re-routing or reimbursement.

The air carrier may require that a PRM be accompanied by another person who is capable of providing the assistance required.

The air carrier that receives the request shall book the required assistance at least 36 hours before the scheduled time of departure transmitting the information to the managing bodies of the departure, arrival and transit airports. It shall guarantee at no charge:

- carriage of recognised assistance dogs in the cabin, subject to national regulations;
- in addition to medical equipment, transport of up to two pieces of mobility
- equipment per disabled person or person with reduced mobility, including
- electric wheelchairs (subject to advance warning of 48 hours and to possible limitations of space on board the aircraft), and subject to the application of relevant legislation concerning dangerous goods communication of essential information concerning a flight in accessible formats;
- the making of all reasonable efforts to arrange seating to meet the needs of PRM's on request and subject to safety requirements and availability;
- assistance in moving to toilet facilities if required;
- when assisted by an accompanying person, the air carrier will make all
- reasonable efforts to give such person a seat next to the PRM.

The **airport managing** body shall make available, at no charge, the assistance necessary for PRMs to:

- communicate their arrival at an airport and their request for assistance at the designated points inside and outside terminal buildings;
- move from a designated point to the check-in counter;
- check-in and register baggage;
- proceed from the check-in counter to the aircraft, with completion of emigration, customs and security procedures;
- board and disembark from the aircraft, with the provision of lifts, wheelchairs or other assistance needed, as appropriate;
- proceed from the aircraft door to their seats;
- proceed from their seats to the aircraft door;
- proceed from the aircraft to the baggage hall and retrieve baggage, with completion of immigration and customs procedures;
- proceed from the baggage hall to a designated point;
- reach connecting flights when in transit, with assistance on the air and land sides and within and between terminals as needed;
- move to the toilet facilities if required;
- be assisted by an accompanying person with embarking and disembarking;
- receive, subject to advance warning of 48 hours, ground handling of all necessary mobility equipment;
- receive assistance with ground handling of recognised assistance dogs, when relevant;
- have access, in accessible formats, to information needed to take flights.



### HOW TO CLAIM

Complaints must be addressed to the airport managing body regarding lack of or poor assistance on the ground; to the air carrier regarding bookings or for lack of assistance in the air

It is possible to send complaints using the on-line form available on the ENAC web site [www.enac.gov.it](http://www.enac.gov.it).

Alternatively, complaints can be sent by post to the following address:

ENAC - Passenger's Right & Airport's Quality Services Unit - Viale Castro Pretorio 118, 00185 Rome Italy, or via e-mail: [pax.disabili@enac.gov.it](mailto:pax.disabili@enac.gov.it), or to the relative Bodies of Member States, Norway, Iceland and Switzerland, for flights originating in or arriving in those States from third countries.

Details can be found on the ENAC web site [www.enac.gov.it](http://www.enac.gov.it), in the section "Passengers".

ENAC is the Body responsible for the application of Regulation (EC) 1107/2006 relative to the rights of disabled passengers and passengers with reduced mobility and has the power to sanction those air carriers, the airport managing bodies or tour operators failing to comply with the regulation.

The results of any investigations carried out by ENAC will be communicated to the Passenger.

## RIGHTS FOR PASSENGERS FOR LOSS OF OR DAMAGE TO CHECKED BAGGAGE REGULATION (EC) No. 889/2002

### THE METHOD OF CLAIM



**UNDELIVERED BAGGAGE** - Make a lost baggage claim in order to report the event, at the airport Baggage Services office, before leaving the baggage reclaim area. The report should be filed using the appropriate PIR - Property Irregularity Report form.

In case of retrieved baggage, within 21 days from its actual return to the passenger, it is necessary to send all the documentation indicated in POINT A) to the Office of Customer Services and/or Baggage Assistance of the airline that operates the flight, in order to initiate the procedure for the refund of any costs sustained.

If the baggage has not been found within 21 days of the PIR Report being filed, the passenger should send the documentation indicated in POINT A) below to the carrier's Customer Service or Baggage Assistance office to begin the compensation procedure.



**DAMAGED BAGGAGE** - Make a damaged baggage claim in order to report the event, at the airport Baggage Services office, before leaving the baggage reclaim area. The report should be filed using the appropriate PIR - Property Irregularity Report form.

In the case of damage to baggage, within 7 days of filing a "Damaged Baggage Report" the passenger should send the documentation indicated in POINT B) below to the carrier's Customer Service or Baggage Assistance office to begin the compensation procedure.

**POINT A) - Documentation required to be sent to the carrier's Customer Service or Baggage Assistance office:**

- The flight booking number if the ticket was purchased via internet or the original receipt in the case of a paper ticket;
- The original PIR report made in the airport;
- The original baggage receipt and proof of having paid for any excess baggage;
- In the case of lost baggage a list of the contents;
- In the case of baggage that is located and returned, a list of any missing items;
- Original receipts indicating goods purchased (relative to the period of the delay) replacing personal effects contained in the baggage;
- Confirmation of complete bank account coordinates: name of account holder, IBAN and SWIFT code - for foreign bank accounts. If the account details do not match those of the person making the claim, the claimant should also indicate the address, telephone number, fax and email (if available) of the account holder.

**POINT B) - Documentation required to be sent to the carrier's Customer Service or Baggage Assistance office:**

- The flight booking number if the ticket was purchased via internet or the original receipt in the case of a paper ticket;
- The original PIR report made in the airport;
- The original baggage receipt;
- The list of contents of the baggage that have been damaged.

In the case of lost, damaged or delayed baggage, the Passenger has a right to compensation of up to 1.131 SDRs ("Special Drawing Rights - approximately € 1.335) for air carriers from Member States and from countries adhering to the Montreal Convention, and up to 17 SDRs (approx. € 20) per kg from air carriers adhering to the Warsaw Convention, unless the passenger has taken out additional baggage assurance.

There is no national Body with specific responsibility or with the power to take action in the case of lost, damaged or delayed baggage. Complaints made via the online form on the ENAC web site [www.enac.gov.it](http://www.enac.gov.it) do however allow the Authority to highlight critical issues and Passengers' needs in order to constantly monitor and improve the service offered by air transport operators.



# WHAT YOU NEED TO KNOW

## A QUICK GUIDE TO PASSENGER RIGHTS WHEN TRAVELLING BY AIR

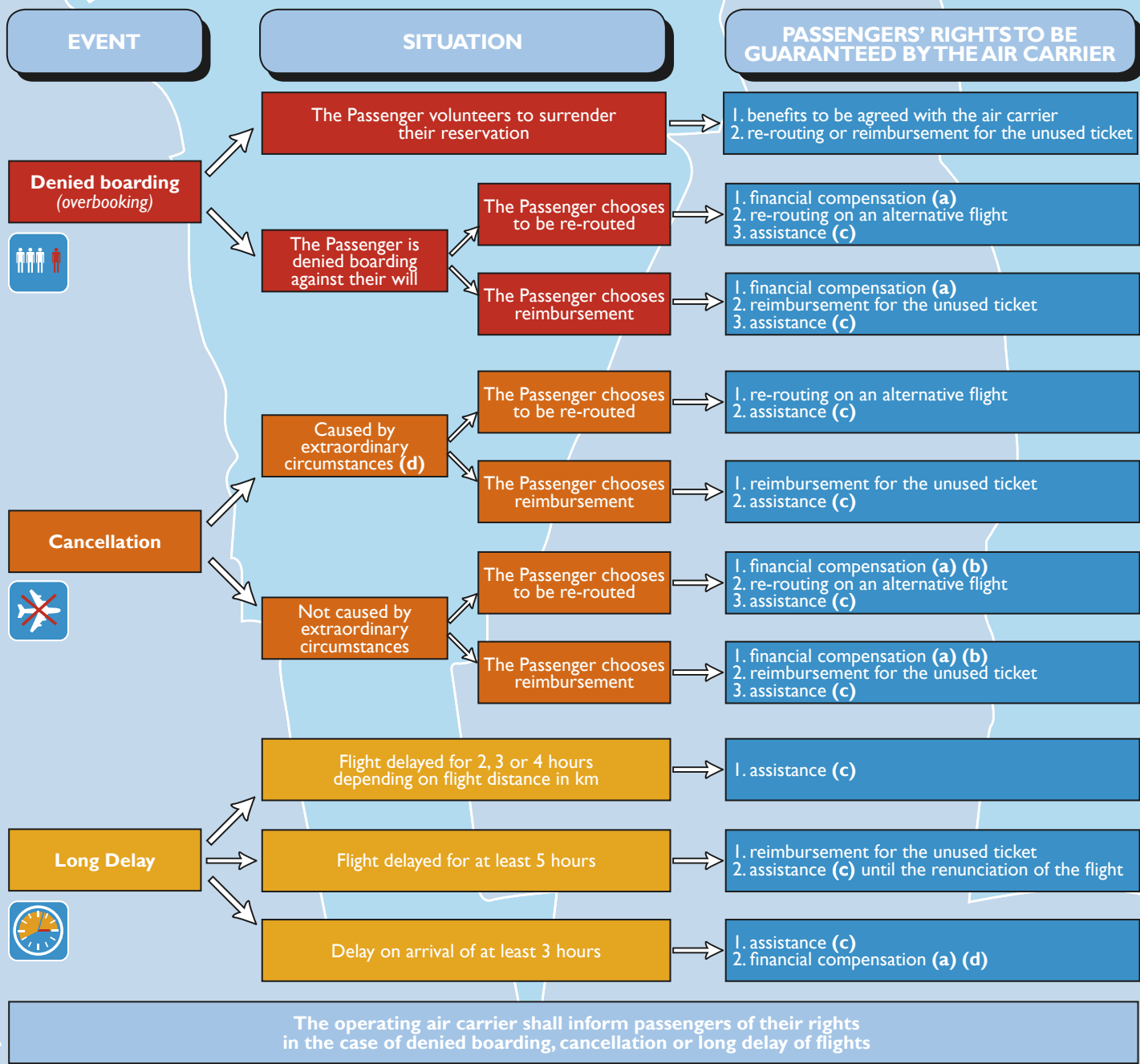
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### HEADQUARTERS

Viale Castro Pretorio, 118 - 00185 Roma  
phone +39 06 445961  
[www.enac.gov.it](http://www.enac.gov.it)

PASSENGER RIGHTS IN THE EVENT OF DENIED BOARDING AND OF CANCELLATION OR LONG DELAY OF FLIGHTS - REGULATION (EC) No. 261/2004

- Regulation (EC) No 261/2004 shall apply to all flights (scheduled and non-scheduled) departing from:
- an airport located in the territory of a Member State, or Norway, Iceland or Switzerland;
- an airport located in a third country, to an airport situated in the territory of a Member State (including Norway, Iceland and Switzerland), if the operating carrier of the flight concerned is a Community carrier (or from Norway, Iceland or Switzerland) unless passengers received benefits as provided for by local regulations (e.g. compensation, re-routing and assistance) in that third country.



(a) **Compensation** is payable to the Passenger relative to the flight (intra-community or International) and distance in km (see table).

INTRA-COMMUNITY FLIGHTS	1500 km or less	€ 250
INTRA-COMMUNITY FLIGHTS	more than 1500 km	€ 400
INTERNATIONAL FLIGHTS	1500 km or less	€ 250
INTERNATIONAL FLIGHTS	between 1500 and 3500 km	€ 400
INTERNATIONAL FLIGHTS	in excess of 3500 km	€ 600

The air carrier can reduce the total compensation by 50% if re-routing involves a delay in arrival of not more than 2, 3 or 4 hours (based on the respective distances in km) compared to the scheduled arrival time of the original flight.

- (b) The Passenger does not have the right to compensation if he/she is informed of the cancellation:
- at least two weeks before the scheduled time departure;
  - between two weeks and seven days before the scheduled time of departure and are offered re-routing, allowing them to depart no more than two hours before the scheduled time of departure and to reach their final destination less than four hours after the scheduled time of arrival;
  - less than seven days before the scheduled time of departure and are offered re-routing, allowing them to depart no more than one hour before the scheduled time of departure and to reach their final destination less than two hours after the scheduled time of arrival.

- (c) The Passenger has the right to receive, free of charge the following **assistance**:
- meals and refreshments in reasonable relation to the waiting time;
  - hotel accommodation in cases where a stay of one or more nights becomes necessary;
  - transport between the airport and place of accommodation;
  - two telephone calls, telex or fax messages, or e-mails

- (d) The Passenger does not have the right to compensation where the air carrier can prove that a cancellation/long delay has been caused by extraordinary circumstances (e.g. meteorological conditions incompatible with the operation of the flight, security risks or strikes).

HOW TO CLAIM



Complaints must be addressed in the first instance to the air carrier with whom the Passenger booked their flight.

Whether the Passenger does not receive a satisfactory response within six weeks, complaints may be lodged with:

- The ENAC offices of the national airport where the infringement took place, or where the flight landed for an event taking place outside the Member States, Norway, Iceland and Switzerland;
- The relevant Bodies of Member States, Norway, Iceland and Switzerland for flights originating and arriving in those States from third countries - the contact details are available on the ENAC web site [www.enac.gov.it](http://www.enac.gov.it), in the section "Passengers".

COMPLAINTS TO ENAC

It is possible to send complaints using the on-line form specially designed to collect all relevant information and facilitate the complaints procedure. The form is available on the ENAC web site [www.enac.gov.it](http://www.enac.gov.it) in the section "Passengers".

ENAC is the Body responsible for the application of Regulation (EC) 261/2004 relative to the rights of passengers in the event of denied boarding and of cancellation or long delay of flights, and has the power to sanction those air carriers failing to comply with the regulation.

ENAC does not provide legal assistance or advice the passengers. The activity of ENAC is not intended to satisfy requests for compensation for which the legal proceedings before the competent judicial authority may be brought or alternative dispute resolution methods (ADR) may be used.

The results of investigations carried out by ENAC will be communicated to the passenger.