



MINISTÈRE
CHARGÉ
DES TRANSPORTS

*Liberté
Égalité
Fraternité*



direction
générale
de l'Aviation
civile

PEOPLE WITH DISABILITIES AND PEOPLE WITH REDUCED MOBILITY

YOUR RIGHTS
WHEN TRAVELLING BY AIR



Your Rights

An air carrier or a travel agency may not refuse to accept a reservation or board a person on the grounds of disability or reduced mobility if that person has valid ticket and reservation.

An air carrier is required to carry, in addition to medical equipment, a maximum of two pieces of mobility equipment per person with a disability, including an electric wheelchair, with 48 hours' notice and subject to sufficient space on board the aircraft.

A carrier may refuse a reservation or boarding solely for safety reasons or if the size or doors of the aircraft make it impossible for the person with a disability or reduced mobility to board or transport.

If the booking is not accepted, the carrier must offer an acceptable solution to the extent possible.

In the event of refusal to accept a reservation or when the airline, its agent or a travel organizer require that the person with disabilities or reduced mobility be accompanied, the air carrier must communicate the reasons for its refusal.



Assistance at the airport and on board the aircraft

Persons with disabilities or reduced mobility have the right to assistance adapted to their specific needs at airports and on board the aircraft. This assistance is free of charge.



Notify the airline or travel agent of your assistance needs as soon as you book your tickets or at least 48 hours before your flight's departure time.

On departure, the assistance must allow you to check in with your baggage, complete customs formalities, and security procedures, and then return to your seat on board the aircraft.

Upon arrival, assistance provides transportation from the aircraft to the baggage claim hall and then to a designated departure point.

In the event of loss or damage to mobility equipment, a temporary replacement of the equipment must be offered. Damage or loss is compensated in accordance with the applicable baggage conventions (Montreal or Warsaw Conventions).

The accompanying person

If a disabled person or person with reduced mobility is helped by an attendant, the air carrier will make every effort, within reason, to assign the attendant a seat next to the person he or she is assisting. In certain cases, an airline may require that the disabled person or person with reduced mobility be accompanied by an assistant who can provide the necessary assistance.

Recognized assistance dogs

On domestic flights, a carrier does not have the right to deny boarding to a recognized assistance dog if its presence has been notified in advance and the dog has an identification certificate attesting that it has been trained by an approved association.

When you travel outside France, the criteria for recognition of an assistant dog could be different from those in force on national territory. Likewise, rules restricting the reception of assistance dogs in the territory of other States may apply. Check with your airline or the authorities of the State you plan to travel.

In practice

Before receiving assistance, you can report yourself using dedicated call points, outside the terminal, in car parks, at RER and TGV stations or at the airline's boarding counter.

Assistance starts and ends at the defined arrival and departure points at the airport. Find out what these points are before you travel on the airport's website.

Arrive well before the check-in deadline specified by the airline.

If you are a person with reduced mobility, check with the airline to find out if the plane will be equipped with a transfer seat and if it will be possible for you to go to the toilet on the plane.

Reporting your dispute

If your rights have not been respected, you can refer the matter to the airport, the airline, or the travel agency responsible. If you are not satisfied after contacting the airport or airline, you can report it to the DGAC : signalement-phmr-bf@aviation-civile.gouv.fr

signalement-phmr-bf@aviation-civile.gouv.fr

Or

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