



**Travel agents' and Tour operators'  
Obligations and rights under Regulation 1107/2006 concerning the rights of disabled persons  
and persons with reduced mobility when travelling by air**

Réf: IL06-229-4402 – 26/07/2006

| <b>Date of Application</b> | <b>Obligations and rights for travel agents and tour operators</b>  | <b>Scope of Application</b>   |
|----------------------------|---|---|
| 26 July 2007               | <ul style="list-style-type: none"> <li>• Not refuse to reserve a flight on grounds of disability or reduced mobility (Article 3)</li> <li>• Exceptions justifying refusal:               <ul style="list-style-type: none"> <li>○ Justified safety reasons established by law (Article 4.1§1 (a)). As an alternative, possibility to require that a disabled person be accompanied by another person providing assistance (Article 4.2)</li> <li>○ Size of the aircraft makes embarkation impossible (Article 4.1§1 (b)).</li> </ul> </li> <li>• When refusing reservation in case of exception:               <ul style="list-style-type: none"> <li>○ Immediately inform the PRM of the reason for refusal, and on request, communicate the reason to the PRM in writing within 5 working days (Article 4.4);</li> <li>○ Make reasonable efforts to propose an acceptable alternative (Article 4.1 §2).</li> </ul> </li> <li>• Make publicly available the safety rules that apply to the carriage of PRMs, as well as restrictions on their carriage or on that of mobility equipment, in accessible format and at least in the same language as information for other passengers (Article 4.3)</li> </ul> | <p>PRMs travelling by air, from, to or in transit at airports situated in the territory of a Member State to which the EC Treaty applies (Article 1.2).</p> <p>Passengers travelling from a third country to a Member State, if the operating carrier is a Community carrier (Article 1.3).</p> |
| 26 July 2008               | <ul style="list-style-type: none"> <li>• Take all measures necessary for the receipt, at all points of sale in the EU, including for sales by telephone and via Internet, of notifications of the need for assistance made by PRMs (Article 6.1)</li> <li>• When receiving such notification from a PRM at least 48 hours before departure: transmit the information at least 36 hours before departure (Article 6.2), to:               <ul style="list-style-type: none"> <li>○ The managing bodies of the airports of departure, arrival and transit; <u>and</u></li> <li>○ The operating carrier, if a reservation was not made with this carrier. If the identity of the operating carrier is not yet known, the information will be transmitted as soon as practicable.</li> </ul> </li> <li>• When the notification is received later than 48 hours before the flight: transmit information as soon as possible (Article 6.3).</li> </ul>  | <p>PRMs travelling by air, from, to or in transit at airports situated in the territory of a Member State to which the EC Treaty applies (Article 1.2).</p>   |