



# 'One Click Away' Best Practices

First Edition





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## Introduction

Clear information is crucial for anybody who wishes to travel. This is particularly relevant for Persons with Disabilities (PwD) who require assistance and must carefully prepare their travel arrangements.

In today's world, accessing information is very frequently done through digital channels. Airlines' website guidance is extensive but can at times become complex when passengers look for specific information, and browsing can turn into a stressful experience.

This document refers to the 'One Click Away' pilot project carried out in Italy in 2022. The aim was to provide easy access to necessary information for travelers with disabilities just one click away<sup>1</sup> from the homepage (of an airline's website) on an equal basis to all passengers, rather than developing parallel websites.

## A team approach to identify solutions

Dealing with accessibility issues requires all actors, including governments and regulators, to work together in partnership to find long-term solutions. The recommendation is that similar accessibility projects involve the following stakeholders:

- State regulators to sign off the project
- National Enforcement Body
- Local carriers
- Airports
- Disabilities Associations
- Tour Operators or Travel Agents
- Assistance or Service Providers as needed.

For any issue related to the transposition of accessibility regulations into industry policy, IATA recommends that local regulators consider convening high-level advisory boards and technical committees focused on providing accessibility services both in airports and on-board aircraft. Such groups should be tasked with considering plausible practical measures which can be implemented in a coordinated manner and make a difference in passengers' travels. The advisory board and technical committees should also envisage long-term solutions, as PwD numbers are set to increase in the future.

## Acknowledgements

This document was developed by a technical committee under the lead of the Civil Aviation Disability Advisory Board, which comprises airlines (Air Dolomiti, ITA, NEOS), as well as various disability associations, travel agents and major airports.

A special thank you to [Open Doors Organization](#) for their time, dedication and passion provided in supporting the review of the airlines' webpages, which are part of this guidance material.

## What is the 'One Click Away' project?

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<sup>1</sup> One 'click' includes a mouse rollover, which then invites the passenger to select the 'Special Assistance' link from a menu or list of other links.



The European Civil Aviation Conference (ECAC) Guidance on websites' information for PwD and Persons with Reduced Mobility (PRM)<sup>2</sup> recommends that passengers receive air transport information on a single webpage, one click away from the homepage or on pages directly accessible from a single 'landing' page one click away from the homepage. One 'click' includes a mouse rollover, which then prompts the user to select the "Special Assistance" link from a menu or list of other links.

ECAC also estimates that the percentage of missing notifications for a passenger assistance request is on average 30%, including regional and international flights departing to/from Europe.

In parallel, passengers needing assistance refer to the difficulty in notifying airlines due to the complexity in accessing essential information on their websites.

As a collaborative action implying both regulators and airlines, the Italian Civil Aviation Authority (ENAC) and Italian air carriers (e.g. ITA Airways, Neos, and Air Dolomiti) reviewed their dedicated accessibility webpages to improve the quality and consistency of information, as well as to ensure easy access to passengers booking assistance services online. This project was therefore named 'One Click Away', and the best practices contained in this document refer to it.

## Objective of the project

The 'One Click Away' pilot project aims to:

- Provide a user-friendly access to the airlines' website's dedicated area
- Provide information on who is entitled to receive the assistance service
- Educate the passenger to request assistance as early as possible (i.e. during the booking process).

The scope is to:

- Facilitate communication with passengers in a consistent manner
- Provide an easy access to a dedicated webpage which lists the type of services offered, how and when to request them, and why it is important to act as soon as the booking process starts<sup>3</sup>.
- Produce a best practices exercise that could be used as a reference in other jurisdictions.

## Analysis and touch points

Airlines are encouraged to publish their PwD and PRM policies on their website. Passengers should be clearly informed about how to request assistance, how much advance notice to provide, and when additional information is required.

We suggest that, before initiating the 'One Click Away' project, IATA airline members assess and evaluate the technical changes in their own reservation systems and webpages.

In addition, we recommend airlines and airports gather an experts taskforce including disability organizations, and agree on a set of objectives such as:

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<sup>2</sup> ECAC- Doc 30 Policy Statement in the Field of Civil Aviation Facilitation- Annex 5-J.

<sup>3</sup> The [Alaska Airlines website](#) is a good example



- Gentle analysis of the carrier's dedicated assistance webpage
- Identification of national and international regulatory requirements including the assistance service advance request from the passenger to the airline
- Review of airlines' policies and related procedures.

The analysis could focus on the following questions:

- Is the assistance service section accessible from the homepage and in one click?
- Is the passenger able to identify how to book the assistance service in the airline webpage?
- Is the booking requirement clear for the passenger?
- Is the information written in plain language?
- Is the booking process clear?

If most questions hail negative answers, the 'One Click Away' project might then facilitate a consistent information channel for PwD, PRM or anybody who wishes to travel by air and who needs assistance at the airport and on board.

## Airline website information

As general guidance, IATA recommends that website information should be presented in a clear and easy to understand way, all the while remaining accessible for PwD. Website designs should respect existing international accessibility guidelines. It is key that all information be written in plain language, while technical jargon and abbreviations be avoided.

Airlines should consider reviewing their website to ensure a dedicated area for assistance be accessible one click away from the homepage. In addition, the website should provide, at the very least, the following information:

- Definition of assistance service
- How to book the assistance service
- Seating allocation
- Where feasible, information on safety and mobility aids space restriction
- Conditions under which a safety assistant is required
- Medical equipment allowance, considerations, and restrictions
- How to make a claim in the event a mobility aid is mishandled
- Key information that may be required in relation to a passenger's mobility aid and when it should be provided. This includes:
  - For a manual wheelchair, the weight, dimensions (at its smallest, ready to load, length x width x height), and whether the passenger intends to stow it in the cabin
  - For a battery-powered mobility aid: weight, battery type (if lithium ion, the watt hours and whether the batteries must be removed<sup>4</sup>) and dimensions (at its lowest, ready to load, length x width x height).
- Airline websites should also inform passengers:
  - To arrive ahead of time at the airport for the check-in procedures<sup>5</sup>
  - About the on board wheelchair policy

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<sup>4</sup> Often, sufficient battery protection cannot be provided or these cannot be securely attached to the mobility aid. In such cases, the manufacturer would specify that the batteries must be removed.

<sup>5</sup> IATA member airlines may request for passengers requiring specific assistance to check in early enough to allow time to provide the accommodations in a correct and timely manner without delaying the flight.

- About the cabin closet size
- About cargo compartment door dimensions and weight limitations per aircraft types that may prevent the transportation of certain mobility aids.

**Note:** Detailed information on the handling of mobility aids is available in the [IATA Guidance on the Transport of Mobility Aids](#).

## Airline homepages

For easy access and consistency, airlines should aim to harmonize their webpage format and content. For example, during the Italian 'One Click Away' project, it was agreed that:

- The International Symbol of Access (ISA)<sup>6</sup> would be used to easily guide the passenger through the assistance request page
- The symbol would be positioned on the top right of the air carrier's homepage.
- The symbol would contain an interactive hyperlink to enable the access to the assistance landing page.



**Note:** The most used symbol of access consists of a blue square including a white wheelchair. The symbol is not only for people in wheelchairs but represents anyone with a disability – that is anyone whose mobility is restricted. The symbol is universally recognized.

## Communication

Webpage content should include information about general assistance, applicable regulation, seating allocation, health documentation, online check-in, recognized assistance dogs and emotional support animal, etc.

### Text and Language

It is suggested that airlines and regulators include a disability team in their project to ensure that the language is correct, and the text is easy to read and understand for any passenger not used to regulatory and operational language. For example, in the case of the Italian project, the Italian version was reviewed by ANGLAT (the national disability organization) whilst the English version was assessed by the Open Doors Organization and in respect of the EU 1107/2006 requirements.

### Assistance

PwD or PRM should be able to request assistance when booking their flight or at a later stage by contacting either the airline or the travel agent. As best practice, it is recommended that the assistance request is made no later than 48 hours before departure. For any request received after that deadline, it will be processed as per the

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<sup>6</sup> The ISA design is registered as ISO Standard 7000 1984. As an international standard, the copyright design for style, shape and proportion is protected worldwide 'to identify, mark or show the way to buildings and facilities that are accessible to and usable by all those persons whose mobility is restricted'.



booking channel opening times. However regulatory rules may differ from one country to the other, and the regulations will always take precedence.

Whether during the booking process or later, it is important to specify to airlines' support teams the type of assistance requested and that appropriate Special Services Request (SSR) codes are used. For those with multiple disabilities, more than one type of assistance may be requested according to the passenger's needs.

## Passenger rights and responsibilities

Airline websites should clearly inform passengers of their rights, but also of their responsibilities. For example, airlines should advise passengers requiring assistance to arrive at the airport check-in counter at least 2 hours (for short and medium-haul flights) and 3 hours (for long-haul flights) prior to the flight departure time.

Should the request for assistance not be made in advance, passengers should be notified that the airline and the airport operator will make all reasonable efforts to provide such service to guarantee the passenger's boarding on the booked flight.

**Caution:** When outlining passengers' rights and responsibilities on their website, airlines should follow the regulatory requirements for the relevant locations and seek legal advice where appropriate.





# Appendix A – Example of language used in the Italian Project

The following is the order of the topics and the language used in the landing page content related to the Italian project:

**Note:** the below text serves as an example only, airlines are encouraged to adapt their language and text according to airline's policy and applicable regulation, seeking legal advice where appropriate

## Assistance

If you are a passenger with disabilities or with reduced mobility, you can request your assistance when booking your flight or at a later stage by XXXXXXXXXX, no later than 48 hours before your flight's departure.

If your request is made after that 48-hour deadline, it will be immediately processed during our opening hours and will provide a response.

You can also contact our XXX (i.e Chat box, or write an email ) Monday to Friday from 09:00am to 6:00pm (CET) for further details on your specific flight.

Please note that if your flight is operated by a third-party aircraft, some assistance services (e.g., wheelchairs on board) may not be available or may be different.

A squeeze box layout will follow with the following topics which are a fast and easy-accessible classification (containing keyword of assistance) of the Carrier Special Services. They also facilitate the SEO (Search Engine Optimization) with the result that these topics are easily findable on the website.

## Assistance for persons with disabilities or with reduced mobility

To guarantee a service tailored to your requirements, the request for assistance for passengers with disabilities or with reduced mobility must be made to XXX during the flight booking process or at a later stage, but no later than 48 hours before your flight's departure.

Whether at booking or later, it is important to specify to our Support Chat Box the type of assistance required, as described below. For those with multiple disabilities, more than one type of assistance may be requested.

### Wheelchair assistance to and from the aircraft

Passenger who can walk independently inside the aircraft and descend and ascend stairs but needs a wheelchair or other means of transport for long distances inside the terminal.

### Wheelchair assistance to and from the aircraft and with stairs

Passenger who can walk independently inside the aircraft but cannot descend or ascend stairs and needs a wheelchair or any other means of transport for long distances inside the terminal.

### Wheelchair assistance for passenger travelling with own mobility aid

Passenger who travels with his/her own wheelchair and may require assistance in the terminal as well as during all phases of boarding and disembarkation of the flight.

## Hearing assistance

Passenger with partial or total loss of hearing who requires communication assistance in the terminal and on the plane.



## **Vision assistance**

Passenger who is blind or low vision who requires assistance with wayfinding and communication in the terminal and on the plane.

## **Intellectual/developmental disability assistance**

Passenger with cognitive, intellectual, or developmental disability who requires assistance in the terminal and on the plane.

## **Passenger of larger size**

If you think that your seat in economy class is not sufficient for your comfort, you can consider purchasing a higher class of service (if available) or an additional adjacent seat by contacting our Support Chat Box.

You can request the above types of assistance when booking your flight or at a later stage by accessing the 'MY BOOKING' section, but no later than 48 hours before your flight's departure.

If you have booked your trip through a travel agency and you need to request any of the above-mentioned assistances, you will need to contact that agency.

You can request your assistance when booking your flight or at a later stage by contacting the XXX Support Chat Box and in any case no later than 48 hours before your flight's departure.

If you have booked your trip through a travel agency and you need to request any of the above-mentioned assistances, you will need to contact such agency.

Be reminded that such requests should be made in order to:

- arrange for assistance at the airport during boarding, de-boarding and/or transit
- carry your own wheelchair (manual or electric)
- carry special medical equipment
- carry a service dog in the cabin

Once on board, the assisted passenger will be accompanied to his/her allocated seat from where the crew safety briefing or any in flight announcement will be visible or audible during the course of the flight. For safety reasons emergency exits seats will not be available.

## **Passenger Rights and Responsibility**

It is important to notify XXX of your requests for assistance at least 48 hours before your departing flight. This will allow the operator to notify in a timely manner all the parties involved to ensure appropriate service during all the phases of your journey.

A passenger who has requested assistance must arrive at XXX check-in counter at least 2 hours (for short- and medium-haul flights) and at least 3 hours (for long-haul flights) before the flight departure time. Should the request for assistance not have been made in advance, XXX, together with the Airport Operator, shall make all reasonable efforts to provide such service to guarantee the passenger's boarding on the scheduled flight.

In accordance with EC Regulation 1107/2006 concerning the rights for persons with disabilities and reduced mobility when travelling by air, the assistance service is offered free of charge at all airports.

Information on the services available can also be found on the website of the specific airport.

## **Booking and seating allocation - accompanying person**

For safety reasons, each aircraft is equipped with designated seats for passengers with disabilities or with reduced mobility. These seats are assigned during check-in at the airport and are always adjacent to the aircraft window.

For safety reasons it is not possible to allocate seats in emergency exit rows.

In compliance with the ENAC regulation DG16 / 07/2021, the seating allocation for persons accompanying people with disabilities or with reduced mobility will not bear any additional charges.

If you are travelling with an accompanying person, XXX will make every reasonable effort to allocate a seat next to you or nearby.



## Health documentation and fitness to fly

If XXX deems it necessary, it may request medical clearance directly from the passenger or his/her doctor in the following situations:

- passengers suffering from infectious diseases that could pose a risk to the flight safety (including diversions and emergency landings)
- passengers in need of medical assistance or equipment (e.g., passenger showing obvious respiratory difficulties), as their health condition could worsen during or due to the flight.

Similarly, for certain types of assistance, the carrier may request the presence of an accompanying person. Our Support Chat Box can provide all the necessary information from Monday to Friday from 09:00am to 6:00pm CET.

## On-line check in

Online check-in is not available for passengers' requesting assistance.

Seats on board will be assigned by contacting our Support Chat Box (from Monday to Friday 09:00am to 06:00pm CET) or during check-in at the airport.

## Wheelchairs, scooters, and other mobility aids

When booking your flight, please inform XXX of your need to travel with a wheelchair, whatever the type, or any other mobility aid.

You can transport up to two mobility aids (e.g., wheelchair and walker) free of charge.

Although XXX does its best to ensure that mobility aids are transported safely, certain factors may prevent them from being transported. For full details and possible limitations, please identify below the type of wheelchair you need to be transported.

### Manual wheelchair

Your manual wheelchair will be collected at the check-in counter or after your accommodation on board to be transported in the aircraft hold.

### Wheelchairs and mobility aids powered by unsealed batteries (spillable)

Not allowed for transport on XXX flights.

### Wheelchair and mobility aids powered by sealed batteries (non-spillable)

If the wheelchair or mobility aid is powered by sealed batteries and can be placed inside the hold in an upright position, the battery may remain attached to the wheelchair/electric device provided it complies with the following conditions:

- The battery must be securely attached to the wheelchair/mobility aid;
- The electrical contacts of the battery must be protected against short circuits;
- The electrical circuits have been isolated.

It is permitted to carry one (1) spare battery for wet batteries and two (2) for nickel-metal hydride batteries. When booking the service, we ask you to provide our Support Chat Box (Monday to Friday from 09:00am to 6:00pm CET) or travel agency with the wheelchair's technical data sheet including battery specifications.

### Wheelchair and mobility aids powered by lithium-ion batteries

These batteries are considered dangerous and are therefore subject to the following conditions:

- Batteries used must be of a tested type (UN Manual of Tests and Criteria, Part III, subsection 38.3.)
- Where the battery is removed by the user, if the mobility aid is specifically designed to allow the battery to be removed, the battery must not exceed 300 Wh or for a device with two batteries required for its operation, each battery must not exceed 160 Wh.
- If the battery is not removed, there is no Wh limit.



XXX allows you to carry one (1) spare 300 Wh battery, or two (2) batteries of max 160 Wh. Both removed and spare batteries are to be carried exclusively in the passenger cabin, inside a protective case.

If the mobility aid does not meet the safety requirements, it may not be allowed on board. Therefore, when booking the service, we ask you to provide via Support Chat Box (or directly to the travel agency if you have booked with them) the wheelchair data sheet including all battery specifications.

### Maximum dimensions of wheelchairs

The maximum dimensions of a personal wheelchair will need to comply with the following measurements:

- Aircraft B737: 140 x 114 x 85 (length x width x height)
- Aircraft B787: 150 x 150 x 160 (length x width x height)

The maximum weight allowed for wheelchairs is 200kg.

### Assistance dogs and emotional support animal

On XXX task-trained assistance dogs may travel in the cabin free of charge.

For connecting flights, check the regulations of the airline operating the individual flight.

If you are traveling with multiple airline companies, we therefore advise you to request confirmation from each company that your animal will be permitted on board.

#### General Terms of Service

Regardless of breed or type, task-trained assistance dogs have been trained to assist people with motor disabilities, visual and hearing impairments, intellectual/relational disabilities, or other disabilities of a psychiatric nature. A training certificate is required for the dog.

This service must be requested when booking the flight or at a later stage by accessing the 'MY BOOKING' section, but no later than 48 hours before your flight's departure.

For further enquiries, you can use the XXX Support Chat Box available on our website (Monday to Friday from 09:00pm to 6:00pm CET).

If you have booked your trip through an agency or a tour operator, you must request the service directly through it. The service will be confirmed once all the documentation submitted has been validated by our staff.

*Note:* Dogs that offer emotional support are not considered task-trained assistance dogs and therefore their transportation is not provided free of charge onboard our flights. Their carriage may be possible at a charge according to the procedures for boarding dogs in the cabin or in the hold, depending on the weight and size of the animal. We advise you to enquire in advance about entry conditions in other countries.

#### General requirements for dogs' transport

To guarantee flight safety and comfort in the cabin, the dog must be trained to obey and behave appropriately in a public environment (e.g., does not bark, growl, or attack people or other animals). For small dogs, it is not mandatory that they travel in the appropriate pet carrier for the entire duration of the flight. If they travel without one, a leash and muzzle must be used (the latter if requested by the captain). The guide dog must remain in front of the owner's seat.

#### On board the dog requirements

Always remain under the direct control of the passenger.

Must not sit on a passenger seat and cannot be in an emergency exit row.

In addition, the following provisions must be complied with while the animal is on board.

The passenger must have a muzzle available to be used only if requested by the pilot in command (if the dog, during the flight, shows aggression). The transport of the animal is free of charge even if it must be loaded in the hold.



The passenger is responsible for damages and additional costs resulting from the transport of the dog."

### Stretcher Transport

Transport on a stretcher is not allowed on XXX flights.

### Oxygen concentrators

The transport of Portable Oxygen Concentrators (POC) onboard our flights is subject to the following conditions:

- The passenger must inform XXX no later than 4 days before the departure of the flight.
- The passenger must travel with an approved model of POC (see list below).
- The POC must have a label/tag indicating approval for use on board aircraft.
- The POC must not be contaminated with oils, grease and other petroleum products and must be in good condition and free from damage or other signs of excessive wear and tear or misuse.
- The passenger must present the POC documentation for inspection.
- The passenger must present Form FO-FO-019 or an equivalent letter from their doctor confirming the following information:
  - 1) The passenger is fit to travel.
  - 2) The passenger can operate the device, recognise and respond appropriately to its alarms if unable, the user must travel with an escort capable of performing these tasks.
  - 3) Specification of the phases of flight during which the device is medically necessary (taxiing, take-off, cruise, landing);
  - 4) Indication of the maximum oxygen flow value in relation to the pressure value during normal operations.
  - 5) The passenger must allow XXX personnel to verify the content of the medical certification.
- In addition: during the flight, the POC must be used in battery mode.
- The passenger must have enough fully charged batteries to cover the duration of the flight and any possible delays. Additional batteries are only allowed in carry-on baggage and must be individually protected to prevent short circuits; battery terminals must be unexposed or packed to avoid contact with metal objects, including the terminals of other batteries.
- Spare lithium or lithium-ion batteries are not allowed in checked baggage.
- Only lotions and conditioners that are compatible with the presence of concentrated oxygen may be used.
- The POC must be switched off in case of interference with aircraft systems.
- The POC used during each phase of the flight must be stowed completely under the seat in front of the passenger. This will enable the user or the user's accompanying person to hear the audible and visual warnings.
- The POC must be stowed free of blankets, coats or any other hand luggage that could block the suction filter.
- When the seat belt sign is off, the person using the POC is free to move around the cabin.

List of authorized POC to follow " ...."

**Note :** If the POC bears the following label "The manufacturer of this POC has determined this device in conformance to all applicable FAA acceptance criteria for POC carriage and use on board aircraft", the device is approved for transport.

### Oxygen for medical use

Oxygen cylinders for medical use **are not permitted** on XXX flights.

**Note :** XXX [airline name] also does not provide this service.



## Restrictions on medical devices

For safety reasons, supports/aids for disabilities that need to be fastened at the back of the seat are not permitted on XXX flights.

## Assistance on board

XXX aircraft are all equipped with an aisle wheelchair that can be used to move the passenger from his/her seat to the toilet if required.

As per EC Regulation 1107/06 Annex II, our crews cannot provide assistance in the following cases:

## Use of toilets

Lifting or carrying a passenger when not for the purpose of aisle wheelchair use

## Administration of meals and drinks

Administering or supervising the administration of medication/s.

Our in-flight toilets are equipped with handrail support to facilitate its use by passengers with reduced mobility (only some central toilets on B787 aircraft)

## Assistance on board the aircraft

Our aircraft are all equipped with manual wheelchairs that can be used to move from your seat to the toilets.<sup>7</sup>

As per EC Regulation 1107/06 Annex II, our crews cannot provide assistance in the following cases:

Use of toilets

Lifting or transporting the passenger where not intended for the use of the wheelchair

Administration of meals and drinks

Administration or supervision of drug administration

Our on-board toilets are equipped with hand rests to facilitate their use by passengers with disabilities and reduced mobility (only some central toilets on aircraft)

## Prevention of refusal of carriage

In accordance with the current regulation EC 1107/06, an airline, its agent, or a tour operator cannot refuse a booking request for reasons of disability or reduced mobility.

Refusal of booking or boarding can only take place:

1. For safety reasons
2. If the size of the aircraft or its doors make it physically impossible to board or transport the passenger with disabilities or reduced mobility or the.

Please note that if the flight is operated by third-party carrier, some assistance services may not be available or may differ (e.g., wheelchairs on board)

## Complaint procedure

**Note:** In the below paragraph air carriers shared the company's internal procedure. The below text serves as an example and does not constitute an IATA recommendation.

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<sup>7</sup> This may change from one air carrier to the other.



In the event the response appears to be inconsistent with the provisions of the regulation, passengers with reduced mobility or with disabilities can submit a complaint to the **XXX** (National Civil Aviation Authority), preferably using the following online form: [link to be included](#)

It is possible to send a complaint to the *CAA* if the service problem occurred:

- at a domestic airport;
- on flights departing from a **XXX (nation)** airport (regardless of the nationality of the carrier);
- on flights arriving at **(nation of the airport)** if operated by an EU carrier.

### **National disability awareness campaign**

If there are any national travel industry campaigns on how to ensure a smooth and enjoyable travel for those passengers with certain disabilities this could be the perfect opportunity as communication channel to raise awareness. ( i.e airline/airport autism friendly campaign )

### **Regulation (EC) No 1107/2006**

On 26 July 2008, Regulation (EC) No 1107/2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air came into force.

For further information, you can download the regulation [here](#)

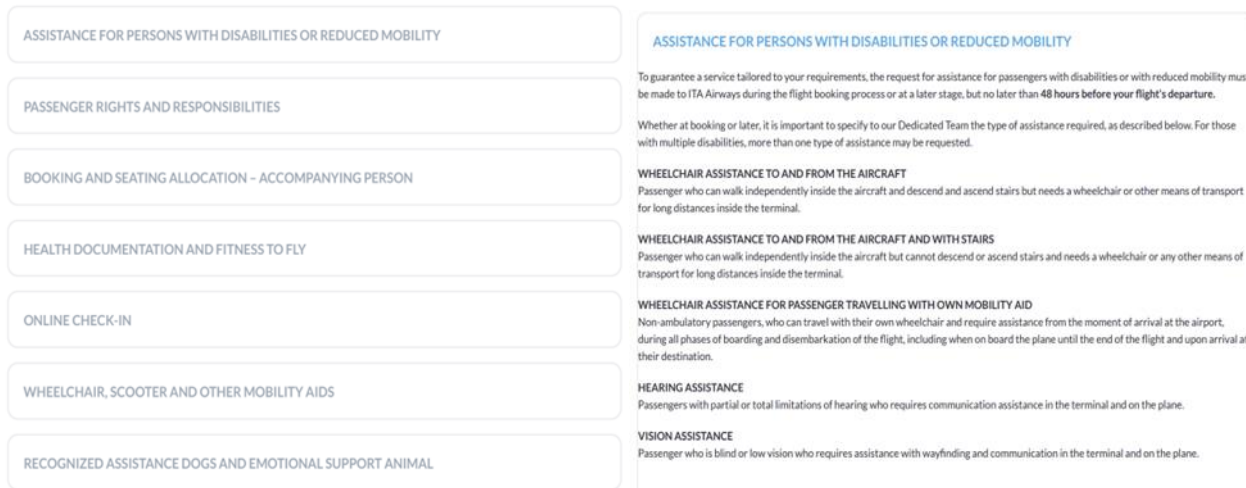
### **Updates**

This is used for any operational communication.

## Appendix B - Other Considerations

### Website and mobile phone page layout:

Airlines should ensure consistency between the web page and mobile applications. For example, Italian carriers adopted a squeeze box format so the passenger will remain on the same page without having too many tabs opened.



### Text and language endorsement:

The English version was endorsed by Open Doors Organization and IATA encourages airlines to maintain the same content. For any other languages IATA recommends that the content be endorsed by a local disability association and is compliant to the applicable regulatory requirement.

### Updates / Variations:

In case of variations of services or regulatory requirements airlines may consider refer to internal policy in plain language.

### Stretcher

Airlines may consider refer to applied regulation and internal policy for the transportation of stretcher.

### Airlines Application

Some airlines might have their own application. Do bear that in mind ensuring that you have a link in the menu to the website landing assistance page.

### Landing page main picture

For consistency, airlines participating in this pilot agreed to use the same image as a reference aspect of the case study. The rationale was to provide a positive message as an overall a positive travel experience which ultimately fulfils the scope of this exercise.

**Note:** Communications coordination on the same images is not an essential aspect of the case study, for IATA and international purposes.





## Acronyms

**IATA** : International Air Transport Association

**NEB** : National Enforcement Body

**CET** : Central European Time

**ENAC** : Ente Nazionale Aviazione Civile – Italian Civil Aviation

**FAA** : Federal Aviation Administration