

IATA RIM LEGAL PANEL

Passengers with Reduced Mobility

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EC Regulation 1107/2006 –the PRM Regulation

The PRM Regulation

Deals with the rights of disabled persons / persons with reduced mobility:

- when departing from / transiting through / arriving at a UK airport
- Departing from an airport in a third country to an airport in a member state (if a UK/ Community Carrier)

Carriers / agents / tour operators must not refuse carriage on grounds of disability and must not require that a person can only travel if accompanied by another person who can



Obligations on Carriers

Carriers / agents / tour operators must not:

- Refuse carriage on grounds of disability; and
- Require that a person can only travel if accompanied by another person who can provide assistance (unless on grounds of safety);

They must provide:

- Information regarding needs and transmission to relevant airports; and
- Assistance in cabin (including carriage, free of charge, of assistance dogs)

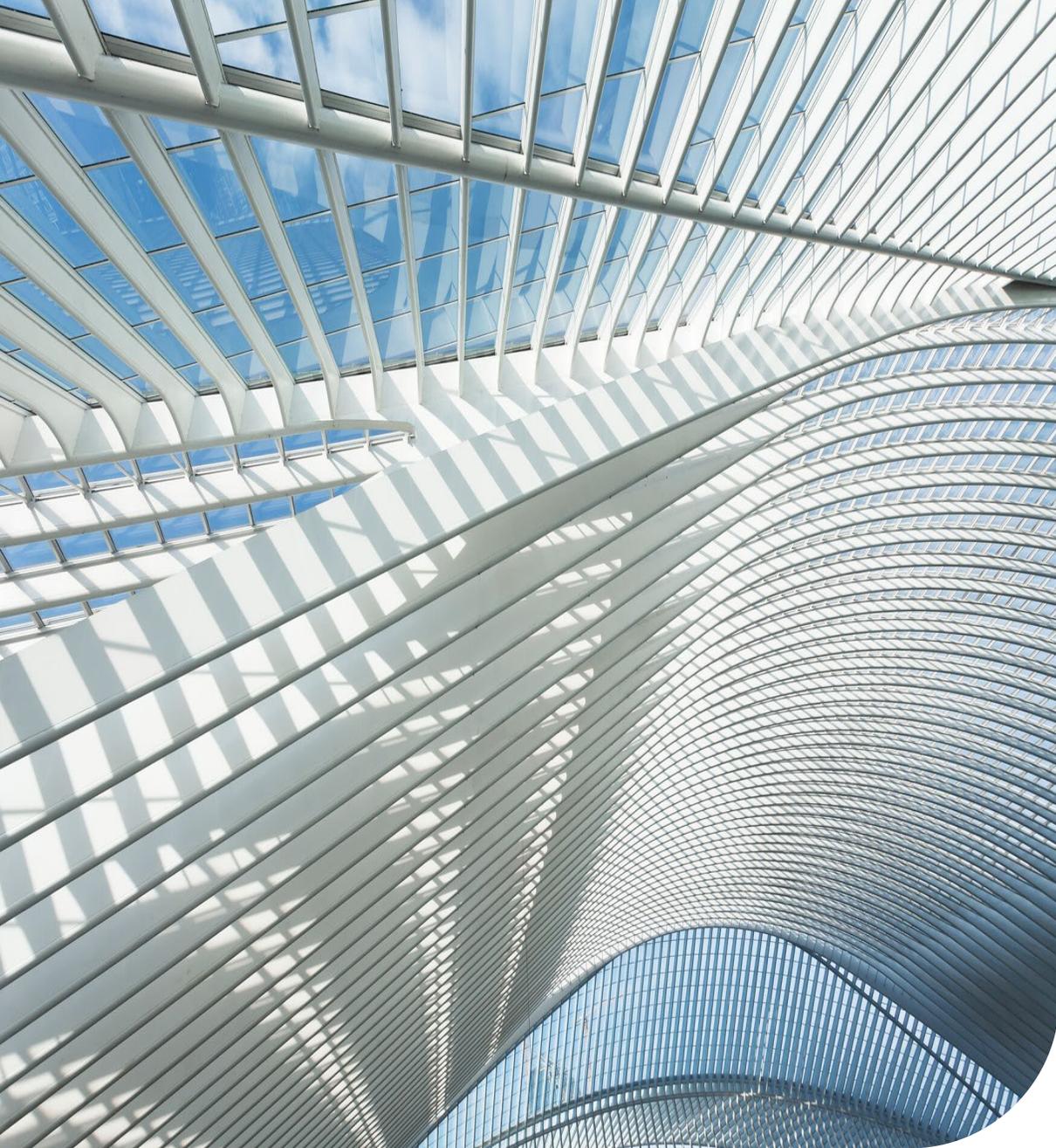


Obligations on Airports

Airports must provide:

- Designated points of arrival and departure for disabled persons to request assistance;
- Assistance to disabled persons travelling through the airport
- Quality standards in cooperation with airport users.





Reform of 1107/2006?

“Disabled people are not one homogenous group. .everyone deserves to be treated with respect through the process and should be able to fly without worry.” —
Baroness Tanni Grey-Thompson

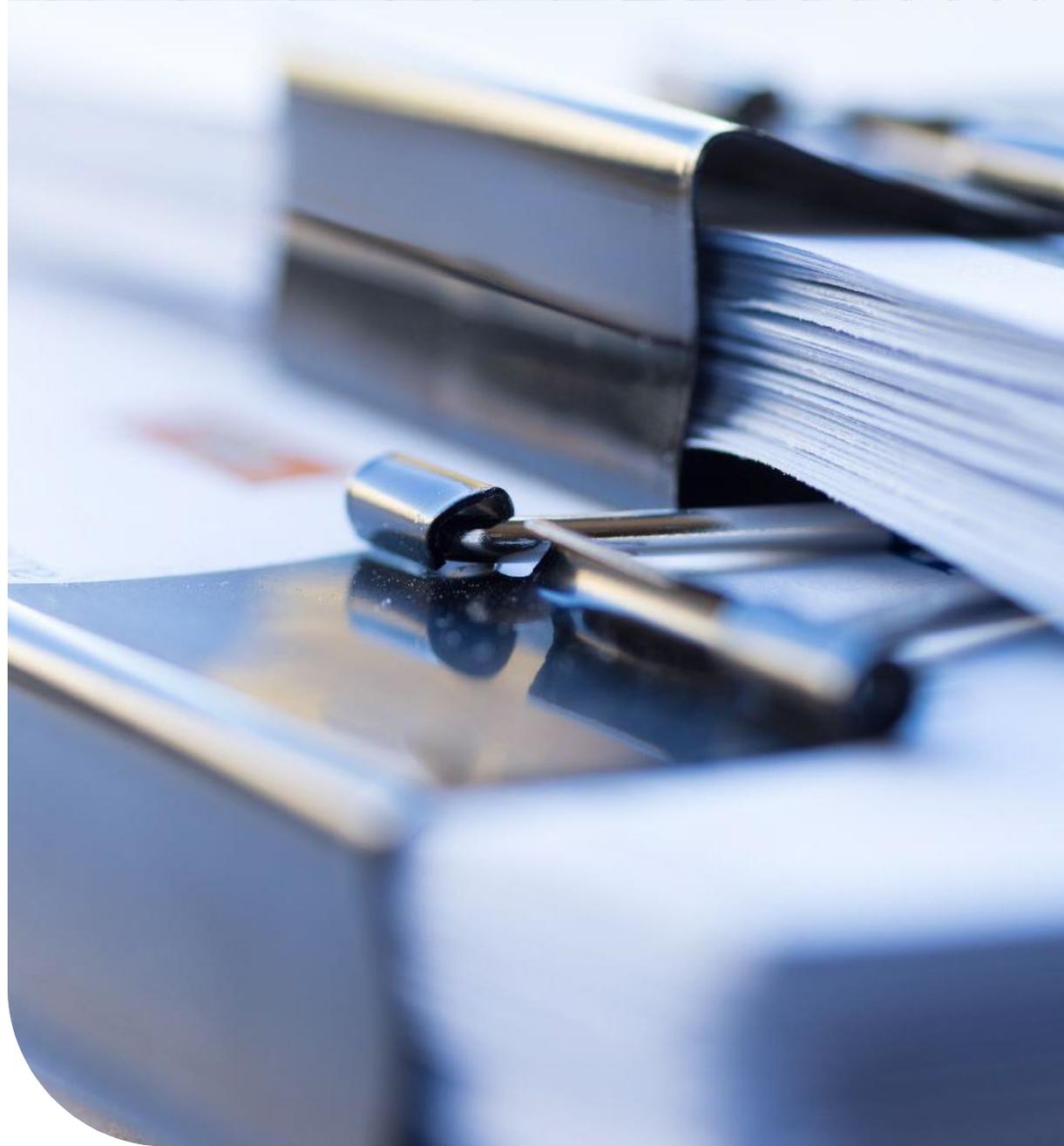


Where next?

- Reform of 1107/2006
- Aviation Accessibility Task and Finish Group Report – July 2025
 - Approximately 5.5 million passengers requested assistance at a UK airport in 2024
 - Represents approximately 1.9% of total passengers
 - Increasing from:
 - 0.94% in 2010
 - 1.35% in 2019
 - 1.69% in 2023
 - 19 recommendations – focus on training and education
 - CAA to review and update existing guidance and review its oversight
- Regulation 261/2004?



Common issues in litigation



Increase in litigation

- Baggage Claims
- Passenger injuries – who is responsible (anecdotal evidence suggests carriers are more often the target of litigation than airports)
- Equality Act 2010
- Passenger claims and AI



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