

***Regulation (EC) No. 1107/2006 of the European Parliament and of the Council concerning the rights of disabled persons and persons with reduced mobility when traveling by air.***

[Regulation \(EC\) 1107/2006](#) on the rights of persons with reduced mobility when using air transport came fully into force on 26<sup>th</sup> of July 2008.

This Regulation establishes rules for the protection of, and provision of assistance to disabled persons, as well as persons with reduced mobility traveling by air, both to protect them against discrimination and to ensure that they receive assistance. The European Commission has produced [audiovisual material](#) regarding the provisions of the Regulation.

Persons protected by the provisions of the Regulation are all persons whose mobility when using transport is reduced due to any physical disability (sensory or locomotor, permanent or temporary), intellectual disability or impairment, age, or any other cause of disability and whose situation needs appropriate attention and the adaptation to his or her particular needs of the service made available to all passengers.

According to the Regulation, no passenger with a disability may be refused a reservation for a flight or boarding, on the grounds of his or her disability. However, such a refusal is possible in order to meet safety requirements established by International, Community or national law, or if the size of the aircraft or its doors makes the embarkation physically impossible. For the time being, the Community requirements regarding aeroplanes are contained in [Regulation 859/2008](#).

Passengers protected by the Regulation when making a reservation have to notify their specific needs, at least 48 hours before the departure time, in order to receive the assistance foreseen in the Regulation. In fact, the air-operator and the airport managing body are responsible for providing the assistance specified in [ANNEX I and ANNEX II of Regulation 1107/2006](#), respectively. The assistance is provided free of charge. If no pre-notification is made, then the managing body of the airport has to make all reasonable efforts to provide the assistance specified in Annex I of Regulation 1107/2006.

Airports with annual traffic more than 150 000 passengers have to establish quality standards for the assistance they have to provide for. These standards are based on the [ECAC](#) Doc 30 and its relevant annexes.

Any passenger who considers that that his/her rights have been violated may bring the matter to the attention of the managing body of the airport or the airline in question. In case of an unsatisfactory response, a complaint may be filled with or the competent enforcement body appointed by each Member State of the European Union.

The Hellenic Civil Aviation Authority is the competent body for the enforcement of the Regulation 1107/2006, for all violations which take place in Hellas. Complaints, which do not fall within the competencies of the Hellenic Civil Aviation Authority, are forwarded to the competent enforcement body of the Member State concerned.

**If your complain is relevant to an airport managing body, please contact:**

Hellenic Civil Aviation Authority  
Airports Division  
Aerodrome Operations Section  
1 V. Georgiou Str.  
166 10, Athens

Tel.: 0030-0210-8916413, 8916424  
Fax: 0030-210-8916425, 8946478  
E-mail: [d3b@hcaa.gr](mailto:d3b@hcaa.gr)

**If your complain concerns an air-carrier, please contact:**

Hellenic Civil Aviation Authority  
Air Transport and International Affairs Division  
Air Transport Economics Section  
1 V. Georgiou Str.  
166 10, Athens  
Tel.: 0030 210-8916150, 8916193  
Fax: 0030-210-8947132  
E-mail [d1d@hcaa.gr](mailto:d1d@hcaa.gr)