

Imtac Factsheet 16

Travelling By Air

What you need to know

- Air travel can present a challenge for many disabled people
- Airports in Northern Ireland are generally accessible to disabled people and older people
- European Regulation means disabled people have rights when travelling by air within the European Union (EU)
- Airlines cannot refuse to carry you because of your disability
- Both airlines and airports must provide passengers with assistance to use services
- Standards for assistance have been set and apply when travelling anywhere in the EU
- If you require assistance you should let the airport or airline know at least 48 hours before you travel
- You have the right to complain if you feel you have not been treated well

Things to think about

- Think about how you will get to the airport
- Do you have a recognised form of identification
- Think about what assistance you require at the airport
- Let the airline/airport know if you need assistance
- Think about what happens when you arrive at your destination
- Let the airline know what your travel needs are when booking
- If you are using a travel agent make sure they understand your needs
- Think about whether you need someone to travel with you
- Think about other aspects of your onward journey

Useful Information

A guide is available with information and advice for disabled people travelling by air contact:

The Consumer Council
Seatem House
28-32 Alfred Street
Belfast BT2 8EN

Telephone/Textphone : 028 9025 1600
Fax : 028 9025 1663
Email : info@consumercouncil.org.uk
Website : www.consumercouncil.org.uk

- The Consumer Council also deal with complaints you may have about air travel
- You may also want to visit the NI Direct website at www.nidirect.gov.uk

You may be interested in these other factsheets :-

- Transport and Your Rights
- Planning Your Journey
- If Things Go Wrong