



INFO BROCHURE

PRM - Passengers
with reduced
mobility



PULA AIRPORT PROVIDES ASSISTANCE FOR PERSONS WITH DISABILITIES OR REDUCED MOBILITY

According to:

REGULATION (EC) No 1107/2006 OF THE EUROPEAN PARLIAMENT AND OF THE COUNCIL of 5 July 2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air, PULA AIRPORT obligates to:

“In order to give disabled persons and persons with reduced mobility opportunities for air travel comparable to those of other citizens, assistance to meet their particular needs will be provided at the airport as well as on board aircraft, by employing the necessary staff and equipment. In the interests of social inclusion, the persons concerned will receive this assistance without additional charge.”

DIFFERENT PRM CATEGORIES:



WCHC

Passengers are entirely immobile, cannot walk or stand. They will be accompanied to and from their cabin seats with one or two personal airport assistant



WCHS

Passengers needs help getting from the airplane to the terminal and boarding, have difficulty walking and walk up or down the stairs. They will be accompanied with one or two personal airport assistant



WCHR

Passengers needs help getting from airplane to the terminal, unable to walk long distances. They will be accompanied with one personal airport assistant



BLND

Passengers with visual disabilities. They will be accompanied with one personal airport assistant if requested



DEAF

Passengers with auditory disabilities. They will be accompanied with one personal airport assistant if requested

HOW TO REQUEST ASSISTANCE?



departing from Pula

1.

* Request service when booking your flight through web service, airline or traveling agency.

* Contact personally or via telephone Pula airport's Information desk and announce your request.

2.

* Upon arriving at terminal building go to the meeting point (Information desk) and request your assistance. Assistance will pick you up there.

3.

* Your assistant will accompany and guide you through check-in, security and boarding procedure.

* Assistant will help you with your baggage and personal needs

4.

* In case of WCHC or WCHS Pula airport will provide you special boarding procedure with specialized equipment for PRM boarding - AMBULIFT.

HOW TO REQUEST ASSISTANCE?



arriving to Pula

1.

- * Request service when booking your flight through web service, airline or traveling agency.
- * Contact via telephone Pula airport's Information desk and announce your request.

2.

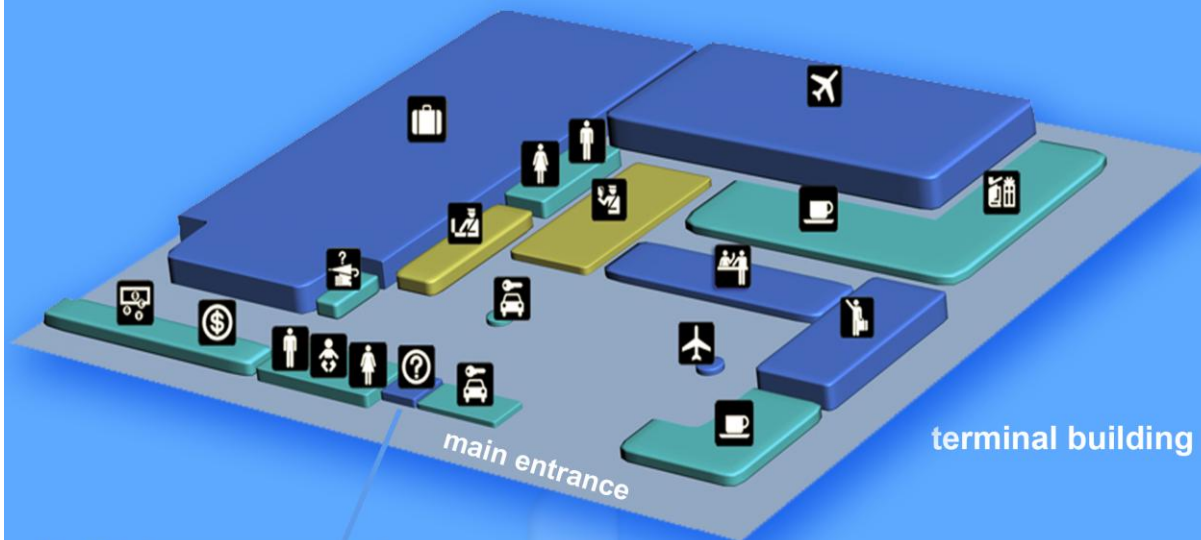
- * Upon arriving your assistant will be waiting for you in front of the airplane.
- * You will be accompanied and guided through customs and baggage claim procedure.

3.

- * In case of WCHC or WCHS Pula airport will provide you special disembark procedure with specialized equipment for PRM disembarking - AMBULIFT.

MEETING POINT ?

  - meeting point is at information desk



  information desk

For more information dial:

052 530 105
(+385 52 530 105)

or e-mail:

informacije@airport-pula.hr