



# Part 602

## Passenger Protection for Persons With Reduced Mobility

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## **Disabled persons and persons with reduced mobility**

### **Subpart ( A )**

#### **Disabled persons and persons with reduced mobility**

##### **602- 1: Interpretation and scope**

Under the terms of the UN Convention on the rights of persons with disabilities, states agree to undertake action to ensure and promote the full realization of all human rights and fundamental freedoms for all persons with disabilities without discrimination.

Consequently, disabled persons and persons with reduced mobility should have opportunities for air travel comparable to those of other citizens.

The provisions of this Regulation shall apply to disabled persons and persons with reduced mobility, using or intending to use commercial passenger air services on departure from, on transit through, or on arrival at an airport located in the territory of Egypt.

Where relevant and in particular Part (602-3 ) , (602-4) and ( 602-10 ) shall also apply to passengers departing from an airport situated in a third country to an airport located in the territory of Egypt, if the operating carrier is a Egyptian air carrier.

This sub-Part 1 shall not affect the rights of passengers established under sub-part 1 of this Regulation.

##### **602-2: Definitions**

- (a) 'Air carrier' means an air transport undertaking with a valid operating license;
- (b) 'Operating air carrier' means an air carrier that performs or intends to perform a flight under a contract with a passenger or on behalf of another person, legal or natural, having a contract with that passenger;
- (c) 'Reservation' means the fact that the passenger has a ticket, or other proof, which indicates that the reservation has been accepted and registered by the air carrier or tour operator;
- (d) 'Tour operator' means, with the exception of an air carrier, the person who, other than occasionally, organizes packages and / or sells or offers them for sale;
- (e) 'Package' means the pre-arranged combination of not fewer than two of the following when sold or offered for sale at an inclusive price: transport; accommodation, other tourist services not ancillary to transport or accommodation and accounting for a significant proportion of the package;
- (f) 'Disabled person' or 'person with reduced mobility' means any person whose mobility when using transport is reduced due to any physical disability (sensory or loco motor, permanent or temporary), intellectual disability or impairment, or any other cause of disability, or age, and whose situation needs appropriate attention and the adaptation to his or her particular needs of the service made available to all passengers;
- (g) 'Managing body of the airport' or 'managing body' means a body which notably has as its objective under national legislation the administration and management of airport infrastructures, and the coordination and control of the activities of the various operators present in an airport or airport system; and
- (h) 'Airport user' means any natural or legal person responsible for the carriage of passengers by air from or to the airport in question.

**Subpart ( B )**  
**Rules**

**602-3: Prevention of refusal of carriage**

- (a) An air carrier or its agent or a tour operator shall not refuse, on the grounds of disability or of reduced mobility:
  - (1) To accept a reservation for a flight departing from or arriving at an airport to which this Regulation applies;
  - (2) To embark a disabled person or a person with reduced mobility at such an airport, provided that the person concerned has a valid ticket and reservation.

**602-4: Derogations, special conditions and information**

- (a) An air carrier or its agent or a tour operator may refuse to accept a reservation from or to embark a disabled person or a person with reduced mobility:
  - (1) In order to meet applicable safety requirements or
  - (2) If the size of the aircraft or its doors makes the embarkation or carriage physically impossible.
- (b) A disabled person or a person with reduced mobility who has been denied embarkation on the grounds of his or her disability or reduced mobility and any person accompanying this person pursuant to third paragraph of this Article shall be offered the right to reimbursement or re-routing as provided for in Part (602-8 ) of sub-part 1 of this ECAR The right to the option of a return flight or re-routing shall be conditional upon all safety requirements being met.
- (c) Under the same conditions referred to in first paragraph, point (a), an air carrier or its agent or a tour operator may require that a disabled person or person with reduced mobility be accompanied by another person who is capable of providing the assistance required by that person.
- (d) An air carrier or its agent shall make publicly available, in accessible formats and in at least the same languages as the information made available to other passengers, the safety rules that it applies to the carriage of disabled persons and persons with reduced mobility, as well as any restrictions on their carriage or on that of mobility equipment due to the size of aircraft. A tour operator shall make such safety rules and restrictions available for flights included in package travel, package holidays and package tours which it organizes, sells or offers for sale.
- (e) When an air carrier or its agent or a tour operator exercises such derogation, it shall immediately inform the disabled person or person with reduced mobility of the reasons therefore.
- (f) On request, an air carrier, its agent or a tour operator shall communicate these reasons in writing to the disabled person or person with reduced mobility, within five working days of the request.

**602-5: Designation of points of arrival & departure**

The managing body of an airport shall designate points of arrival and departure within the airport boundary or at a point under the direct control of the managing body, both inside and outside terminal buildings, at which disabled persons or persons with reduced mobility can, with ease, announce their arrival at the airport and request assistance. Such points of arrival and departure shall be clearly signed and shall offer basic information in accessible formats.

**602-6: Transmission of information**

Air carriers, their agents and tour operators shall take all measures necessary for the receipt of notifications of the need for assistance made by disabled persons or persons with reduced mobility.

When an air carrier or its agent or a tour operator receives such notification, it shall transmit the information as soon as possible before the published departure time for the flight to the managing bodies of the airports of departure, arrival and transit and the operating air carrier if the reservation was not made with that carrier.

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As soon as possible after the departure of the flight, an operating air carrier shall inform the managing body of the airport of destination, if situated in the territory of the State of Egypt or in the territory of a State of the European Union, of the number of disabled persons and persons with reduced mobility on that flight requiring assistance specified in Annex I and of the nature of that assistance.

**Subpart ( C )**  
**Assistance**

**602-7: Right to assistance at airports**

When a disabled person or person with reduced mobility arrives at an airport for travel by air, the managing body of the airport shall be responsible for ensuring the provision of the assistance specified in Annex I in such a way that the person is able to take the flight for which he or she holds a reservation, provided that the notification of the person's particular needs for such assistance has been made to the air carrier or its agent or the tour operator concerned at least 48 hours before the published time of departure of the flight. This notification shall also cover a return flight, if the outward flight and the return flight have been contracted with the same air carrier.

Where use of a recognized assistance dog is required, this shall be accommodated provided that notification of the same is made to the air carrier or its agent or the tour operator.

- (a) The provisions of the first paragraph shall apply on condition that:
- (1) The person presents himself or herself for check-in at the time stipulated in advance and in writing (including by electronic means) by the air carrier or its agent or the tour operator, or
  - (2) The person arrives at a point within the airport boundary designated in accordance with Article 5:
    - (i) At the time stipulated in advance and in writing (including by electronic means) by the air carrier or its agent or the tour operator, or
    - (ii) If no time is stipulated, not later than two hours before the published departure time.
- (b) When a disabled person or person with reduced mobility transits through an airport, or is transferred by an air carrier or a tour operator from the flight for which he or she holds a reservation to another flight, the managing body shall be responsible for ensuring the provision of the assistance specified in Annex I in such a way that the person is able to take the flight for which he or she holds a reservation.
- (c) On the arrival by air of a disabled person or person with reduced mobility at an airport, the managing body shall be responsible for ensuring the provision of the assistance specified in Annex I in such a way that the person is able to reach his or her point of departure from the airport as referred to in Part ( 602-5 ).
- (d) The assistance provided shall, as far as possible, be appropriate to the particular needs of the individual passenger.

**602-8: Responsibility for assistance at airports**

The managing body of an airport shall be responsible for ensuring the provision of the assistance specified in Annex I without additional charge to disabled persons and persons with reduced mobility.

**602-9: Quality standards for assistance**

- (a) The managing body of an airport shall set quality standards for the assistance specified in Annex I and determine resource requirements for meeting them, in cooperation with airport users and organizations representing disabled passengers and passengers with reduced mobility.
- (b) In the setting of such standards, full account shall be taken of internationally recognized policies and codes of conduct concerning facilitation of the transport of disabled persons or persons with reduced mobility, notably the airports shall meet the quality standards for Persons with Reduced Mobility set under Annex III.

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(c) The managing body of an airport shall publish its quality standards.

**602-10: Assistance by air carriers**

Subject to the conditions set under this Regulation an air carrier shall provide the assistance specified in Annex II without additional charge to a disabled person or person with reduced mobility provided that the person in question fulfills the conditions set out in paragraph 1, 2 and 4 of Part (602-7).

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**Subpart ( D )**  
**Training**

**602-11: Training**

- (a) Air carriers and airport managing bodies shall:
- (1) Ensure that all their personnel, including those employed by any sub-contractor, providing direct assistance to disabled persons and persons with reduced mobility have knowledge of how to meet the needs of persons having various disabilities or mobility impairments;
  - (2) Provide disability-equality and disability-awareness training to all their personnel working at the airport who deal directly with the travelling public;
  - (3) Ensure that, upon recruitment, all new employees attend disability related training and that personnel receive refresher training courses when appropriate.
- Immigration authorities.



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**Subpart ( E )**

**602-12: Compensation for lost or damaged wheelchairs, other mobility equipment and assistive devices**

Whenever carrying checked wheelchairs or other mobility equipment or assistive devices, the air carrier and its agents shall offer each person with reduced mobility the option to make, free of charge, a special declaration of interest pursuant to Article 22(2) of the Montreal Convention, at booking and at the latest when the equipment is handed to the carrier.

In case of destruction, loss of or damage to mobility aids, the liability of the air carrier shall be limited to the sum declared by the person at the time when the checked mobility equipment is handed over to the air carrier.

In case of destruction, loss, damage or delay in the carriage of checked wheelchairs or other mobility equipment or assistive devices, the air carrier shall be liable to pay a sum not exceeding the sum declared by the passenger; unless it proves that the sum claimed is greater than the person's actual interest in delivery at destination.

**602-13: Exclusion of waiver**

Obligations towards disabled persons and persons with reduced mobility pursuant to this Regulation shall not be limited or waived.

**602-14: Enforcement body and its tasks**

ECAA is the body responsible for the enforcement of this Regulation as regards flights departing from or arriving at an airport located in the territory of Egypt. Where appropriate, this body shall take the measures necessary to ensure that the rights of disabled persons and persons with reduced mobility are respected, including compliance with the quality standards referred to in Part ( 602-9 ).

**602-15: Complaint procedure**

A disabled person or person with reduced mobility who considers that this Regulation has been infringed may bring the matter to the attention of the managing body of the airport or to the attention of the air carrier concerned, as the case may be.

If the disabled person or person with reduced mobility cannot obtain satisfaction in such way, complaints may be made to ECAA about an alleged infringement of this Regulation.

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**Subpart ( F )**  
**Annexes**

**602-16: ANNEX I**

**Assistance under the responsibility of the managing body of airports**

- (a) Assistance and arrangements necessary to enable disabled persons and persons with reduced mobility to:
  - (1) Communicate their arrival at an airport and their request for assistance at the designated points inside and outside terminal buildings mentioned in Part ( 602-5 ),
  - (2) Move from a designated point to the check-in counter,
  - (3) Check-in and register baggage,
  - (4) Proceed from the check-in counter to the aircraft, with completion of emigration, customs and security procedures,
  - (5) Board the aircraft, with the provision of lifts, wheelchairs or other assistance needed, as appropriate,
  - (6) Proceed from the aircraft door to their seats,
  - (7) Store and retrieve baggage on the aircraft,
  - (8) Proceed from their seats to the aircraft door,
  - (9) Disembark from the aircraft, with the provision of lifts, wheelchairs or other assistance needed, as appropriate,
  - (10) Proceed from the aircraft to the baggage hall and retrieve baggage, with completion of immigration and customs procedures,
  - (11) Proceed from the baggage hall to a designated point,
  - (12) Reach connecting flights when in transit, with assistance on the air and land sides and within and between terminals as needed,
  - (13) Move to the toilet facilities if required.
- (b) Where a disabled person or person with reduced mobility is assisted by an accompanying person, this person must, if requested, be allowed to provide the necessary assistance in the airport and with embarking and disembarking.
- (c) Ground handling of all necessary mobility equipment, including equipment such as electric wheelchairs subject to advance warning of 48 hours and to possible limitations of space on board the aircraft, and subject to the application of relevant legislation concerning dangerous goods.
- (d) Temporary replacement of damaged or lost mobility equipment, albeit not necessarily on a like-for-like basis.
- (e) Ground handling of recognized assistance dogs, when relevant.
- (f) Communication of information needed to take flights in accessible formats.

**602-17: ANNEX II**

**Assistance by air carriers**

**Carriage of recognized assistance dogs in the cabin.**

- (a) In addition to medical equipment, transport of up to two pieces of mobility equipment per disabled person or person with reduced mobility, including electric wheelchairs (subject to advance warning of 48 hours and to possible limitations of space on board the aircraft, and subject to the application of relevant legislation concerning dangerous goods).

- (b) Communication of essential information concerning a flight in accessible formats.
- (c) The making of all reasonable efforts to arrange seating to meet the needs of individuals with disability or reduced mobility on request and subject to safety requirements and availability.
- (d) Assistance in moving to toilet facilities if required.
- (e) Where a disabled person or person with reduced mobility is assisted by an accompanying person, the air carrier will make all reasonable efforts to give such person a seat next to the disabled person or person with reduced mobility.

#### **602- 18: ANNEX III quality standards**

The following standards represent the minimum levels of service to be applied to the handling of disabled persons and persons with reduced mobility.

##### **(a) For Pre-Booked Departing Customers**

- (1) Upon arrival at the airport, once they have made themselves known:
  - (i) 80% of customers should wait no longer than 10 minutes for assistance
  - (ii) 90% should wait for no longer than 20 minutes.
  - (iii) 100% should wait for no longer than 30 minutes.

##### **(b) For Non Pre-Booked Departing Customers**

- (1) Upon arrival at the airport, once they have made themselves known:
  - (i) 80% of customers should wait no longer than 25 minutes
  - (ii) 90% should wait no longer than 35 minutes
  - (iii) 100% should wait no longer than 45 minutes

##### **(c) For Pre-Booked Arriving Customers**

- (1) Assistance should be available at the gate-room / aircraft side for:
  - (i) 80% of customers within 5 minutes of “on chocks”
  - (ii) 90% within 10 minutes
  - (iii) 100% within 20 minutes

##### **(d) For Non pre-booked Arriving Customers**

- (1) Assistance should be available at the gate-room / aircraft side for:
  - (i) 80% of customers within 25 minutes of “on chocks”
  - (ii) 90% within 35 minutes.
  - (iii) 100% within 45 minutes

#### **602-19: Annex 4 draft: Information and Non-discrimination**

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**Subpart G**  
**Information and Non-discrimination**

- (a) Air fares and air rates available to the general public shall include the applicable conditions when offered or published in any form, including on the internet, for air services from an airport situated in the territory of Egypt and to air services from an airport situated in a third country if the air carrier is an Egyptian carrier.
- (b) The final price to be paid shall at all times be indicated and shall include the applicable air fare or air rate as well as all applicable taxes, and charges, surcharges and fees which are unavoidable and foreseeable at the time of publication.
- (c) In addition to the indication of the final price, at least the following shall be specified:
  - (1) Air fare or air rate;
  - (2) Taxes;
  - (3) Airport charges; and
  - (4) Other charges, surcharges or fees, such as those related to security or fuel if applicable; where the items listed under (2), (3) and (4) have been added to the air fare or air rate.
- (d) Optional price supplements shall be communicated in a clear, transparent and unambiguous way at the start of any booking process and their acceptance by the customer shall be on an optional basis.
- (e) Access to air fares and air rates for air services from an airport located in the territory of Egypt, available to the general public shall be granted without any discrimination based on the nationality or the place of residence of the customer or on the place of establishment of the air carrier's agent or other ticket seller within the territory of Egypt.