

## **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 (PRM) when travelling by air.**

**Billund Airport A/S (BLL)** had been designated by the Danish Civil Aviation and Railway Authority as the responsible entity under the relevant EU regulation, which came into effect on 26 July 2008.

BLL is tasked with ensuring that passengers with reduced mobility (PRM) receive appropriate assistance and service at the airport. This support is provided by Passenger Experience, which handles all disability assistance for PRM passenger at Billund Airport.

The cost of providing this service is distributed evenly among all departing passengers. In accordance with the regulation, BLL imposes a specific fee on each airline, calculated based on the numbers of passengers departing on its flights from Billund Airport. This fee is transparent and based on actual costs.

### **Assistance for Passengers with Reduced Mobility (PRM)**

Passengers falling under the PRM categories: WCHR, WCHS, WCHC, BLND, DEAF, DEAF/BLND, MAAS, DPNA, and MEDA, who are not covered by an insurance or social security agreement with a hospital or similar institution, are entitled to receive assistance from Passenger Experience at Billund Airport.

Assistance is provided in the following phases:

#### **Arrival at the Airport**

The PRM passenger informs the airline or travel agent of their arrival time and assistance needs. Support is available at the designated meeting point outside the terminal or at the designated meeting point at the check-in area. Information regarding the location of meeting points can be found on the following website:

[www.bll.dk/rejsende-med-handicap](http://www.bll.dk/rejsende-med-handicap)

#### **Check-in**

Passenger Experience is responsible for escorting the PRM from the meeting point to the check-in area, including packing down wheelchairs or special equipment if needed. The airline or its handling agent is responsible for check-in, baggage registration, and the loading and unloading of mobility aids belonging to the passenger.

#### **Assistance waiting area**

Until departure, PRM passengers may wait at the indoor meeting point near Café Square, which offers seating and toilet facilities. Passenger Experience provides support based on individual needs.

## **Security screening**

Passenger Experience accompanies the PRM through security and to the gate, providing assistance regardless of whether the passenger uses their own mobility aids or airport-provided equipment, including wheelchairs, elevators, and other necessary support. This also includes passport and custom procedures and any transit check-in requirements.

## **At the gate and onboard the aircraft**

During boarding, Passenger Experience is responsible for assisting the passenger from the gate to the aircraft door.

From the aircraft door and until the passenger is seated on board, responsibility for the PRM passenger is transferred to the RFFS PRM team. This transfer of responsibility applies only in cases where PRM assistance by the RFFS PRM team has been pre-booked (e.g. WCHC).

The RFFS PRM team is responsible for the use of lifts and any required special equipment from the aircraft door to the passenger's seat, particularly at gates without bridge access.

RFFS PRM assistance must be requested and booked by the handling agent at check-in as part of the PRM assessment and classification process.

Upon arrival, PRM assistance is provided from the passenger's seat to the aircraft door in accordance with the booked service.

If the passenger travels with a personal manual wheelchair tagged as DAA equipment, the wheelchair will be returned at the aircraft door by the handling agent. Personal mobility aids without a DAA tag will be delivered to baggage reclaim, typically at the oversize area at Belt 1.

Passenger Experience is responsible for assisting with the stowage and retrieval of carry-on baggage onboard the aircraft.

## **Baggage Reclaim**

Transport from the gate to the baggage reclaim area is provided, including the use of mobility aids supplied by the airport where required, as well as assistance with passport control and customs procedures.

Assistance is provided irrespective of whether the passenger uses personal mobility aids or airport-provided equipment. The delivery of personal mobility aids is governed by the provisions outlined in previous sections.

## **Departure from the Airport**

Passenger Experience assists with transport from the baggage reclaim area to the meeting point inside or outside the terminal, including baggage handling and unpacking of wheelchairs or special equipment.

## **General Assistance**

- Support for PRM passengers in transit or transferring between flights to ensure timely connections.
- Assistance to toilets and access to travel information.
- Handling of service animals and necessary aids
- Provision of wheelchairs (without escort)
- Special assistance in the event of delays or flight cancellations, whereby the handling agent is responsible for arranging any required hotel accommodation. Passenger Experience provides

assistance by escorting the passenger to a pre-booked taxi for onward transportation to the agreed hotel or other designated address, as applicable.

## Service levels for departing PRM assistance

Passenger Experience aims to meet defined service levels when assisting passengers with reduced mobility (PRM). Airlines can expect the following response times based on whether assistance has been pre-booked or not.

### **Pre-booked PRM passengers, arriving at the meeting point outside the terminal**

(Booking made at least 36 hours before departure)

- Assistance provided within 5 minutes for at least 80% of passengers
- Assistance provided within 10 minutes for at least 90% of passengers
- Assistance provided within 15 minutes for all passengers (100%)

### **Non pre-booked PRM passengers, arriving at the meeting point outside the terminal**

- Assistance provided within 10 minutes for at least 80% of passengers
- Assistance provided within 15 minutes for at least 90% of passengers
- Assistance provided within 20 minutes for all passengers (100%)

These targets apply from the moment the PRM passenger arrives at the designated meeting point outside the terminal.

### **Pre-booked PRM passengers, arriving at the meeting point at the check-in area**

(Booking made at least 36 hours before departure)

- Assistance provided within 2 minutes for at least 80% of passengers
- Assistance provided within 5 minutes for at least 90% of passengers
- Assistance provided within 10 minutes for at least 100% of passengers

### **Non pre-booked PRM passengers, arriving at the meeting point at the check-in area**

- Assistance provided within 5 minutes for at least 80% of passengers
- Assistance provided within 10 minutes for at least 90% of passengers
- Assistance provided within 15 minutes for at least 100% of passengers

## Service levels for arriving PRM assistance

Passenger Experience aims to meet defined service levels when assisting passengers with reduced mobility (PRM). Airlines can expect the following response times based on whether assistance has been pre-booked or not.

## **Pre-booked PRM passengers , arriving at gate or aircraft side:**

### **From passenger deboarding starts to receiving assistance**

(Booking made at least 36 hours before departure)

- Assistance provided immediately (0 minutes waiting time) 80% of passengers
- Assistance provided within 3 minutes 90% of passengers
- Assistance provided within 5 minutes 100% of passengers

### **From assistance to meeting point outside the terminal (Schengen arrivals)**

- Assistance provided within 15 minutes 80% of passengers
- Assistance provided within 20 minutes 90% of passengers
- Assistance provided within 25 minutes 100% of passengers

### **From assistance to meeting point outside the terminal (non-Schengen arrivals)**

- Assistance provided within 20 minutes 80% of passengers
- Assistance provided within 30 minutes 90% of passengers
- Assistance provided within 40 minutes 100% of passengers

## **Non pre-booked PRM passengers, arriving at gate or aircraft side:**

### **From passenger deboarding to receiving assistance**

- Assistance provided within 10 minutes 80% of passengers
- Assistance provided within 15 minutes 90% of passengers
- Assistance provided within 20 minutes 100% of passengers

### **From assistance to meeting point outside the terminal (Schengen arrivals)**

- Assistance provided within 15 minutes 80% of passengers
- Assistance provided within 20 minutes 90% of passengers
- Assistance provided within 25 minutes 100% of passengers

### **From assistance to meeting point outside the terminal (non-Schengen arrivals)**

- Assistance provided within 20 minutes 80% of passengers
- Assistance provided within 30 minutes 90% of passengers
- Assistance provided within 40 minutes 100% of passengers

## **Booking of Special Assistance**

All requests for special assistance on departures shall be submitted via the system provided by Billund Airport (BLL). For arriving flights, requests for special assistance shall be received through standard SITA

messages. The airline or its appointed handling agent is responsible for ensuring that all assistance requests are submitted accurately, completely, and within the required timelines.