

# Barrier-free travel.

Iberia's commitment to people  
with disabilities.



*At Iberia we've been adapting our services and planes, getting rid of any obstacle to offer everyone accessible transport that meets all their needs, the only limits being safety and security.*

## *Before you go.*

*Preparations for the trip will vary depending on each person's needs and, in some cases, a doctor's authorisation and/or companion during the flight is required.*

*Some passengers will require authorisation to travel and this needs to be obtained beforehand or at the time of making the booking. Each airline's medical service is responsible for approving the journey or deciding whether a passenger needs to be accompanied. Each individual's situation is assessed regarding medical, health, safety and security issues and the result must be recorded in the passenger's reservation.*

### **When is a doctor's authorisation required?**

*All those passengers requiring special attention, either on the ground and/or on board, are considered to be medical cases. Passengers requiring a stretcher, oxygen or healthcare during the journey are included in this group. Passengers whose illness may become worse during the flight or who may require medical assistance are also included, even when they do not require additional services.*

Passengers suffering from recent or chronic cardiovascular or respiratory illnesses, acute anaemia, unstable diabetes or cancer are also advised to consult their doctor. This is also the case of passengers taking immunosuppressant drugs or whose current state of health could affect the journey, whatever the health reason.

#### **When do passengers need to be accompanied during the trip?**

Depending on a passenger's particular needs in terms of assistance and care, a companion may be demanded to provide the care required during the journey. A qualified healthcare assistant may also be demanded to continuously assess the passenger's state of health, administer medication or provide the specialist care required.

In general, any passengers who cannot feed or fulfil their basic physiological needs themselves must be accompanied during the journey. This is also the case when communication with the crew regarding issues of safety and/or security is not viable in any way or when help is required to reach an emergency exit, to put on or take off the seat belt or to find and put on the life jacket or oxygen mask.

## *When booking your flight.*

The best time to request authorisation, find out whether a companion is required, request special assistance or services is when you book your flight, irrespective of whether the booking is made via a travel agent, on the internet via the [iberia.com](http://iberia.com) website or by telephone via **Customer Services**.

Plan your trip to make sure you relax and enjoy the whole journey. You should take the connection times into consideration if your trip includes more than one flight. **We recommend you leave at least an hour and a half for connections between your flights** to ensure the companies responsible for assisting you at each airport have enough time to help you get your next flight without any problems.

#### **Don't forget to tell our agents if you want:**

- **To travel with a service animal** or guide dog in the passenger cabin.
- **To use oxygen during the flight**, both whether you want us to provide oxygen or prefer to use your own portable oxygen concentrator (POC), whose suitability for use during a flight must be duly certified.
- **Extra space:** those passengers who, due to body size, need or prefer additional space to

the width of one seat can obtain information from **Customer Services** regarding the different extra-seat options available to ensure a more comfortable flight.

- **To request a wheelchair** from the entrance of the airport terminal to the boarding lounge, boarding gate or seat reserved on the plane. Also to request assistance only within the airport and up to the boarding lounge.

Since EU Regulation 1107/06 came into force, the airport management company is responsible for providing assistance on the ground free of charge, not the airline. Such assistance can be requested through travel agencies, airlines or directly via the company providing the service. To ensure you receive the right assistance, we recommend you book as early as possible and, in any case, at least 48 hours before the day of your flight.

**Customer Services** can inform you of the advantages of having the FREMEC card, a very useful and totally free product for people with a long-term disability or chronic illness that does not vary over time. Once you have this card, you just give the card number when making a booking and avoid having to repeat procedures or provide the same documentation every time you travel.

## At the airport.

### **Mobility assistance**

Since EC regulation 1107/2006 came into force, wheelchair and accompaniment services at airports are provided by the airport management company and not the airlines. These services are completely free of charge and can be requested through travel agencies, airlines or directly from the airport management firm or the company providing the service at each airport.

### **Free transport for assistance equipment**

In addition to the baggage allowance included with the plane ticket, we also transport some mobility equipment free of charge, such as wheelchairs, crutches, walkers, etc. and also other health-related material and medication that are normally required to meet the passenger's requirements for up to two days at the final destination.

### **Preparing electric wheelchairs for travelling**

It is sometimes complicated to transport this kind of wheelchair. If you plan to fly with your electric wheelchair, we would be grateful if you could arrive early at the check in to ensure we can arrange for it to be assembled or dismantled.

*Electric wheelchairs to be transported in the hold of the plane require different preparation depending on the kind of battery they use.*

- *Chairs with wet cell or spillable batteries: the battery terminals must be disconnected to insulate and protect them.*
- *Chairs with dry cell or non-spillable batteries: which include a deactivation mechanism.*

*Whatever the kind of wheelchair you use, we recommend you provide our agents with a copy of the manufacturer's instructions. Such information is of great help in correctly dismantling and reassembling wheelchairs.*

## *On board.*

*Our fleet has a range of mobility-related elements depending on the size and dimensions of the aircraft.*

*On the plane, our crew will help to locate seats with foldable armrests, will provide safety instructions in alternative means for the visually impaired, accompany passengers from their seat to the toilet door and vice versa and, in general, ensure the flight is as comfortable and enjoyable as possible. However, our crew cannot help with breathing apparatus, meals or administering medication.*

*Provided the aircraft is large enough, we can place a wheelchair in the cabin to help passengers move around on board. On certain flights (generally those longer than five hours), we can also transport a collapsible wheelchair on board, although we need to be informed in advance of the chair's characteristics, dimensions and weight.*

## *Useful information.*

*Most of the services we offer can be arranged via the Iberia website –**[www.iberia.com](http://www.iberia.com)**– but **Customer Services** should be contacted to request personal assistance and to resolve any incidents, where our group of specialists will help you with all your preparations and will resolve any doubts you may have about your Iberia flight.*

*Customer Services Spain:  
**901 111 500***

*Full list of countries  
**[www.iberia.com](http://www.iberia.com)***