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Answer given by Mr Tzitzikostas
on behalf of the European Commission
(24.7.2025)

To prevent incidents of inadequate application of the Regulation concerning the air passenger rights of persons with disabilities and persons with reduced mobility¹ (the Regulation), like those mentioned in the question of the Honourable Member, the Commission published its revised interpretative guidelines² on the Regulation, which explains in detail how air carriers, their agents and tour operators must make publicly available information about limitations which may apply to the transportation of persons with disabilities and persons with reduced mobility and their mobility equipment. The guidelines also emphasise the national enforcement bodies' responsibilities in terms of monitoring the effective application and enforcing the Regulation and clarifies that applicable safety rules are based solely on safety considerations or on the physical characteristics of the aircraft.

Accessibility of information is crucial for persons with disabilities and persons with reduced mobility. Therefore, the European Accessibility Act³, which became applicable on 28 June 2025, requires airport managing bodies and air carriers to make their websites, mobile device-based services, smart ticketing, self-service terminals and ticketing machines accessible for persons with disabilities.

¹ 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 (Text with EEA relevance) OJ L 204, 26.7.2006, p. 1–9.

² Commission Notice – Application of the Interpretative Guidelines on Regulation (EC) No 1107/2006 of the European Parliament and of the Council concerning the rights of disabled persons and persons with reduced mobility when travelling by air C/2024/5992, 4.10.2024.

³ Directive (EU) 2019/882 of the European Parliament and of the Council of 17 April 2019 on the accessibility requirements for products and services (OJ L 151, 7.6.2019, p. 70).