

**Out and about**

# Transport

**Air travel**



**RIGHT TO  
PARTICIPATE**

## Useful knowledge

The booking process is the only part of air travel that is covered by the Equality Act 2010. Other parts of air travel are covered by the Civil Aviation Authority which is responsible for overseeing the provisions of the European Regulation which requires airlines and airports to provide adjustments for disabled people to enable them to access certain airline transport.

The following advice does not involve the Equality Act, but describes the practices necessary to receive support or adjustment while travelling by air.

## Booking tickets

You should inform the airline of your access needs while booking tickets, or at least 48 hours before departure. However, reasonable efforts must still be made to assist you if you do not give any notice, or give less than 48 hours' notice.

You do not need to provide medical clearance information if you have a stable or permanent disability. Always fly with any medication you need in your carry-on bag. If you need to bring liquid medication, liquid gel packs, hypodermic needles or other medical equipment with you, you will need a letter from your doctor.

## Accessibility equipment

You can bring two pieces of accessibility equipment with you free of charge. Airlines may not fully compensate you if this equipment is lost or damaged, so it is recommended to get insurance for this equipment. Some equipment, including oxygen cylinders and some kinds of wheelchair batteries, are not allowed on planes for safety reasons.

## Airport accessibility

If you've requested help, this request will have been passed onto the airport, who will provide support to get you to your gate if necessary. If you use a wheelchair you may be able to use it all the way to your gate, depending on the

size of the wheelchair and whether it can be checked into the hold at the gate. If it can't, you will be transferred to an airport wheelchair instead.

## Boarding and exiting

All airplane cabin crew have at least some training in supporting disabled passengers and there may be more thoroughly trained airport staff to assist you. You may have to provide specific instructions to staff who are unfamiliar with your particular disability or with your accessibility equipment

## Useful skills

- Effective communication
- Negotiation skills
- Writing clearly
- Being able to keep track

## Ways to assert your legal rights

1. If you're not provided with proper support you can complain to the airport or the airline, depending on who failed to provide you with reasonable adjustments or support.
2. You can also make a complaint to the Civil Aviation Authority which is responsible for overseeing the provisions of the European Regulation which requires airlines and airports to provide adjustments for disabled people to enable them to access certain airline transport.