



COMPLAINTS PROCEDURE **FOR PERSONS WITH DISABILITIES AND REDUCED MOBILITY**

What should you do if you believe your passenger rights as a person with disabilities or reduced mobility have been infringed?

If you consider that your entitlements as a disabled person or person with reduced mobility have been breached under E.U. Regulation 1107/2006 at Larnaka or Pafos International Airport, please contact the airport operator as follows:

Ms Thekla Georgiou
PRM & Customer Care
Officer
Terminal Department
HERMES AIRPORTS LTD
Tel: (357) 24816408
Fax: (357) 24 008116
Email: thekla.georgiou@hermesairports.com

If you are not satisfied with the response from the airport operator, you may lodge a complaint with the local "National Enforcement Body" as follows:

CIVIL AVIATION DEPARTMENT
27 Pindarou street
CY - 1429 Nicosia
Tel: 22 404102
Fax: 22 766552
Email: director@dca.mcw.gov.cy
Website: www.mcw.gov.cy

IMPORTANT NOTE:

Complaints must be submitted to the airport or the national enforcement body in the country where the specific incident took place.

To see the details of the National Enforcement bodies in all E.U. countries please visit the following website:

http://ec.europa.eu/transport/themes/passengers/air/doc/prm/2006_1107_national_enforcement_bodies.pdf