



## **COMPLAINTS PROCEDURE** **FOR DISABLED PERSONS & PERSONS WITH REDUCED MOBILITY**

**What should you do if you believe your passenger rights as a disabled person or person with 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  
Customer Care and PRM  
Coordinator  
HERMES AIRPORTS LTD  
Tel: (357) 24816408  
Fax: (357) 24 008116  
Email: [thekla.ccareprmservices@hermesairports.com](mailto:thekla.ccareprmservices@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](mailto:director@dca.mcw.gov.cy)  
Website: [www.mcw.gov.cy](http://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](http://ec.europa.eu/transport/themes/passengers/air/doc/prm/2006_1107_national_enforcement_bodies.pdf)