HERMES airports

FACILITIES & SERVICES FOR PERSONS WITH DISABILITIES AND REDUCED MOBILITY (PRM)

✈ **Larnaka International Airport**

✈ **Pafos International Airport**

DEFINITIONS & SPECIAL ASSISTANCE CODES
for persons with disabilities & reduced mobility (PRM) when traveling by air

As per E.U. Regulation 1107/2006 on "The rights of persons with disabilities & reduced mobility when traveling by air", passengers with disabilities reduced mobility (PRM) **are obliged** to notify the Air Carrier/Agent/Tour Operator of the need and type of special assistance required **at the time of booking of the airline ticket or at least 48 hours before the published departure time of the flight. The air carrier will in turn inform the PRM Service Provider at Larnaka or Pafos International Airport.**

For this purpose, persons with disabilities & reduced mobility (PRM) are strongly encouraged to use the correct Special Assistance Code for their personal needs when traveling by air.

By stating the correct special assistance code as per their particular needs to the Air Carrier/Agent/Tour Operator at the time of booking of their airline ticket, persons with disabilities & reduced mobility (PRM) will ensure that the "special assistance" they will receive will be tailored to their particular needs.

Please find below the most used ECAC "Special Assistance Codes":

BLIND	Blind passenger. Specify if accompanied by service animal.
DEAF	Deaf passenger. Specify if accompanied by service animal.
DPNA	Persons with disabilities with "intellectual" or "developmental disability" needing assistance Specify details.
WCHR	Passenger can ascend/descend steps and make own way to/from cabin seat but requires wheelchair for distance to/from aircraft.
WCHS	Passenger cannot ascend/descend steps but is able to make own way to/from cabin seat, requires wheelchair for distance to/from the aircraft.
WCHC	Passenger completely immobile; requires wheelchair to/from aircraft, an aisle chair for the transfer from/to the entrance of the aircraft to/from aircraft seat and must be manually carried to/from cabin seat. When service animal is accompanying passenger, specify the type of animal in free text.
WCBD	Passenger travelling with dry-cell operated wheelchair.
WCBW	Passenger travelling with wet-cell operated wheelchair.
WCMP	Passenger travelling with manual powered wheelchair.
WCOB	Passenger is requesting an on-board wheelchair.

As per the stipulations of Regulation (EC) No. 1107/2006 on “The rights of persons with disabilities & reduced mobility when traveling by air”, passengers with disabilities & reduced mobility **are obliged** to notify the Air Carrier/Agent/Tour Operator of the need and type of special assistance **at least 48 hours before the published departure time of flight.**

Persons with disabilities & reduced mobility**,** must present themselves at Larnaka or Pafos International Airport **at least two (2) hours prior to the published time of departure** at the “Designated Points of Arrival / Pick-Up Points” for persons with disabilities & reduced mobility (PRM), located in front of the terminal building, and duly announce their arrival to the Special Assistance service provider by pressing the button for assistance.

FACILITIES & SERVICES FOR PERSONS WITH DISABILITIES & REDUCED MOBILITY (PRM)

LARNAKA INTERNATIONAL AIRPORT

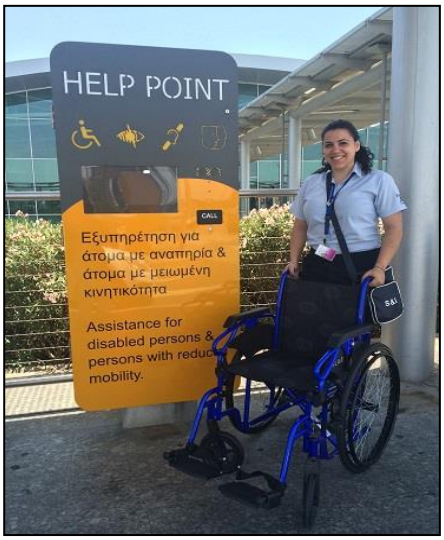
ACCESS TO THE AIRPORT PREMISES

Access to the premises of Larnaka International Airport is via a) highway A3 and b) the "Airport" roundabout connected with a flyover. Both roads lead to the airport grounds.

"Drop-Off Only" Temporary Parking for vehicles carrying persons with disabilities & reduced mobility in front of the terminal building at Departures Level (Level 2)

There are 2 "Drop-Off Only" temporary parking spaces in front of the terminal building at Departures Level (Level 2), clearly marked with blue paint on the road surface and the "Disabilities Standard Wheelchair Sign". Vehicles carrying persons with disabilities & reduced mobility (PRM) may use these dedicated "drop-off only" spaces in front of the terminal building only to stop for a minute to offload persons with disabilities & reduced mobility.

Due to strict international security regulations, **vehicles are NOT permitted under any circumstances to park or remain unattended on the drop-off road in front of the Larnaka International Airport Terminal Building**. Road signs are in place informing airport users that any unauthorised or unattended vehicles found in this area are subject to a fine by the Cyprus Police.

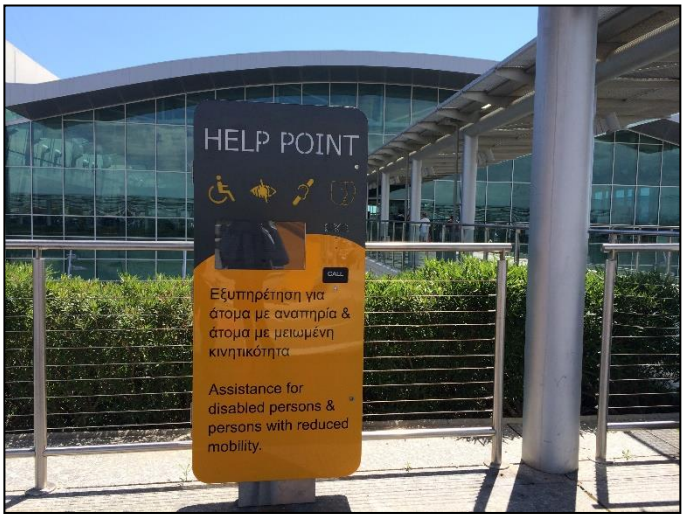


After disembarking from the vehicle, persons with disabilities & reduced mobility or the escort/driver of the vehicle are required to announce the arrival of the passenger with disabilities at the airport to the PRM Service Provider by pressing the "Assistance Button" on the "Designated Points of Arrival/Pick-Up Point" Intercom/Calling Devices for PRM, which are located on the pavement adjacent to the drop-off temporary parking spaces in front of the terminal building. The PRM Service Provider will answer the call and immediately dispatch a member of staff with a wheelchair, if required, to escort the person with a disability & reduced mobility to the Assistance Desk inside the terminal building for boarding formalities to commence.

“DESIGNATED POINTS OF ARRIVAL” FOR PERSONS WITH DISABILITIES & REDUCED MOBILITY

The “Designated Points of Arrival / Pick-Up Points”, as shown below, are equipped with telecommunication means and they are the locations where persons with disabilities & reduced mobility (PRM) needing assistance are required to press the “Assistance Button” to announce their arrival at the airport to the “Assistance Desk” of the PRM Service Provider.

The PRM Service Provider will answer the call and immediately dispatch a member of staff with a wheelchair if required, to escort the person with reduced mobility to the “Assistance Desk” inside the terminal building for boarding formalities to commence.



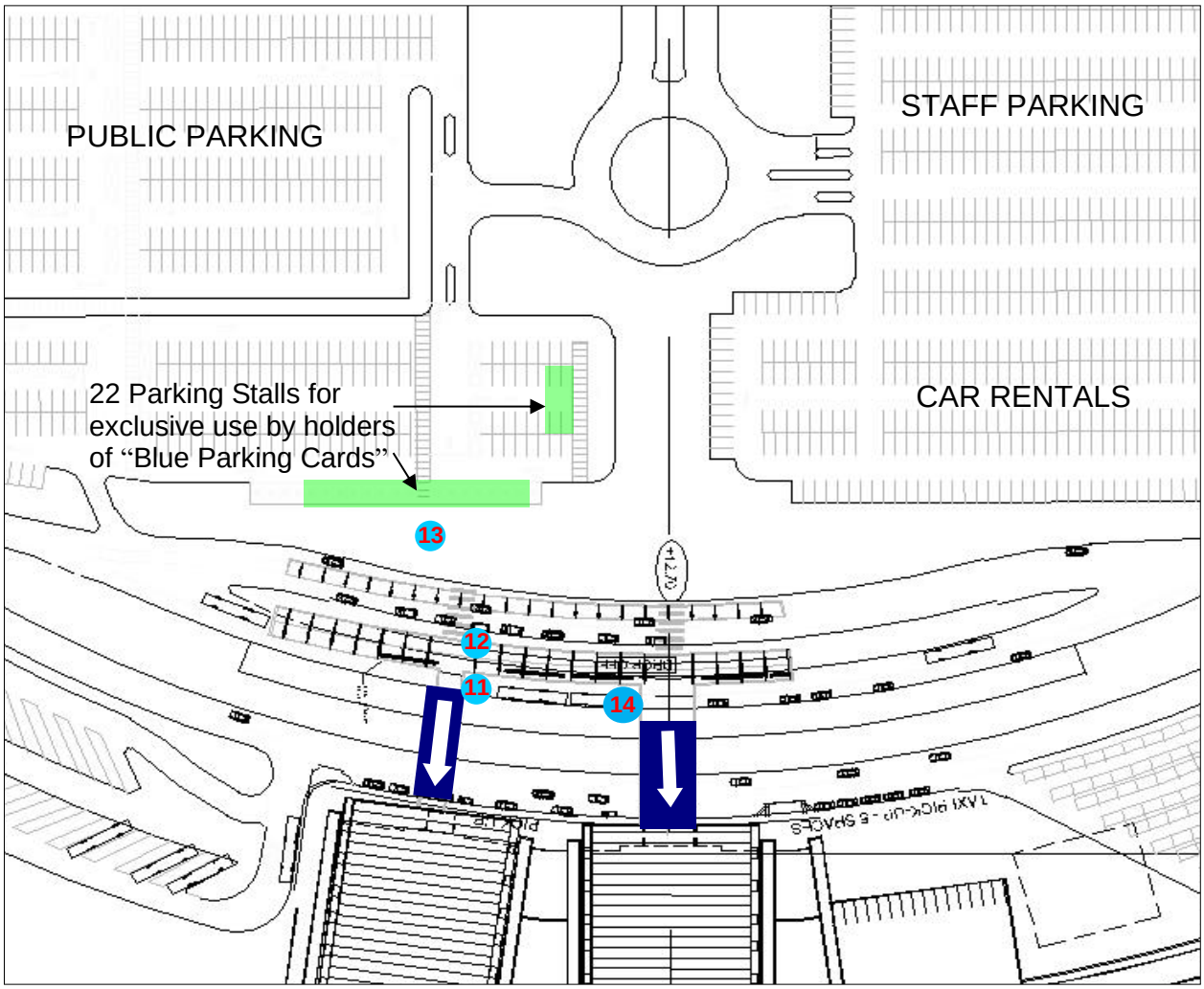
The Hermes Airports “Designated Points of Arrival/Pick-Up Points” at Larnaka International Airport are the following:

- 1 “Designated Point of Arrival/Pick-Up Point” Intercom/Calling Device for PRM installed on the Bus/Taxi Lane Drop-Off Area on the 2nd bridge of the terminal building at the drop-off area on Departures Level. (See No.11 in drawing overleaf)

- 1 “Designated Point of Arrival/Pick-Up Point” Intercom/Calling Device for PRM installed on the Public Lane Drop-Off Area on the 2nd bridge of the terminal building at the drop-off area on Departures Leve. (See No.12 in drawing overleaf)

- 1 “Designated Point of Arrival/Pick-Up Point” Intercom/Calling Device for PRM installed by the PRM Parking Area in front of the Terminal Building. (See No.13 in drawing overleaf)

- 1 “Designated Point of Arrival/Pick-Up Point” Intercom/Calling Device for PRM installed by the Bus Drop-Off Lane in front of the Terminal Building. (See No.14 in drawing overleaf)



● Designated Points of Arrival/Pick Up Points

When the persons with disabilities & reduced mobility rings the "Assistance Button", the Intercom/Calling Device will ring at the "Assistance Desk" of the PRM Service Provider.

As per Hermes Quality Standards, the PRM Service Provider will respond to the PRM Intercom telephone call to acknowledge the arrival of the persons with disabilities & reduced mobility and will immediately dispatch a staff member to meet the person at the "Designated Point of Arrival/Pick-Up Point" PRM Intercom/Calling Device, with a wheelchair if required, and escort him/her through the main entrance of the Terminal Building to the "Assistance Desk" for the necessary formalities to commence.

THE DEPARTURES LEVEL (LEVEL 2)

The terminal building of Larnaka International Airport offers the following facilities for persons with disabilities & reduced mobility (PRM) on the Departures Level 2:

- Designated Temporary Parking Stalls for "Drop-Off Only" (2) for persons with disabilities & reduced mobility, located in front of the Terminal Building on the Departures Level.
- "Designated Points of Arrival/Pick-Up Point" Intercom/Calling Devices for PRM (4) where persons with disabilities & reduced mobility (PRM) are required to press the "Assistance Button" to announce their arrival at the airport to the Assistance Desk of the PRM Service Provider.
- A Blind Path is in place to guide people with a visual impairment from the "Designated Points of Arrival/Pick-Up Points" Intercom/Calling Device for PRM installed on the Bus/Taxi Lane Drop-Off Area on the right bridge of the terminal building at the drop-off area on Departures Level, for PRM until the "Assistance Desk" for persons with disabilities & reduced mobility.
- Dedicated Parking Stalls (22) for exclusive use by holders of "Blue Parking Cards" are available in front of the Terminal Building.
- High Visibility Stickers on main entrance glass sliding doors of the terminal building, to enhance the safety of people with a visual impairment and other sensitive groups like elders and young children.
- "Special Assistance Desk" for persons with disabilities & reduced mobility (PRM) in the Check-In area.
- Ticketing Sales Counters (2) in the Check-In Area of Departures specially designed for PRM with a lower access area.
- Power Charging Stations for Electric Powered Wheelchairs (1) close to the PRM Assistance Desk in the Check-In Area and (1) in the Departures Gates Area.
- Dedicated Express Lane (1) where PRM are entitled free access to the departures.
- Priority Immigration Desks (2) specially designed with a lower access area on one side, as appropriate consideration towards the communication between the Passport Control/Immigration Officer and people with a mobility impairment using a wheelchair.
- Unisex Toilet Facilities specially designed for persons with disabilities & reduced mobility (PRM).
- PRM Toilet with RoomMate device. – An Electronic wall-mounted device which gives bespoke audio description to guide the persons with visual impairments in the room.

THE ARRIVALS LEVEL (LEVEL 1)

The terminal building of Larnaka International Airport offers the following facilities for persons with disabilities & reduced mobility (PRM) at Arrivals (Level 1):

- Priority Seating for PRM in the Arrivals Corridors.
- Immigration Priority Desks Dedicated PRM lane leading directly to Passport Control/Immigration check for a seamless passage.
- Priority Seating for PRM in the Baggage Reclaim Area.
- Power Charging Station for Electric Powered Wheelchairs (1) in the Baggage Reclaim Area.
- Unisex Toilet Facilities specially designed for disabled persons & persons with reduced mobility (PRM).
- Changing Place facility for people with multiple and complex disabilities who have one or two assistants with them.
- Priority Car Parking Pay Machine (1) in the Car Parking Area with lower height.
- "Pick-Up Only" Temporary Parking Stall for persons with disabilities & reduced mobility (1), located in front of the Terminal Building on the Arrivals Level 1, which are clearly marked with blue paint on the road surface and the "Disabilities Standard Wheelchair Sign".

Vehicles may use the public pick-up lane in front of the terminal building only to stop for a minute to pick-up persons with disabilities & reduced mobility and then depart immediately.

Due to strict international security regulations, no vehicle is permitted to park at close proximity to the terminal entrances. Consequently, **vehicles picking-up persons with disabilities & reduced mobility are NOT permitted to park or leave their vehicle unattended at any time on the "Pick-Up Only" space in front of the Larnaka International Airport Terminal Building.**

Road signs are in place informing airport users that any unauthorized vehicle or a vehicle left unattended in this area it is subject to a fine by the Cyprus Police.

PARKING FOR PERSONS WITH DISABILITIES & REDUCED MOBILITY

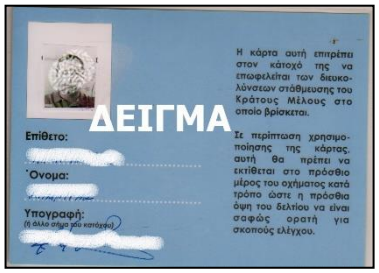
Holders of "Blue Parking Cards"

There are 22 dedicated parking stalls in front of the terminal building, specifically designed for exclusive use by persons with disabilities & reduced mobility (PRM) who are holders of a "Blue Parking Card". These dedicated parking stalls have an extended width of 3.30m, allowing 2.20m for the actual car and 1.10m as a maneuvering area for a wheelchair. They are also clearly marked with blue paint and the "Disabilities Standard Wheelchair Sign" is installed on the road surface for easy recognition.

Authorised vehicles with a "Blue Parking Card" using the Short-Term Parking for more than 24 hours, can benefit 45% discount on the ticket payment. The discount offered to Blue card holders is only valid if the ticket is purchased at the airport and not during online booking.

As per Cyprus law and the recommendations of the "Cyprus Confederation of Organizations of the Disabled", only holders of a "Blue Parking Card" are authorised to park their vehicle in the dedicated PRM parking stalls in front of the terminal building, provided that their "Blue Parking Card" is displayed on the dashboard of the vehicle for the necessary inspection.

Please find below a sample of the "Blue Parking Card":



Front side of "Blue Parking Card" *Reverse side of "Blue Parking Card"*

Any vehicle found in the dedicated Parking Stalls for persons with disabilities without displaying the "Blue Parking Card" on the dashboard of the vehicle is considered unauthorised and is subject to a fine by the Cyprus Police.

PARKING RATES FOR "BLUE PARKING CARD" HOLDERS

"Blue Parking Card" holders are entitled to park in the dedicated parking stalls for persons with disabilities & reduced mobility for the first **120 minutes free of charge** provided their "Blue Parking Card" is displayed on the dashboard of the vehicle for the necessary inspection.

For 120' free parking to be afforded to "Blue Parking Card" holders, prior to departing from the airport parking grounds the "Blue Parking Card" & Parking Ticket must be presented for validation purposes to the Hermes Parking Office. The Hermes Parking Office is located in front of the terminal building, opposite the Parking Pay Machines.

PRIORITY PAY MACHINE FOR PARKING FEES

There are six (6) Pay-Machines, located opposite the main entrance of the terminal building. The pay machines accept payment in cash and by Credit Card.

It must be noted that 1 of the 6 pay-machines has been lowered and modified, so that wheelchair users may clearly see the screen and access function buttons. Video of the parking payment process is playing on these machines.

BLIND PATH

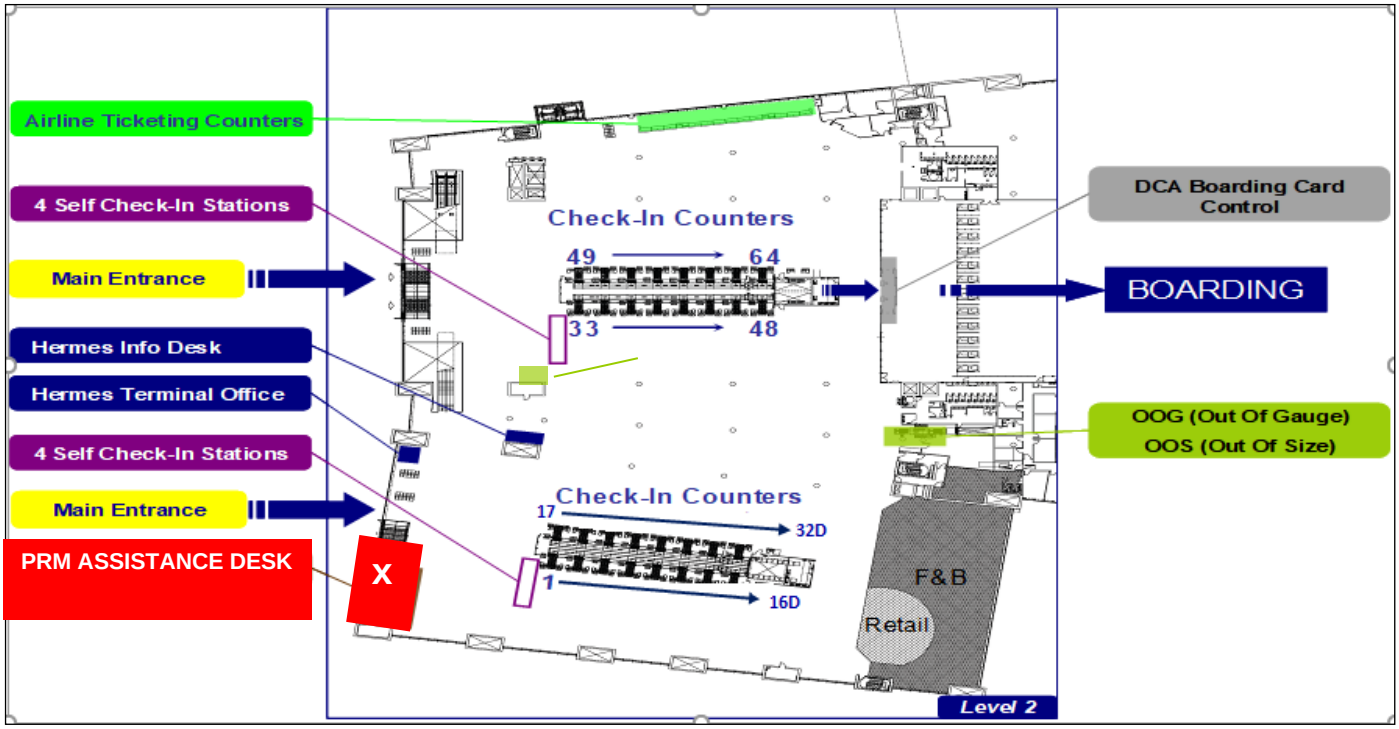
A Blind Path with Guardian Tactile System is in place to guide persons with a visual impairment from the 4 "Designated Points of Arrival/Pick-Up Points" for persons with disabilities & reduced mobility until the "Assistance Desk" of the PRM Service Provider, which is located in the "Check-In" area on Departures Level 2.

ASSISTANCE DESK FOR PERSONS WITH DISABILITIES & REDUCED MOBILITY (PRM)

The “Assistance Desk” of the PRM Service Provider is manned 7 days a week, on a 24-hour basis and is located on the right-hand side of the west entrance in the “Check-In” area of the Departures Hall on Level 2 of the terminal building.

The Assistance Desk is the location at which the PRM Service Provider will receive persons with disabilities & reduced mobility (PRM) upon their arrival at Larnaka International Airport for the necessary boarding formalities to commence.

Please refer to the map below, showing the location of the “Assistance Desk” for persons with disabilities & persons with reduced mobility in the “Check-In Area” of the terminal building on Departures Level 2.



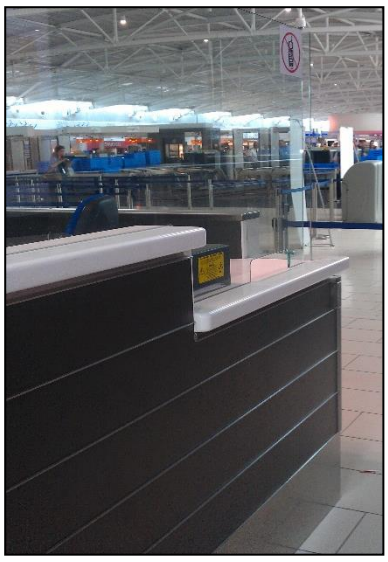
HIGH VISIBILITY STICKERS ON MAIN ENTRANCES GLASS DOORS OF THE TERMINAL BUILDING

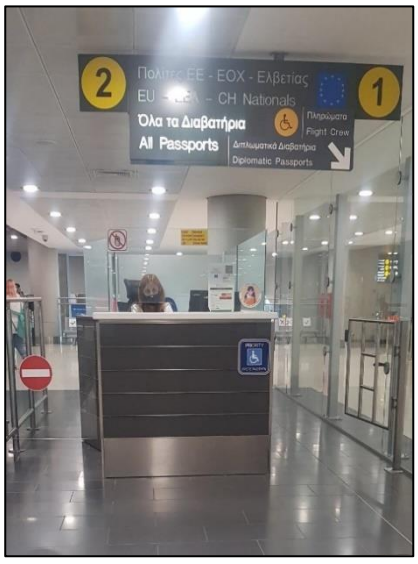
High Visibility Stickers have been installed on the glass sliding doors of all main entrances to the terminal building, with an aim of enhancing the safety of people with a visual impairment and other sensitive groups like elders and children.

DEDICATED EXPRESS LANE FOR PRM

Dedicated Express Lane, where PRM are entitled free access to the departures.

IMMIGRATION / PASSPORT CONTROL PRIORITY DESKS





At both Arrivals & Departures, dedicated PRM lanes lead directly to Immigration/ Passport Control “Priority” Desks which are specially designed with a lower access area on one side for people using a wheelchair.

CHARGING STATIONS FOR ELECTRIC- POWERED WHEELCHAIRS

There are 3 “Charging Stations” for electric-powered wheelchairs at Larnaka International Airport, each with three types of sockets.

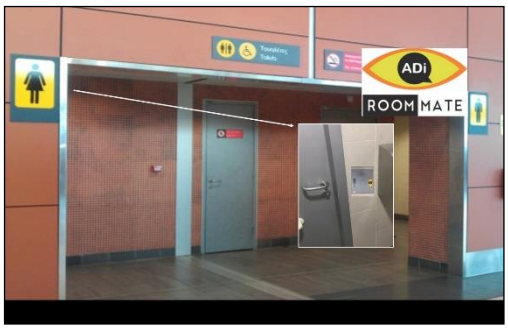
These “Charging Stations” can be found at the following locations:

- 1 in the “Check-In Area” opposite Check-In Desk No.1, near the “Assistance Desk” for disabled persons & persons with reduced mobility.
- 1 in the “Departure Gates” area, near Boarding Gate No. 24.
- 1 in the “Baggage Reclaim Area” by the Ladies’ Toilets, opposite Baggage Reclaim Belt No. 5.

UNISEX TOILET FACILITIES FOR PERSONS WITH DISABILITIES & REDUCED MOBILITY

Toilet Facilities are unisex and are specially designed for persons with disabilities & reduced mobility.

Toilet facilities for persons with disabilities & reduced mobility can be found around the Terminal Building, at the entrance of the Public Toilet Facilities.



RoomMate

RoomMate is an electronic wall-mounted device which gives bespoke audio description to guide the persons with visual impairments in the room and is located at the PRM toilet in the “Check-In Area” on Departures Level2.

PRIORITY SEATING

"Priority Seating" for persons with disabilities & reduced mobility are available at Larnaka International Airport at the following locations:

- Next to the "Assistance Desk" for persons with disabilities & reduced mobility in the "Check-In Area" on Departures Level2.
- In the "Arrival Corridors", as passengers make their way from the aircraft to Passport Control.
- In the "Baggage Reclaim Area", adjacent to Baggage Reclaim Belts No. 1 & No. 5.
- On the kerb at Arrivals Level 1, on the Public Pick-Up Lane in front of the terminal building, by the Temporary Parking Stall for "Pick-Up Only" for disabled persons & persons with reduced mobility.

EAGLE PASSENGER LIFTER

OVERVIEW

- The Eagle Passenger Lifter is a battery-operated hoist (lifter), designed and manufactured by Australian Company "*Haycomp Ltd*", to eliminate the risks of manual handling persons with disabilities & reduced mobility (PRM) with IATA Assistance Code WCHC (completely immobile passengers) as well as overweight persons up to 250 Kgs who are unable to move unaided to/from their aircraft seat.
- The Eagle Passenger Lifter has proved successful in providing a safe and efficient way of transferring passengers with reduced mobility who are unable to access their aircraft seat unaided.
- It's designed for use in main line commercial jets, either Single aisle with 3 seats on each side or Wide body-2 aisle aircraft.
- The Eagle Passenger Lifter has a Patent in the US and in Europe.

There is 1 Eagle Passenger Lifter available at Larnaka International Airport.

USE OF THE EAGLE PASSENGER LIFTER

- The Eagle Passenger Lifter can be used for the safe & efficient transfers of completely immobile passengers:

  WCHC (IATA Special Assistance Code) **-** Passenger completely immobile, requires wheelchair to/from aircraft and must be carried to/from cabin seat.

  OVERWEIGHT PASSENGERS: Passengers up to 250 kgs that, due to their weight / size, are unable to move unaided to/from their aircraft seat

- Eagle Passenger Lifter transfers eliminate all manual handling/lifting, thus avoiding the risks involved to both passengers and staff.
- It can carry up to 250 Kgs weight.
- It can be used for both Departing and Arriving passengers at Larnaka International Airport.
- Passengers that wish to be transferred with the Eagle Passenger Lifter must be seated on the right-hand side of the aircraft (facing the cockpit), preferably at a seat with a lifting armrest. To this effect, during Check-In Formalities of their flight, passengers to be transferred with the Eagle Passenger Lifter must remember to request for a seat on the right-hand side of the aircraft (facing the cockpit).

OPERATING THE EAGLE PASSENGER LIFTER

Transfers with the Eagle Passenger Lifter at Larnaka International Airport are performed by 2 trained Special Assistance Agents. The time needed to transfer a passenger with the Eagle Lifter from their wheelchair (at the entrance of the aircraft) until their aircraft seat (or vice versa for arriving passengers) is approx. 5 minutes.

BOOKING REQUESTS FOR EAGLE LIFT TRANSFERS

There is 1 Eagle Lifter available at Larnaka International Airport.

Eagle Passenger Lifter Transfers can be booked via:

✈ Direct email to the designated address of the PRM Service Provider: lca.eaglelifter@menziesaviation.com

✈ "On request", at the Office of the PRM Service Provider at Larnaka International Airport, located in the Check-In Area on Level 2.

Important Notes:

1. The requests for Eagle Passenger Lifter Transfers received by the PRM Service Provider will be dealt on a "First-Come / First Served Basis".
2. The PRM Service Provider is responsible to manage Eagle Passenger Lifter Booking Requests received on the dedicated email address

lca.eaglelifter@menziesaviation.com and respond to passenger emails requesting for Eagle Lifter Transfers.

3. For optimum readiness and the use of the most appropriate Sling, when the PRM Service Provider confirms the Booking of the Eagle Passenger Lifter, the PRM passenger will be requested to provide the PRM Service Provider with his/her approximate weight in Kgs.
4. In case the flight of an Eagle Lifter Bookings is delayed, the PRM Service Provider will only be able to provide the Eagle Passenger Lifter transfer if at the "new time" of the delayed flight the Eagle Passenger Lifter has not already been booked in advance by another passenger. This is clearly stated on the "Booking Confirmation Forms". In such cases, the person will be manually handled with the use of an aisle chair to embark/disembark the aircraft.

FACILITIES & SERVICES FOR PERSONS WITH DISABILITIES & REDUCED MOBILITY (PRM)

PAFOS INTERNATIONAL AIRPORT

ACCESS TO THE AIRPORT PREMISES

"Drop-Off Only" Temporary Parking for persons with disabilities & reduced mobility (PRM) in front of the terminal building

There is 1 "Drop-Off Only" temporary parking space in front of the terminal building, clearly marked with blue paint on the road surface and the "Disabilities Standard Wheelchair Sign".

Vehicles carrying persons with disabilities & reduced mobility (PRM) may use this dedicated "drop-off only" space in front of the terminal building only to stop for a minute to offload a disabled passenger or passenger with reduced mobility.

Due to strict international security regulations, vehicles are NOT permitted under any circumstances to park or remain unattended on the drop-off road in front of the Pafos International Airport Terminal Building.

After disembarking from the vehicle, persons with disabilities & reduced mobility or the escort/driver of the vehicle are required to announce the arrival of the disabled person at the airport to the PRM Service Provider by pressing the "Assistance Button" on the "Designated Point of Arrival/Pick-Up Point" Intercom/Calling Device for PRM, which is located on the kerb in front of the terminal building.

The call will be answered, and a member of staff will be dispatched with a wheelchair if required, to escort the person with reduced mobility to the "Assistance Desk" inside the terminal building for boarding formalities to commence.

“DESIGNATED POINTS OF ARRIVAL” AT PAFOS INTERNATIONAL AIRPORT FOR PERSONS WITH DISABILITIES & REDUCED MOBILITY (PRM)

The “Designated Points of Arrival / Pick-Up Points” is where persons with disabilities & reduced mobility (PRM) needing assistance will be required to announce their arrival at the airport to the PRM Service Provider.

The “Designated Points of Arrival / Pick-Up Points” at Pafos International Airport are installed at the following locations:

1. One on the kerb, right in front of the terminal building.

2. By the Parking Pay Machines, next to the dedicated Parking Spaces for disabled persons & persons with reduced mobility in front of the terminal building.

PARKING FOR PERSONS WITH DISABILITIES & REDUCED MOBILITY (PRM)

Holders of “Blue Parking Cards”

There are 20 assigned parking stalls for persons with disabilities & reduced mobility at the Pafos International Airport at close proximity to the Parking Pay Station in front of the terminal building.

These parking stalls have an extended width of 3.30m, allowing 2.20m for the actual car and 1.10m as a maneuvering area for a wheelchair. These parking stalls are also clearly marked on the road surface with light blue paint and the “Disabilities Standard Wheelchair Sign” installed for easy recognition.

As per Cyprus law and the recommendations of the "Cyprus Confederation of Organizations of the Disabled", only "Blue Parking Card Holders" are permitted to park in the PRM parking stalls in front of the terminal building, **provided their "Blue Parking Card" is displayed on the dashboard of the vehicle for the necessary inspection.**

Please find below a sample of the local "Blue Parking Card":

Front side of "Blue Parking Card" Reverse side of "Blue Parking Card"

Holders of "Blue Parking Cards" may park in these dedicated parking stalls for persons with disabilities & persons with reduced mobility for up to 120' free of charge, provided that their "Blue Parking Card" is displayed on the dashboard of the vehicle for inspection.

For the first 120' to be afforded to "Blue Parking Card" holders:
Prior to your departure from the airport parking grounds, please ensure that you present your "Blue Parking Card" and Parking Ticket to the Hermes Information Desk in the Check-In area for validation purposes.

Any vehicle parked in the dedicated Parking Stalls for persons with disabilities & reduced mobility and not displaying a "Blue Parking Card" on the dashboard of the vehicle is considered unauthorised and is subject to a fine by the Cyprus Police.

DEPARTURES AREA

The terminal building of Pafos International Airport offers the following facilities for persons with disabilities & reduced mobility in the Departures Area:

- Dedicated Parking Stalls (20) for exclusive use by holders of "Blue Parking Cards" are available in front of the Terminal Building.
- "Drop-off only" Temporary Parking (1) for persons with disabilities & reduced mobility in front of the terminal building.
- Designated "Point of Arrival / Pick-Up Point" (2) for persons with disabilities & reduced mobility.
- A Blind Path is in place to guide persons with a visual impairment from the PRM "Designated Point of Arrival/Pick-Up Point" on the kerb until the "Assistance Desk" for persons with disabilities & reduced mobility.
- Assistance Desk for persons with disabilities & reduced mobility (PRM) in the Check-In area.

- Priority Immigration Desks (2) specially designed with a lower access area on one side, as appropriate consideration towards the communication between the Passport Control/Immigration Officer and people with a mobility impairment using a wheelchair.

- Unisex Toilet Facilities for persons with disabilities & reduced mobility.

ARRIVALS AREA

The terminal building of Pafos International Airport offers the following facilities for persons with disabilities & reduced mobility in the Departures Area:

- Priority Immigration Desks (2) specially designed with a lower access area on one side, as appropriate consideration towards the communication between the Passport Control/Immigration Officer and the PRM Passenger.

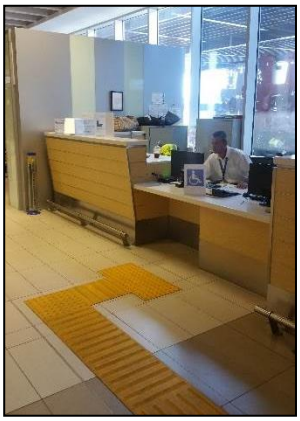
- Unisex Toilet Facilities around the Terminal Building.

- PRM Changing Place is located at the Terminal Building in “Meeters & Greeters”area.

BLIND PATH

A Blind Path is in place to guide persons with a visual impairment from the “Designated Point of Arrival/Pick-Up Point” Intercom/Calling Device on the kerb in front of the terminal building until the “Assistance Desk” of the PRM Service Provider in the Check-In Area.

ASSISTANCE DESK FOR PERSONS WITH DISABILITIES & REDUCED MOBILITY (PRM)



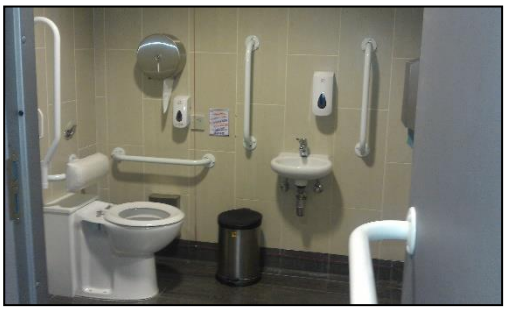
The Desk of the PRM Service Provider at Pafos International Airport is located in the Check-In area of the terminal building.

The “Assistance Desk” is the location at which the PRM Service Provider will receive persons with disabilities & reduced mobility (PRM) upon their arrival at Pafos International Airport for boarding formalities to commence.

HIGH VISIBILITY STICKERS ON MAIN ENTRANCES GLASS DOORS OF THE TERMINAL BUILDING

High Visibility Stickers have been installed on the glass sliding doors of all main entrances to the terminal building, with an aim of enhancing the safety of people with a visual impairment and other sensitive groups like elders and children.

UNISEX TOILET FACILITIES



Toilet Facilities are unisex and are specially designed for persons with disabilities & reduced mobility.

Toilet facilities for persons with disabilities & reduce mobility can be found around the Terminal Building, at the entrance of the Public Toilet Facilities.

IMMIGRATION / PASSPORT CONTROL PRIORITY DESKS

At both Arrivals & Departures, Immigration / Passport Control “Priority” Desks (2) are specially designed with a lower access area on one side, as appropriate consideration towards the communication between the Passport Control/Immigration Officer and people with a mobility impairment using a wheelchair.

SPECIAL FACILITIES AND PROGRAM FOR PERSONS WITH DISABILITIES & REDUCED MOBILITY (PRM) AT LARNAKA & PAFOS INTERNATIONAL AIRPORTS

CHANGING PLACE

A Changing Place facility provides sanitary accommodation for people with multiple and complex disabilities who have one or two assistants with them.

People with profound and multiple learning disabilities, as well people with other physical disabilities often need extra equipment and space to allow them to use the toilets safely and comfortably. These needs are met by Changing Places toilets, which are being installed around the world in major shopping centers, airports, train stations and town centers.

Changing Place toilets are different to standard accessible toilets and should be provided in addition to accessible toilets, since standard accessible toilets do not meet the needs of all people with a disability.

LOCATION OF CHANGING PLACE FACILITY

The Changing Place facility at **Larnaka International Airport** is located on Arrivals Level 2, landside, adjacent to the elevators behind Flo Café.
The Changing Place facility at **Pafos** International Airport is located at the Terminal Building, in the area of “Metters & Greeters”.
The facilities are available for use by both arriving and departing passengers.

WHO IS ENTITLED TO USE THE CHANGING PLACE FACILITY?

The Changing Place facility may be used by any person who needs to change the clothes and/or wash a person with a disability. This could be a totally immobilized person in a wheelchair that needs to wash or change clothes, or a mother of α child with disability that needs to change its nappy.

It must be clarified that the Changing Place facility is a self-service facility used at the user’s own risk, which means that Hermes Airports Ltd, its employees and agents are not responsible for any malfunction and / or failure of the equipment and accept no liability for any accident, injury, death, loss or damage to persons or property however caused.

HOW CAN SOMEONE GAIN ACCESS INTO THE CHANGING PLACE FACILITY?

The Changing Place facility is locked so as to avoid unauthorized entrance or damage to the equipment.

If the PRM passenger wishes to use the Changing Place Facility, he/she can be escorted by a Special Assistance Agent who will open the facility door for him/her.

If the PRM passenger is not escorted by a Special Assistance Agent and wishes to use the Changing Place Facility, he/she can gain access by pressing the Intercom Button to open the facility door.

“I CAN FLY” PROGRAM for Individuals & Families living with Autism

Individuals with Autism often face sensory and anxiety-related challenges in highly stimulating environments such as airports, so we are truly committed to making the passage of individuals with Autism and their families as “fast, smooth and stress-free” as possible when traveling through Larnaka or Pafos International Airports.

Please find below some useful information on the services and resources available to you:

“DESIGNATED POINTS OF ARRIVAL / PICK-UP POINTS” – WHERE “SPECIAL ASSISTANCE” MAY BE REQUESTED UPON YOUR ARRIVAL AT THE AIRPORT

The “Designated Points of Arrival / Pick-Up Points” are located in front of the terminal building at Larnaka & Pafos International Airports and are equipped with telecommunication means. Individuals with Autism and their families needing assistance may press the “Assistance Button” to announce their arrival at the airport to the “Special Assistance Team” at the airport. Staff at the “Assistance Desk for persons with disabilities” will answer the call and immediately dispatch a member of staff to escort the individual with Autism and his/her family to the “Assistance Desk for persons with disabilities” inside the terminal building, for the necessary formalities to commence.

Larnaka International Airport
Located on the “drop-off” lane
by the second bridge in front of the terminal.

Pafos International Airport
Located on the drop-off lane, in front of the terminal.

Alternatively, individuals with Autism and their families may choose to proceed directly to the “Assistance Desk for Persons with disabilities”, located in the Check-In Area of the Terminal Building.

EXPEDITED PROCESS THROUGH THE AIRPORT

"PRIORITY" FOR CHECK-IN FORMALITIES

In order for us to be able to provide individuals with Autism and their families with "Priority" for "Check-In Formalities", please contact the "Assistance Desk for Disabled Persons" at Larnaka or Pafos International Airport (located in the Check-In Area) upon your arrival at the airport and *before* proceeding for Check-In Formalities, so that a Special Assistance Agent can be appointed to escort the individual with Autism and his/her family to the front of the Check-In queue.

DURING CHECK-IN FORMALITIES

During Check-In formalities it is important that you ensure that the correct **"IATA Special Assistance Code"** is inserted by your Check-In Agent in the airline reservation of the individual with Autism. The correct "IATA Special Assistance Code" for persons with Autism traveling by air is:

IATA Special Assistance Code	Description
DPNA	Persons with disabilities with "intellectual" or "developmental disability" needing assistance. *Specify details* *
***** IMPORTANT NOTE:** Apart from entering the "DPNA" Assistance Code in the airline reservation of the person with Autism, please request from your Airline Check-In Agent to also type **"AUTISM"** as "free text" next to the DPNA Assistance Code. This is important because it specifies the exact nature of the person's disability to all relevant stakeholders.	

FREE ACCESS THROUGH THE AIRPORT'S "EXPRESS LANE"

The "Express Lane" at Larnaka International Airport is designed to provide a speedier journey for Immigration & Security Screening Formalities.

Individuals with Autism and their families are entitled "free access" through the airport's "Express Lane" by contacting the "Assistance Desk for disabled persons" located in the Check-In Area of Larnaka International Airport upon their arrival at the airport, so that after Check-In Formalities the Special Assistance Agent may escort them and give them access through the airport's Express Lane.

Please note that currently there is no Express Lane facility at Pafos International Airport.

"I CAN FLY" CAPS FOR PERSONS WITH AUTISM

We are happy to provide persons with Autism traveling through Larnaka & Pafos International Airports with an *"I Can Fly"* cap, which when worn, will enable all airport staff at all points of contact to be alerted and easily identify persons with Autism, so as to provide priority and any possible assistance. ***"I Can Fly"*** caps are available free of charge for individuals with Autism through the "Assistance Desk for persons with disabilities" of Larnaka & Pafos International Airport, located in the Check-In Area.

If the individual with Autism does not wish/tolerate to wear the cap, then it is suggested that the cap is worn by another family member/escort, so that airport staff may still be alerted accordingly at all points of contact.

"I CAN FLY" TRAVEL RESOURCE TOOLKIT

The "*I Can Fly*" Travel Resource Kit has been developed by our associates at *Vancouver International Airport* in cooperation with the "*Canucks Autism Network*" of Canada and we are happy to have been kindly granted permission to use it. The *"I Can Fly"* Travel Resource Kit aims to make air travel more accessible for families living with Autism and comprises of the following:

- "*I CAN FLY*" Step-by-Step "Storybook"

  This storybook was created to teach the "airport routine" to first time travelers living with Autism. It outlines each of the steps of the passenger journey, from "Check-In" until the airport of destination.

  Parents & Guardians of individuals with Autism are encouraged to download this document from the Hermes Airports Website (please see details below) and take the time read this storybook with the individual with Autism several times before travelling, to prepare them in advance on "what to expect".

  This "Story Book" may also be read while you move through the airport, 'front loading' your child with what to expect before you engage in each step of the travel routine.

- *"I CAN FLY"* Checklist

  This is an interactive tool with which parents and/or individuals with Autism can "check off" each "key step" of the airport routine as it is completed while they move throughout the airport. It is an aid that may help in keeping individuals with Autism entertained/engaged while going through the different formalities.

The "I Can Fly" Travel Resource Toolkit materials can be downloaded from the Hermes Airports Website:
https://www.hermesairports.com/prepare-your-journey/fly-out/prm-accessibility/services--facilities

“Sunflower Lanyard Scheme”
For people with hidden disabilities

Traveling to places bustling with people such as airports, may create tension and fatigue in each of us - let alone people with disabilities and their families.

‘Hidden Disabilities’ can be challenging and have a huge impact on the lives of many persons facing conditions like Anxiety, Autism, Brain Disorders, Chrons disease, Dementia, General Mobility difficulties, Sight or Hearing problems and many more.

In recognizing the importance of ‘Hidden disabilities and the impact they may have on the passengers’ journey through the airports, we introduce the ‘Sunflower Lanyard Scheme’ in our effort to offer a comfortable, stress free journey to passengers with hidden disabilities traveling through Larnaca and Paphos International Airports. By using the scheme, passengers with hidden disabilities can discreetly show to the airport staff that they may need a little extra help or more time. Staff will approach and offer help, however since they will not know what challenges or issues may be faced, passengers are kindly requested to inform the airport staff of their particular needs at the time.

Please note that the lanyard does not offer fast track or queue jump, however staff will be mindful and will do what they can to support passengers wearing the Sunflower Lanyard.

The lanyards are offered at the Assistance Desks for persons with disabilities & reduced mobilities at the entrances of Larnaka and Pafos International Airports and passengers may keep them for future use. Also, passengers may also use their own lanyards to benefit from the scheme.

In the case of passengers with Autism, passengers may get the Sunflower Lanyard to use to the arriving destination and still use the ‘I can Fly’ program at Larnaka and Pafos International Airports. The assistance teams are trained to provide the appropriate assistance.

OTHER USEFUL TIPS

- SEATS ON THE AIRCRAFT & TOILET ACCESS
  For your comfort and ease - in relation to which are the most suitable seats for you on the aircraft - we recommend that you discuss this with your airline at the time of booking of your airline tickets. By booking “front seats” on the aircraft you will be able to disembark from the aircraft first - and thus avoid the long wait, congestion and noise associated with disembarkation. It is however equally important to take into consideration the actual location of the toilets on the specific aircraft, so that you may decide if it is better to sit close to the toilets in the rear side of the aircraft.

- SPECIAL DIETARY REQUIREMENTS FOR MEALS ON-BOARD
  Please inform your airline of any special dietary requirements at the time of booking of your airline tickets.

- PRIORITY BAGGAGE TAGS FOR YOUR LUGGAGE
  For airlines that provide the “Priority Baggage” service, please liaise with your airline during Check-In formalities and request from them to place “Priority Baggage Tags” on your luggage. This will help you avoid the long waiting time, congestion and noise associated with waiting to pick-up your luggage at the airport of destination.

- BOARDING THE AIRCRAFT LAST
  Even though as per “EU Regulation 1107/2006” disabled persons and persons with reduced mobility are required to board the aircraft first, when you are at the Boarding Gate, feel free to approach Airline Staff to inform them that you are traveling with an individual with Autism, and request from them to authorize for you to board the aircraft last, as this will help you maintain the person with Autism in a calm state, by avoiding the waiting, congestion and noisy environment associated with embarkation.

GENERAL INFORMATION - USEFUL TIPS

- Passengers with disabilities and reduced mobility must **always** notify the Air Carrier/Agent/Tour Operator of the need of assistance **at the time of booking of the airline ticket or at least 48 hours before the published departure time of the flight.** Please refer to the PRM Codes outlined on p.2 of this document and choose the right code for your particular needs. By stating the correct code to the Air Carrier/Agent/Tour Operator at the time of booking of your airline ticket, you will ensure that the assistance to be received is tailored to your particular needs.

- Passengers with disabilities and reduced mobility, on condition that they hold a valid flight ticket and irrespective of destination must present themselves at the "Designated Points of Arrival/Pick-Up Points" or at the check-in desks at Larnaka or Pafos International Airport **at least 2 hours before the published departure time of the flight.**

- In case you do not wish to hand your wheelchair over at the check-in point, **please inform your Air Carrier accordingly, either when you reserve your flight ticket or when you check in, and make sure that you appear in person at the boarding gate at least 45 minutes before the published departure time of the flight.**

- According to Regulation (EU) No. 1107/2006, the provision of assistance to passengers with disabilities and reduced mobility is delegated to both the Airport (assistance provided on the ground) and the Air Carrier (assistance provided during the flight).

QUALITY STANDARDS FOR THE ASSISTANCE PROVIDED TO PERSONS WITH DISABILITIES & REDUCED MOBILITY (PRM) AT LARNAKA & PAFOS INTERNATIONAL AIRPORTS

Outlined below are the quality standards set by Hermes Airports for the assistance to be provided to persons with disabilities & reduced mobility the at Larnaka & Pafos International Airports. The standards are set in compliance with the provisions of the EU Regulation n°1107/2006 (effective as of 26th July 2008) and have been developed and finalised after consultation with the airport users and Cyprus Disability Associations.

SERVICE PROVISION - GENERAL

1. PRM's (People with Reduced Mobility) have the same rights as other citizens to freedom of movement and freedom of choice
2. All customers should be satisfied with the assistance provided
3. 100% of departing passengers should reach their aircraft in time to enable timely pre-boarding and departure
4. The Assistance Service shall be delivered in a harmonized, transparent and non-discriminatory way
5. Staff providing direct assistance to persons with disabilities & reduced mobility must be trained and have knowledge of how to meet the needs of persons having various disabilities or mobility impairments and that such personnel receives refresher training courses when appropriate
6. There shall be regular reviews to monitor the service provider performance against the standards.

(▼) Chocks on

The exact parking time of the aircraft, during which the triangular "Chocks" are placed on the aircraft's wheels with an aim of immobilising it on the ground.

	Item	Description	Target in %
1	**DEPARTURE Pre-booked departing passengers**	Wait time upon arrival at airport, once they have made themselves known.	**80% no longer than 10' 90% no longer than 20' 100% no longer than 30'**
2	**DEPARTURE *Non* pre-booked departing passengers**	Wait time upon arrival at airport, once they have made themselves known.	**80% no longer than 25' 90% no longer than 35' 100% no longer than 45'**
3	**ARRIVAL(*) Pre-booked arriving passengers**	Assistance provided from "chocks on" (▼) at the gate or aircraft side.	**80% within 5' of "chocks on" (▼) 90% within 10' 100% within 20'**
4	**ARRIVAL(*) *Non* pre-booked arriving passengers**	Assistance provided from "chocks on" (▼) at the gate or aircraft side.	**80% within 25' of "chocks on"(▼) 90% within 35' 100% within 45'**
* Relates to availability of assistance and not deplaning wait time of other passengers.			