

Accessible Iberia

Iberia's commitment to people with disabilities.

Iberia adapts its aircraft and services to provide accessible air transport for people with disabilities or reduced mobility.

Travel preparations

The special needs of each person form the basis for their travel preparations, as these vary depending on the passenger's—temporary or permanent—disability and may determine their conditions of carriage.

Medical cases and authorisation:

This group includes anyone who require oxygen or healthcare during the flight. It will also include anyone who does not require additional resources, but whose illness may worsen or may require medical aid during the trip.

You should also talk to your doctor if you have recently been ill with or suffer from chronic cardiovascular or respiratory problems, severe anaemia, unstable diabetes or cancer. And also if you are taking immunosuppressive drugs or if, for any health reason, there are doubts about whether you are currently fit to travel.

Travelling with a companion:

people with certain disabilities are required to travel with a companion to provide them with the care they specifically need during the trip, which must, at times, necessarily be provided by trained healthcare personnel who can assess their state of health, administer medication or provide the medical care they require at all times.

In general, you must travel with a companion when you cannot eat or perform your basic physical functions by yourself. And also when communication with the crew about safety topics is, in any way, unfeasible. Or if you need help reaching an emergency exit, fastening or unfastening your seat belt or retrieving and putting on your life jacket or oxygen mask.

The airline's medical service is responsible for both authorising your travel and requiring you to travel with a companion and the bookings department will send them the necessary documentation for assessing each particular situation using medical, healthcare, security and safety criteria. Their decision must be recorded on the passenger's booking.

FREMEC card: if you have a permanent or chronic disability, which does not change over time, and travel with a certain frequency, you will be interested to discover the FREMEC (frequent traveller medical card). This is a free product that is very useful, once it is assigned, as it means you can avoid having to send the same documentation and go through the same processes every time you take a trip with Iberia.

When booking

We recommend planning your trip so you can relax and enjoy it. If it includes more than one flight, **take connection times into account:** we recommend having at least **an hour and a half** between connecting flights.

Whether booking online (www.iberia.com), through the customer service centre (Serviberia - Spain 900 11 15 00) or through a travel agency, this is the time to mention your particular medical case or request any special requirements you will have.

Remember to tell our agents that you would like to request

- A wheelchair
- Oxygen
- To travel with a service animal . A dog for helping the passenger with their disability may fly in the cabin with their owner free of charge, once they have been accredited. Only dogs will be allowed on board.
- An extra place on the aircraft...

Although it is best to do all of the above when making your booking, it may also be done later – **up to 48 hours before flight departure.**

Services to help make air travel more accessible are provided not only on board but also extend to and include services at arrival and departure from airports.

At the airport

Mobility aids.- Ground assistance

Since European Regulation (EC) 1107/06 came into effect, it is now the airport management and not the airlines who are responsible for assistance on the ground at airports. This assistance is still free and may involve help with the following, depending on your disability or degree of mobility:

- Moving around the airport with or without your own wheelchair
- Checking in mobility equipment and luggage
- Getting to the aircraft
- Boarding and settling you in on board
- Collecting your mobility equipment and luggage
- Getting out of the airport

These services may be requested through the airline or travel agency or directly from AENA – the Spanish airport management company. Remember that you must **give notice of at least 48 hours** to be guaranteed access to the service.

The Iberia check-in desks will collect—free of charge and in addition to your luggage allowance—up to two pieces of mobility equipment (wheelchairs, crutches). In addition, if you are travelling with medication and/or vital medical equipment, you may carry it in a single piece of luggage not exceeding 23kgs, in addition to the free baggage allowance allowed in your booking.

If you have a manual wheelchair, you may keep it up to the boarding gate, where it will be collected and put in the hold for return to you when you disembark from your flight at your destination. On some long-haul flights, we can carry them in the cabin, subject to availability.

Preparing electric wheelchairs for a trip

Carriage of this type of wheelchair is sometimes difficult. If you are thinking of taking a flight with your electric wheelchair, please come to check-in sufficiently in advance of departure to allow time for us to organise its disassembly and assembly.

Preparation of electric wheelchairs for carriage in the aircraft hold will depend on their battery characteristics:

- Wheelchairs with wet cell batteries (spillable): the battery terminals and connections must be removed for insulation and protection.
- Wheelchairs with dry cell batteries (non-spillable): with a mechanism for deactivating them.

Whatever type of wheelchair you use, we suggest providing our agents with a copy of the manufacturer's instructions. It will help with the correct disassembly and assembly of wheelchairs.

At the boarding gate, Iberia agents will prioritise your boarding.

On board

Our fleet has different mobility devices that vary depending on the size and dimensions of the aircraft.

On board, our crew will help locate seats and fold-back arm-rests, transmit safety instructions by alternative means for people with auditive or visual impairments, provide assistance from seats to the door of the toilet and vice versa and, in general, make the flight as comfortable and pleasant as possible. However, they will not be able to help with breathing devices, meals or administering medication.

Whenever the dimensions of the aircraft allow, we will have a wheelchair in the cabin to help you move around on board. On certain flights (generally those that last longer than five hours), we can carry a folding wheelchair on board, although—to do this—you must advise us of the characteristics, dimensions and weight of the wheelchair in advance.

Practical information

Most of the services that we provide may be arranged online at www.iberia.com, but personal assistance and issue resolution must be arranged through our customer service centre, where our group of specialists will help you with all your preparations and respond to any queries you may have about your Iberia flight.

More information

www.iberia.com see the section on Passengers with Special Needs on our website.

Atención al Cliente – Spain (Serviberia): 900 111 500 (full list of international centres on the website).

Regulation: Regulation (EC) 1107/2006