

Quality standards

to assist disabled and
mobility-impaired passengers
at Leipzig/Halle Airport
in accordance with Regulation (EC) No. 1107/2006

as of September 18, 2025

The quality standards in German are binding.
This version is a non-binding translation.

Content

1. Regulations for the provision of assistance and support to disabled passengers and passengers with reduced mobility	2
2. Definition of "PRM" and classification of assistance needs	2
3. Notification procedure	3
4. Description of the scope of assistance	4
5. Pick-up and drop-off points	5
6. Service times	5
7. Training of airport staff	6
8. Safety regulations	7
9. Quality management	7

1. Regulations for the provision of assistance and support to disabled passengers and passengers with reduced mobility

Regulation (EC) No. 1107/2006 concerning the rights of disabled air passengers and air passengers with reduced mobility has required European airports with more than 150,000 commercial passengers per year to provide assistance to disabled persons and persons with reduced mobility (*PRM*) since July 26, 2008. The individual services and arrangements are described in Annex I of the Regulation and are based on Document No. 30, Part I, Section 5 of the European Civil Aviation Conference (ECAC) and the associated annexes, in particular the "Code of good conduct in ground handling for persons with reduced mobility."

2. Definition of "PRM" and classification of assistance needs

Regulation (EC) No. 1107/2006 defines the term "PRM" as follows: "'Disabled person' or 'person with reduced mobility' means any person whose mobility when using transport is reduced due to a physical (sensory or motor, permanent or temporary) disability, mental disability or impairment, other disabilities or age, and whose condition requires appropriate assistance and adaptation of the services provided to all passengers to the specific needs of that person" (Art. 2 [a] of the Regulation [EC] No. 1107/2006).

This group of people is entitled to the assistance of the PRM service. PRM guests are classified according to their support needs using internationally standardized assistance codes from the International Air Transport Association (IATA) as follows:

- WCHR: Passengers who can climb stairs and move around in the aircraft cabin, but who require a wheelchair or other mobility aids to move between the aircraft and the terminal building, within the terminal building itself, and between the arrival and departure areas of the terminal.
- WCHS: Passengers who can climb stairs but need a wheelchair or other mobility aids to move between the aircraft and the terminal building, within the terminal building itself, and between the arrival and departure areas of the terminal.
- WCHC: Passengers without mobility who can only move around using a wheelchair or other mobility aids and who require assistance from the moment they arrive at the airport until they take their seat (or a special seat adapted to their specific needs) in the aircraft (or, on arrival, from the moment they disembark from the aircraft seat until they leave the airport).

DEAF:	Passengers who are hearing impaired, deaf, or deaf and mute
BLND:	visually impaired or blind passengers
DEAF/BLND:	hearing-impaired/deaf-mute and visually impaired/blind passengers who can only move around with the help of an accompanying person
DPNA:	Passengers with a mental disability or impairment who, depending on the nature and severity of the impairment, can only move around with the help of an accompanying person

The following classifications do not fall under the PRM definition in accordance with Regulation (EC) No. 1107/2006, unless one of the above-mentioned "WCH" categories also applies, and passengers concerned will be assisted in other ways upon prior notification:

MEDA:	Passengers who require medical care due to illness but who are permitted to travel with the approval of a health authority or who have been declared fit to travel by a medical professional
OXYG:	Passengers who require oxygen during the flight
STCR:	Passengers who must be transported in a lying position due to illness
MAAS:	Passengers traveling alone with small children, pregnant women, families, young people traveling alone, children traveling alone

Mobility aids are classified using the following IATA codes:

WCBD:	Battery-powered wheelchair with dry/leak-proof battery
WCBW:	Battery-powered wheelchair with wet cell/non-spillable battery
WCLB:	Battery-powered wheelchair with lithium-ion battery
WCMP:	Manual wheelchair

3. Notification procedure

In accordance with the Regulation (EC) No. 1107/2006, passengers must communicate their assistance requirements to the airline, its agents, or the tour operator/-office at least 48 hours before the published departure time.

It is not possible for PRM passengers to notify the airport directly. The airline, its agents, or the tour operator are required to notify the airport operator about the PRM request in IATA Type B format (PAL, CAL, PSM) at least 36 hours before departure (SITA: LEJKOXH or, in exceptional cases, PRM@leipzig-halle.aero).

4. Description of the scope of assistance

The assistance service at Leipzig/Halle Airport enables PRM passengers to

- communicate their arrival at an airport and their request for assistance at the designated points inside and outside the terminal building,
- move from a designated point to the check-in counter
- check-in and register baggage,
- proceed from the check-in counter to the aircraft, with completion of emigration, customs and security procedures,
- board the aircraft, with the provision of lifts, wheelchairs or other assistance needed, as appropriate,
- proceed from the aircraft door to their seats,
- store and retrieve baggage on the aircraft,
- proceed from their seats to the aircraft door,
- disembark from the aircraft, with the provision of lifts, wheelchairs or other assistance needed, as appropriate,
- proceed from the aircraft to the baggage hall and retrieve baggage, with completion of immigration and customs procedures,
- proceed from the baggage hall to a designated point,
- reach connecting flights when in transit, with assistance on the air and land sides and within and between terminals as needed,
- move to the toilet facilities if required.

Furthermore, the handling of all necessary mobility aids, including recognized assistance dogs, is ensured under the following conditions:

- Notification must be made at least 48 hours before departure with the airline, its agents, or the tour operator/travel agency who need to inform the airport at least 36 hours before departure.
- There is sufficient space available on board the aircraft.
- The regulations on dangerous goods do not prevent the handling of mobility aids.
- The passenger is responsible for disconnecting or removing batteries.

If mobility aids are damaged or lost, temporary replacements will be provided if possible. These may not be identical to the original equipment.

If a PRM passenger is assisted by an accompanying person, that person shall be allowed, if necessary, to provide the necessary assistance at the airport and when boarding and disembarking the aircraft.

5. Pick-up and drop-off points

The PRM passenger should arrive at one of the following pick-up points at the time stipulated by the airline or, if no information is provided by the airline, at least two hours before departure:

Pick-up points

Central terminal

- check-in counter, depending on staffing by the check-in agent
- marked PRM meeting points in the central terminal after registering with the handling agent at the check-in counter

Terminal B

- marked PRM meeting point at the airport information in the arrivals area
- airside waiting areas or gates

In justified individual cases, pick-up from the parking garage or airport train station is possible if the passenger has indicated the need in advance. To be picked up at the airport train station, passengers need to notify *Deutsche Bahn mobility service* in addition to the notification requirements mentioned in chapter 3.

Drop-off points

Central terminal

- designated PRM meeting points
- drop-off level, bus stop, loading and unloading zone

Terminal B

- arrivals and pick-up waiting area
- airport information
- driveways 1, 2, and 3 in front of the terminal

In justified individual cases, assistance to the parking garage and airport train station is possible if the passenger has indicated the need in advance. To be accompanied by the PRM service to the airport train station (and, if necessary, into the train), passengers need to notify *Deutsche Bahn mobility service* in addition to the notification requirements mentioned in chapter 3.

6. Service times

The assistance times at Leipzig/Halle Airport comply with the requirements set out in Document 30 Part I Section 5 Annex C of the ECAC and apply on

condition that the PRM passenger arrives at one of the designated pick-up points and announces their arrival at least two hours before departure.

Departure – with registration (notification received by the airport operator at least 36 hours in advance):

After arrival at a designated pick-up point, as soon as the PRM guests have made themselves known,

- 80% of PRMs should wait no longer than 10 minutes for assistance,
- 90% of PRMs should wait no longer than 20 minutes for assistance,
- 100% of PRMs should wait no longer than 30 minutes for assistance.

Departure - without notification (no notification or notification not received by the airport within the stipulated time frame)

After arrival at a designated pick-up point, as soon as the PRM guests have made themselves known,

- 80% of PRMs should wait no longer than 25 minutes for assistance,
- 90% of PRMs should wait no longer than 35 minutes for assistance,
- 100% of PRMs should wait no longer than 45 minutes for assistance.

Subject to pre-notification, 100% of departing customers who are at the designated point and/or check-in counter within the stipulated time must reach their aircraft in time to enable timely pre-boarding and departure.

Arrival - with notification (notification received by the airport operator at least 36 hours in advance)

Once the arriving aircraft has reached its parking position, the PRM service should be available at the gate/aircraft for

- 80% of PRMs within 5 minutes,
- 90% of PRMs within 10 minutes,
- 100% of PRMs within 20 minutes.

Arrival – without notification (no notification or notification not received by the airport within the stipulated time frame)

After the arriving aircraft has reached its parking position, the PRM service should be available at the gate/aircraft for

- 80% of PRMs within 25 minutes,
- 90% of PRMs within 35 minutes,
- 100% of PRMs within 45 minutes.

7. Training of airport staff

In accordance with Article 11 of EU Regulation 1107/2006, initial and refresher training courses are held regularly at Leipzig/Halle Airport for employees of the PRM service. Participation is documented. Airport employees who are in direct contact with travelers are made aware of the equality of persons with disabilities and related issues.

8. Safety regulations

Passengers are secured with seat belts when using the transport chair. Between the terminal and the aircraft, passengers are transported in their own wheelchair or in a wheelchair provided by the airport. Wheelchairs are secured in the vehicles used for PRM transportation in accordance with regulations. Vehicles are equipped with the necessary features in accordance with DIN 75078, Part 1, and ECE 17.

9. Quality management

Quality standards are monitored through regular evaluations. Comments and complaints can be sent to Leipzig/Halle Airport by post or email and should be answered within one month. In all other respects, the complaints procedure in accordance with Article 15 of EU Regulation 1107/2006 applies.