

People with reduced mobility









Advice Prior to Travel for Disabled Passengers

Please register yourself!

We would like you to enjoy your stay at our airport. We recommend therefore that you register your requirements **at least 48 hours prior to your departure** if possible with your travel agent or directly with the airline to assure that you receive the service you need. This way we can make sure that all necessary arrangements can be made not only for your departure and arrival at this airport but also on arrival at your destination airport.

To ensure that your escort service is organised as comfortably as possible you should inform your airline to which extent you require help and to which degree your movements are reduced. There are several different international categories to help you classify your own degree of disability.

-  **WCHR** Passenger who can walk up and down stairs and move about in an aircraft cabin, but who requires a wheelchair or other means for movements between the aircraft and the terminal, in the terminal and between arrival and departure points on the city side of the terminal
-  **WCHS** Passenger who cannot walk up or downstairs, but who can move about in an aircraft cabin and requires a wheelchair to move between the aircraft and the terminal, in the terminal and between arrival and departure points
-  **WCHC** Passenger who is completely immobile, who can move about only with the help of a wheelchair or any other means and who requires assistance at all times from arrival at the airport to seating in the aircraft or, if necessary, in a special seat fitted to his/her specific needs, the process being inverted at arrival
-  **WCHP** Passenger with a disability of the lower limbs who has sufficient personal autonomy to take care of him/herself, but who requires assistance to embark or disembark and who can move about in an aircraft only with the help of an on-board wheelchair.



- ▶ **BLND** This passenger has reduced vision or is blind. He/She requires an escort from terminal to aircraft.
- ▶ **DEAF** This passenger is deaf, hearing impaired or deaf-mute.
- ▶ **DEAF/BLND** This passenger is deaf and blind. He/She is dependent on an assistant

These booking codes can vary. Please check prior to registration with your travel agency or directly with the airline.

A separate check-in can be made available to groups of disabled passengers if registered in time.

General information can be obtained by calling the following telephone number :

0049 (0) 28 37 – 66 61 11

Email: terminalinfo@airport-weeze.de



Parking

On arrival with your own car we recommend people using wheelchairs to use the marked parking spaces for disabled badge holders on car park P1 in the first row.

Please display your disabled ID with the endorsement „aG“, „H“ oder „BL“ clearly visible on your dashboard. Prior to paying for your parking ticket please call in at the office of the Parkservice so you can take advantage of the cheaper car parking rate of car park P2.

Please inform the staff from the parking service if you need to take your disabled ID with you on your journey. They will be happy to help you.

The Special Service:

If you are travelling on your own and require assistance, we can arrange for you to be met at the car park. Please inform the Airport Information Desk at least 36 hours prior to departure under the following number 00 49 / (0) 28 37 – 66 61 11.

Please call for assistance via the intercom at the barrier from the parking service as you enter the car park. Your escort will collect you from your disabled parking space.



Personal Escort Service

If you would like to be escorted to and from the aircraft by our airport staff you can use this service free of charge.

Please sign up at the Airport Informationdesk in the Terminal or at the Service Desk from your Airline.

Please state your requirements when you book your trip. You will find the booking code under „Advice prior to Travel“.

The personal service:

If a member of your family or a friend brings you to the airport a special boarding card can be issued so that this person can accompany you to the gate. At the gate you will be met by airport staff who will accompany you to the aircraft.



Facilities

- ▶ Doors open automatically throughout the terminal.
- ▶ A lift is available to reach the first floor. It is located next to the staircase to the restaurant.
- ▶ Sanitary facilities suitable for the disabled are located within the terminal and departure lounge and are marked as such.
- ▶ Public Telephones and a cash point are located inside the terminal opposite the arrivals.



Guide Dogs

Dogs are very welcome in the Terminal but must be kept on a lead.

If your dog accompanies on your trip, please check with your airline's current regulations concerning the transportation of guide dogs.

Please keep your dog on the lead if you are visiting the viewing platform.



Wheelchair - Service

Our Airport-Service can provide you with a wheelchair to the aircraft if needed. This service is free of charge and also applies to the collection from the aircraft on your arrival.

Please register your requirements directly when booking your trip. You will find the booking code under „Advice prior to Travel“.



Security Check

Please arrive in time at the Security Check. Our security staff will be able to cater better to your needs.

Wheelchair users will be checked with an electronic hand sensor and by patting down by hand. Please advise our staff if, for example, you have an artificial limb, and to which extent you require assistance.

Carriers of pace makers can on request have the security check prior to departure done without the use of an electronic hand sensor.

Passengers who carry a shunt or who suffer from hydrocephalus are asked to contact the staff on site as in these cases the security check is carried out in a cubicle and by patting down by hand only.



Finally

It is recommended, that the person picking up the passenger, contacts the Airport Information in time to clarify where the passenger can be met.

Tel.: 00 49 (0) 28 37 – 66 61 11