



Guide to Passenger Rights and Accessibility



Special Secretariat for
Human Rights

Ministry of
**Women, Racial Equality
and Human Rights**





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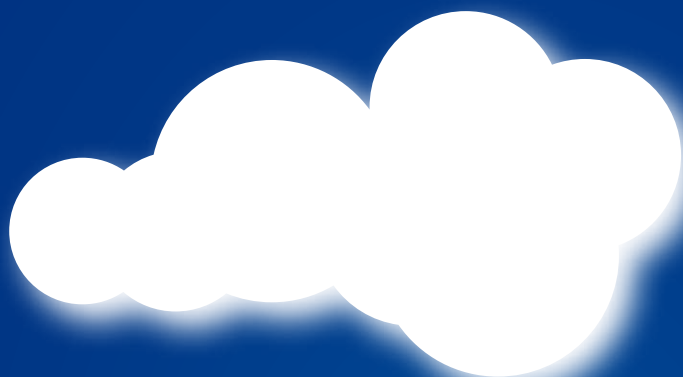




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Introduction

Accessibility ensures that everyone can lead their lives independently, safely and autonomously in public spaces and when using public facilities and equipment. It is essential to ensure everyone can fully and equally exercise their human rights.





To improve accessibility for passengers from the moment of arrival at the airport until boarding and then disembarking from the aircraft, the **National Civil Aviation Agency (ANAC)** has drafted **Resolution 280/2013**. This regulation focuses on the quality of service provided to passengers who require special assistance.

Those passengers are:

- People with disabilities;





- People aged 60 or over;



- Pregnant women;



- Breastfeeding mothers;





- People carrying young children;



- People with reduced mobility who have limited autonomy as passengers.





- People with reduced mobility;



With this new resolution, airports and airlines will now adopt measures to guarantee passengers' physical and moral integrity, based on the clear understanding that, during each stage of a journey, every person has the right to the same services that are provided to the public in general.



The resolution applies to departures and arrivals at Brazilian airports.

07

Accessible Elevator





**Discover
the positive
changes**



Just a minute.
I'm finishing
registering
my travelling
companion.

That's good.
I did my check-in
online!





Buying a ticket

The airline is not permitted to limit the number of passengers requiring special assistance. When a ticket is purchased, the airline must ask if the passenger will require a travel companion, technical aids, communication aids, or other types of assistance.



IMPORTANT!

- The lack of information about special assistance cannot be allowed to prevent a passenger from travelling, if they agree to do so with whatever assistance is available;
- The possibility of discomfort or inconvenience for other passengers, or for crew members, cannot be used by airlines as an excuse not to provide service.





Check-in

Passengers in need of special assistance should now arrive at check-in the same amount of time before departure as other passengers.

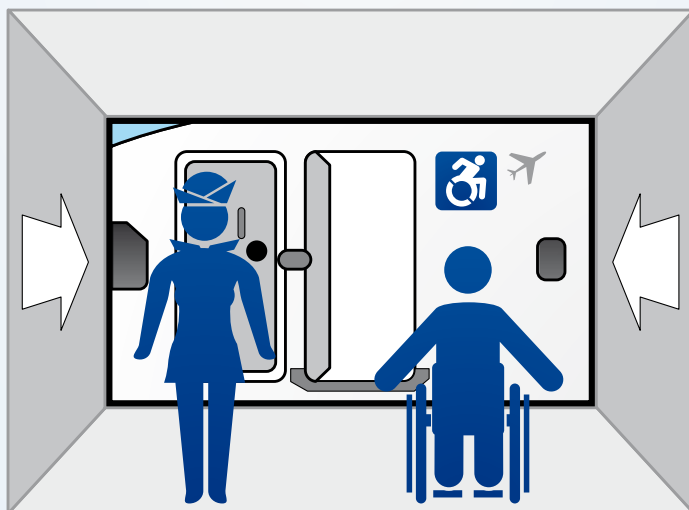
Upon arrival they should make themselves known to staff, and from then onwards the airline must provide priority assistance with regard to:



- Check-in and baggage drop;

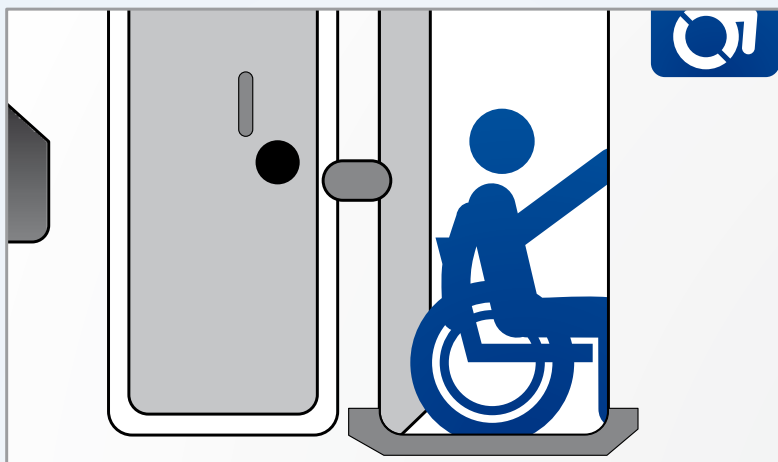


- Arriving at the aircraft, and assistance at border control;

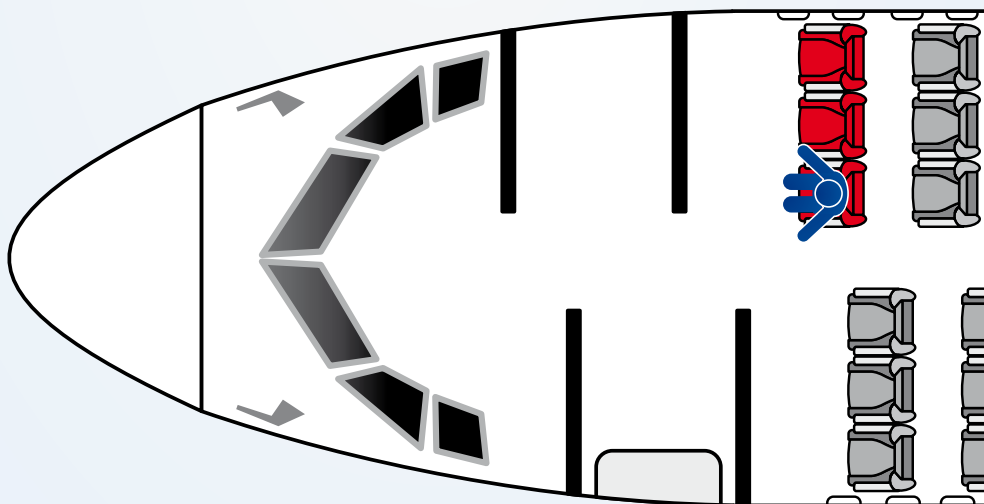




- Boarding the aircraft;

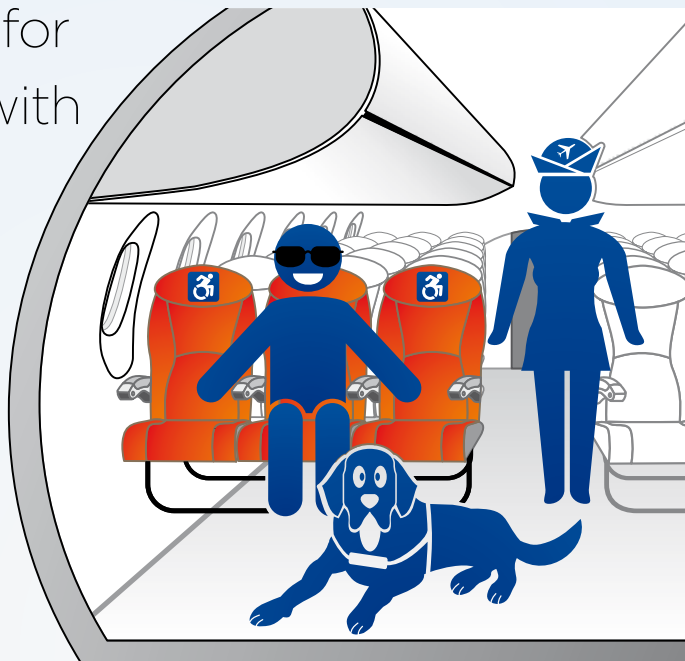


- Seating arrangements, and mobility inside the aircraft;





- Assistance for passengers with guide dogs;

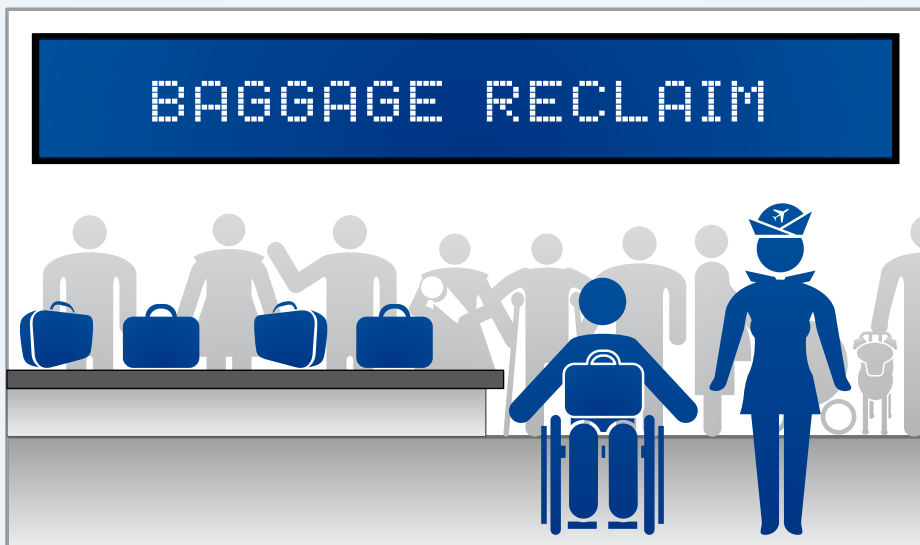


- Assistance in accessing the bathroom;

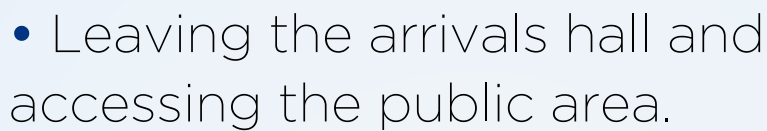




- Arriving at the baggage-reclaim area;



- Reclaiming checked luggage, and assistance at border control;



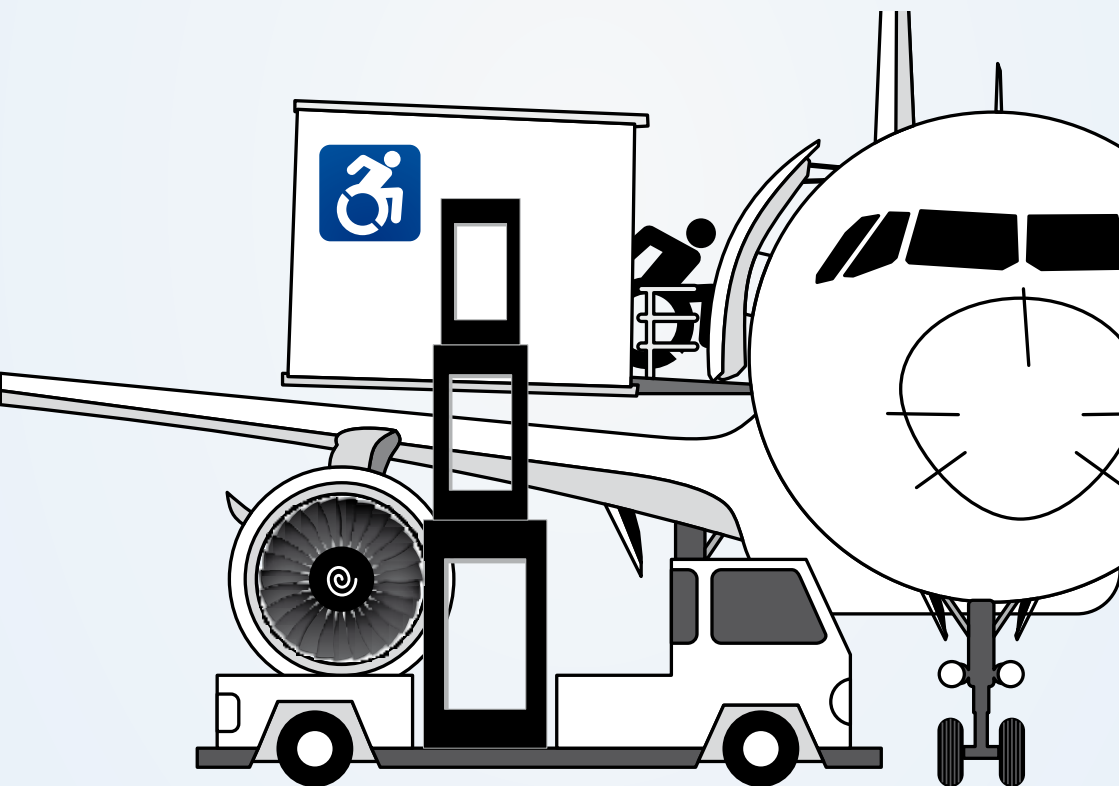




P



- Passengers in wheelchairs or being carried on stretchers must have priority boarding via the boarding bridge or by means of lifting/lowering equipment (ambulift) or a ramp.





- For boarding and exiting smaller aircraft, other equipment can be used, as long as it ensures both the safety and dignity of the passenger.



IMPORTANT!

- It will not be permitted to carry a passenger, manually, during the boarding

or disembarking procedures

(except in emergency situations and if the aircraft needs to be evacuated).





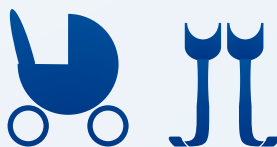




Deadlines for installation of boarding aids at airports

- Airports used by more than **2 million passengers per year**: December 2013;
- Fewer than 2 million but more than **500 thousand passengers per year**: December 2014;
- Fewer than **500 thousand passengers per year**: December 2015.

Technical aids used by passengers for mobility purposes must be carried by the airlines free of charge.





Only one piece of equipment can be carried free of charge, and if there is sufficient space it should be carried in the cabin. (E.g. wheelchair, walking frames, crutches, walking sticks, baby comfort chair, etc).

When the equipment is carried in the hold:

- when the equipment has been presented and identified, the airline must provide a receipt;
- appropriate precautions must be taken with fragile or priority items;
- all equipment must be carried in the same aircraft that the passenger is travelling in;



- the equipment must be made available immediately upon arrival;
- if any equipment is lost or damaged, the airline must provide an equivalent replacement immediately upon arrival.





Travel companions

The passenger will need to be accompanied:

- if they are travelling on a stretcher, or with an incubator;
- if they have a mental or intellectual disability which prevents them from understanding the flight-safety instructions;
- if they are unable to use the bathroom facilities without assistance.



IMPORTANT!

- In such cases the airline itself must provide a travel companion for the passenger, at

no extra charge, or request that passenger be accompanied by their own chosen companion, who will be asked to pay a maximum of 20% of the fare paid by the passenger. The companion must travel in the same class and in a seat next to the passenger, they must be at least 18 (eighteen) years old, and they must be capable of providing any necessary assistance.





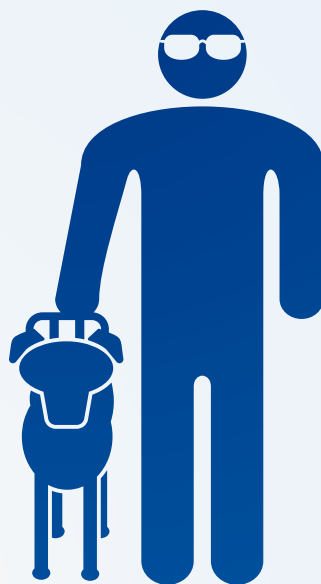
Guide dogs

Guide dogs are permitted to accompany the passenger throughout the journey, including inside the aircraft, though it is the owner's responsibility to provide documentation identifying the dog and attesting to its training, as well as to provide whatever food it needs.





Guide dogs must be transported free of charge, with space provided on the floor of the aircraft cabin, close to the passenger and under their control. The dog must wear a harness, not need a muzzle, and not obstruct, either totally or partially, the aisle of the cabin.

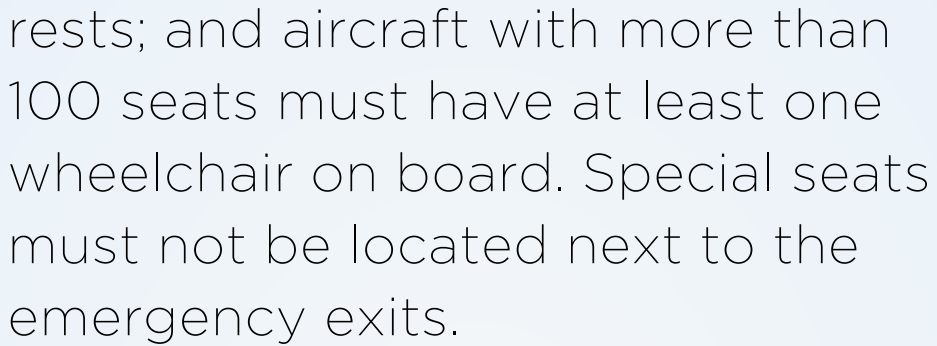




Inside the aircraft

Changes have also been taking place inside the aircraft registered in Brazil: now they must have special seats not only at the front of the aircraft but also at the back, because at many Brazilian airports boarding and disembarking can take place via either door of the aircraft.

In aircraft with 30 or more seats, at least half of the aisle seats must have moveable arm-





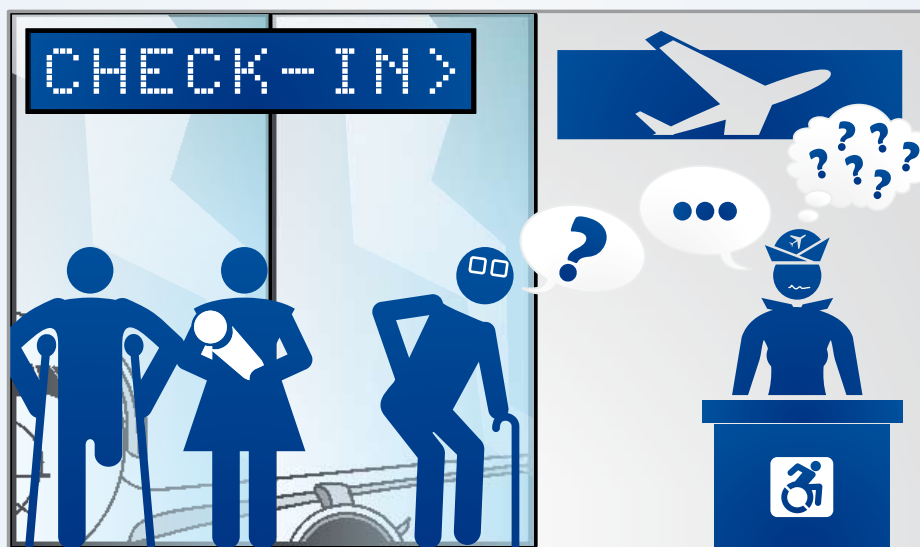
Quality of service

With the new resolution, the airlines and airports must establish training programs for their staff and implement a system of quality control for the service they provide.

It is also necessary to make available a member of staff who is responsible for accessibility throughout the entire period of operations, and who will deal with



any situation which might occur with regard to passengers who require special assistance. That member of staff must be available to provide immediate assistance.





Information

Airport administrators must ensure that information is always available to the public regarding the services provided during departure and arrival to passengers who require special assistance.



Penalties

Both the airlines and the airport administrators face fines of between **10,000** and **25,000** Brazilian reais for any failure to comply with the accessibility requirements.



ATTENTION! Full information regarding **Resolution 280** by **ANAC** can be found at **anac.gov.br** and **[sdh.gov. br/pessoa-com-deficiencia](http://sdh.gov.br/pessoa-com-deficiencia)**. Read it and know your rights!





Where to complain

Si sus derechos fuesen, de alguna forma, violados, entre en contacto con los siguientes órganos:

- The complaints department of the airline;
- The complaints department of the airport administrator;
- ANAC **(163)**;
- **Dial 100** – the National Human Rights Ombudsman;



- Consumer protection organizations;
- The Judiciary
- The National Council for the Rights of Persons with Disabilities (CONADE).





NOTE:

The passengers described in **Resolution 280 by ANAC** as needing special assistance are all those who, for different reasons, require some kind of service to minimize the impediments they face and to guarantee accessibility, autonomy, dignity, and equal opportunities.



NATIONAL HUMAN RIGHTS OMBUDSMAN

The Human Rights Line (Dial 100) receives, analyzes, conveys and monitors reports and complaints regarding human rights violations.

The service is available throughout Brazil, operating so as to resolve conflicts and assist the efforts of those responsible for defending human rights. It also carries out work in cooperation with the Public Prosecutor, with organs of the judicial, legislative and federal executive powers, with other federal entities, and with civil society organizations.

Dial 100 is coordinated by the National Human Rights Council. The service is available 24 hours a day, seven days a week. Calls are free and can be made from any landline or cell phone. Those making complaints do not need to identify themselves.







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