



RESOLUTION ON PASSENGERS WITH DISABILITIES

RECOGNIZING the positive steps already taken by airlines to provide air travel to people with disabilities that is safe, reliable and dignified;

APPLAUDING the aims of the United Nations Convention on the Rights of People with Disabilities;

ACKNOWLEDGING the benefits of government and industry working together to support the travel needs of people with disabilities and the need to prioritize safety at all times;

The 75th IATA Annual General Meeting:

1. AFFIRMS the commitment of all member airlines to provide safe, reliable and dignified travel for people with disabilities and calls upon all other air transport sector stakeholders to do the same;
2. CALLS UPON governments to make use of the IATA Core Principles on passengers with disabilities (Appendix I) in the development of national legislation and policies;
3. REQUESTS the International Civil Aviation Organization (ICAO) to apply these principles as the basis for multilateral initiatives related to passengers with disabilities.

IATA CORE PRINCIPLES ON PASSENGERS WITH DISABILITIES

Persons with disabilities are important to the air transport sector. This is why IATA has developed these practical principles to help airlines work collaboratively with regulators and to provide a safe and satisfying travel experience to their valued customers.

Policy Principles

CP1. **Accessibility:** The air transport sector should continue to promote inclusiveness and universal accessibility for all passengers, including for persons with disabilities.

CP2. **Common Definition:** National legislation (and supranational regional instruments) should apply a common, inter-operable definition for passengers with disabilities. National law definitions should be consistent with the relevant standards of the International Civil Aviation Organization (ICAO), including those under Annex 9 to the Chicago Convention.

CP3. **Harmonization:** In keeping with CP2, national legislation on passengers with disabilities should be harmonized to the greatest extent practicable. The principle of harmonization should apply equally to the policies, procedures and practices implemented pursuant to national legislation.

CP4. **Clarity:** National legislation should be clear and unambiguous in its terms. Such legislation should not infringe treaty obligations or other obligations of international law.

CP5. **Consultation:** Regulators should consult with the airline industry and other air transport sector stakeholders well before legislation, policies, procedures or practices are adopted. Such consultation processes should be transparent and meaningful.

CP6. **Impact assessment:** Regulators should undertake a comprehensive impact assessment that deals with the costs and benefits of any proposed regulatory action.

CP7. **Fair application:** National legislation should contain safeguards to prevent exploitation of the system for personal convenience.

Process Principles

CP8. Assistance: Airlines should assist passengers with disabilities in a manner that takes into account the best interests of the passengers, relevant safety regulations and operational realities.

CP9. Guidance: Airlines should provide clear guidance to passengers with disabilities on their requirements for the carriage of mobility devices and medical equipment.

CP10. Training: Airline and aviation service staff should be supported by their employers in acquiring and maintaining the proper knowledge, skills and abilities to provide passengers with disabilities a seamless and dignified travel experience.

CP11. Reducing burdens: National legislation should be balanced in its application and should not impose disproportionate or impracticable burdens on airlines.

CP12. Communication: Regulators should strongly encourage passengers with disabilities to provide pre-notification of their needs in advance of their travel.

CP13. Coordination: Air transport sector stakeholders and governments should coordinate their approach in order to deliver consistent end-to-end service to passengers with disabilities regardless of location and national borders.