

PASSENGERS WITH REDUCED MOBILITY

Security regulations and seat allocation

■ Maximum number of Persons with Reduced Mobility per plane

According to the provisions of Operating Memo 04/01 from the Spanish Civil Aviation Authority, the maximum number of PMR on board should not exceed the number of people available and able to help them during an emergency evacuation.

With regard to transport limitations, anyone who can understand, follow and/or carry out in-flight security regulations shall not be taken into consideration.

■ Grouping PMR in the cabin

Passengers with reduced mobility shall be located uniformly throughout the plane.

■ Accessible seats

A large number of seats on our planes are arranged for accessibility. The location of these seats varies depending on the type of fleet and layout and, in general, they are usually most of the seats next to the aisle and they have a mechanism for lifting the armrests to facilitate the passenger's mobility.

Any passenger with reduced mobility who needs assistance shall not be allocated or occupy seats where his or her presence could:

- Prevent the crew from complying with their duties
- Obstruct access to emergency equipment
- Prevent the evacuation of the plane in the event of an emergency

When a companion is required, he or she must sit in the same row as the person being accompanied.

Walking sticks and crutches must be put into the overhead lockers to avoid blocking aisles and exits.