

**Procedures for WCHR / S / C PRM passengers in Cairo International  
Airport,  
According to EU- regulation 1107 / 2006 and accordance ACO**

**WCHR**

**Passengers who cannot walk for long distance**

**Air jet bridge – inbound:**

Passenger will be welcomed at aircraft door by PR staff, accompanied up the bridge slowly walking, and then assisted through the airport (transit) with golf car or wheelchair, Depending on availability.

A dedicated immigration desk is assigned for PRM.

**Air jet bridge – outbound:**

Passenger will be assisted at dedicated check-in counter then will go by himself to any golf car pick-up point to be driven to the departure gate with golf car or wheelchair, depending on availability

Passenger will be seated in the gate assigned area and usually makes his way onboard on his own.

A dedicated immigration desk is assigned for PRM

**Ramp Stairs– inbound:**

Passenger will be picked up / assisted by PR Staff, with high lifter (after all other passengers left the aircraft) out of the aircraft then driven to bus arrival drop off and usually makes his way out on his own

A dedicated immigration desk is assigned for PRM

**Ramp Stairs– outbound:**

Passenger will show up at the assigned check in counter (for PRM) then pick up position to be transported to aircraft with a high lifter to the aircraft and makes his way on his own to his seat.

A dedicated immigration desk is assigned for PRM

## **WCHS**

### **Passengers who cannot climb the stairs**

#### **Air jet bridge – inbound:**

Passenger will be welcomed at aircraft door with wheelchair and assist up the bridge either on the wheelchair or walking, depending on his needs.

Then he will be assisted through airport (transit) with wheelchair or a golf cart if needed depending on availability

A dedicated immigration desk is assigned for PRM

#### **Air jet bridge – outbound:**

Passenger will be picked up at assigned check-in counter (for PRM) (or pick-up point) and assisted with

Wheelchair or golf car to the departure gate

Passenger will be seated in the gate assigned area and usually makes his way onboard on his own.

A dedicated immigration desk is assigned for PRM

#### **Ramp Stairs– inbound:**

Passenger will be picked up / assisted by PR Staff with high lifter (after all other passengers left the aircraft) out of the aircraft then driven to bus arrival.

On bus arrival PR Staff will welcome the WCHS passenger and escort him through the airport (transit) or with wheelchair or Golf car, if needed & depending on availability.

A dedicated immigration desk is assigned for PRM

#### **Ramp Stairs– outbound:**

Passenger will be brought to the assigned check in counter (for PRM) or pick up position to be transported to aircraft with a high lifter to the aircraft and makes his way on his own to his seat.

A dedicated immigration desk is assigned for PRM

## **WCHC**

### **Passengers who are completely immobile**

#### **Air jet bridge – inbound:**

Passenger will be picked up by PR staff (after all other passengers left the aircraft) and escorted outside the aircraft.

Normally passenger's own wheelchair should be delivered at the gate directly as long as a DAA (Deliver at Aircraft) label is tagged to it and the PR staff will seat the passenger into his own wheelchair.

PR staff will assist the passenger with his own wheelchair till way out

A label DAA (Deliver at Aircraft) should be put on his own wheelchair from outstation to be delivered at aircraft door

#### **Air jet bridge outbound:**

Passenger will be brought to the assigned check in counter (for PRM) with his own wheelchair or Airport wheelchair, depending if own wheelchair is checked-in or available.

Passenger will be escorted with the PR staff till aircraft seat

#### **Ramp Stairs– inbound:**

Passenger will be assisted out of the aircraft by PR staff with high lifter and Airport wheelchair or his wheelchair (after all other passengers left the aircraft), and will be escorted to the bus arrival till way out

A label DAA (Deliver at Aircraft) should be put on his own wheelchair from outstation to be delivered at aircraft door

#### **Ramp Stairs– outbound:**

Passenger will be brought to the assigned check in counter (for PRM) with his own wheelchair or Airport wheelchair, depending if own wheelchair is checked-in or available.

Passenger will be escorted with the PR staff till aircraft seat with the high lifter till aircraft seat.