

Part 211

Passengers with Disabilities

This Part of Jordanian Civil Aviation Regulations is hereby issued
under the authority and provisions of article 12-B of the Civil Aviation

Law No. (41) dated 2007, as amended.



Capt. Daifallah Alfarajat
Chief Commissioner/CEO
Civil Aviation Regulatory Commission



Contents

Revision Control Sheet	2
11.1 Applicability	4
211.3 Definitions and acronyms	4
211.5 Prevention of refusal of carriage	6
211.7 Derogations, special conditions and information	6
211.9 Designation of points of arrival and departure.....	7
211.11 Transmission of information	8
211.13 Right to assistance at airports.....	8
211.15 Responsibility for assistance at airports	10
211.17 Quality standards for assistance	10
211.19 Assistance by air carriers.....	11
211.21 Training	11
211.23 Compensation for lost or damaged wheelchairs, other mobility equipment and assistive devices	12
211.25 Exclusion of waiver	12
211.27 Enforcement body	12
211.29 Complaint procedure	13
211.31 Penalties.....	13
211.33 Enforcement	13
Appendix A: Assistance under the responsibility of the airport operators	14
Appendix B: Assistance by air carriers	15

11.1 Applicability

- (a) This Part establishes rules for the protection of and assistance provision to Persons with Disabilities (PWDs) and Persons with Reduced Mobility (PRMs) traveling by air, to protect them against discrimination, to ensure that they receive assistance, and to meet their needs in air transportation.
- (b) This Part shall apply to Persons with Disabilities and Persons with Reduced Mobility using or intending to use commercial passenger air services on departure from, on transit through, or on arrival at an airport situated in the territory of The Hashemite Kingdom of Jordan.
- (c) Sections 211.5, 211.7 and 211.19 shall also apply to passengers departing from an airport situated in another country to an airport situated in the territory of the Hashemite Kingdom of Jordan, if the operating air carrier is a national air carrier.
- (d) This Part shall not affect the rights of passengers established by JCAR Part 209. In so far as the provisions of this Part conflict with Part 209 this Part shall prevail.

211.3 Definitions and acronyms

- (a) For the purposes of this Part the following definitions shall apply:

- (1) **Person with Disabilities or Person with Reduced Mobility:** Taking into account the provisions of the Law on the Rights of Persons with Disabilities in force, means any person whose mobility when using transport is reduced due to any physical disability (sensory or locomotors, permanent or temporary), intellectual disability or impairment, or any other cause of disability, or age, and whose situation needs appropriate attention and the adaptation to their particular needs of the service made available to all passengers.
- (2) **Operating Air Carrier:** Means an air carrier that operates or intends to operate a flight under a contract with a passenger or on behalf of another legal or natural person who has a contract with the passenger.
- (3) **Commercial Passenger Air Service:** Means a passenger air transport service operated by an air carrier through a scheduled or non-scheduled flight offered

- to the general public for valuable consideration, whether on its own or as part of a package.
- (4) **Reservation:** Means the fact that the passenger has a ticket, or other proof, which indicates that the reservation has been accepted and registered by the air carrier or tour agency.
- (5) **Airport:** Means any area of land specially adapted for the landing, taking-off and maneuvers of aircraft, including ancillary installations which these operations may involve for the requirements of aircraft traffic and services including installations needed to assist commercial air services.
- (6) **Airport Car Park:** Means a car park, within the airport boundaries or under the direct control of the operator of an airport, which directly serves the passengers using that airport.
- (7) **Airport Operator:** Means the entity that manages, operates or invests the airport.
- (8) **Airport User:** Means any natural or legal person responsible for the carriage of passengers by air from or to the airport in question.
- (9) **Accompanying Person:** Means a person who is capable of providing the required safety assistance to persons with disabilities and persons with reduced mobility, and assisting them during their journey with mobility, communication, safety instructions, and emergency evacuation support. The accompanying person provides assistance that the cabin crew cannot provide.
- (10) **Service animals:** Means specifically dogs that are individually trained to do work or perform tasks for people with disabilities and hold an official document (certificate) proving the official training and recognition as an assistance dog.
- (11) **Assistive devices:** Means equipment designed to aid passengers with their disabilities or reduced mobility during travel.
- (12) **Tour Agency:** Means a natural or legal person who, other than occasionally, organizes air travel packages and sells or offers them for sale, whether directly or through a retailer.

(a) For the purposes of this Part the following acronyms shall refer to:

- | | | |
|-----|----------------------|---|
| (1) | PWDs and PRMs | Person with Disabilities and/or Person with Reduced Mobility. |
| (2) | CARC | Civil Aviation Regulatory Commission |
| (3) | HCD | Higher Council for the Rights of Persons with Disabilities |

211.5 Prevention of refusal of carriage

- (a) An air carrier or its agent shall not refuse, on the grounds of disability or of reduced mobility:
- (1) to accept a reservation for a flight departing from or arriving at an airport to which this Part applies,
 - (2) to embark a PWDs and PRMs at such an airport, provided that the person concerned has a valid ticket and reservation.

211.7 Derogations, special conditions and information

- (a) Notwithstanding the provisions of section 211.5 an air carrier or its agent may refuse, on the grounds of disability or reduced mobility, to accept a reservation from or to embark a PWDs and PRMs:
- (1) In order to comply with applicable safety requirements established by international or national law or in order to meet safety requirements established by the authority that issued the air operator's certificate to the air carrier concerned.
 - (2) If the size of the aircraft or its doors makes the embarkation or carriage of that PWDs and PRMs physically impossible.

In the event of refusal to accept a reservation on the grounds referred to under paragraph (1) or (2) above, the air carrier or its agent shall make reasonable efforts to propose an acceptable alternative to the person in question.

A PWDs and PRMs who has been denied embarkation on the grounds of their disability or reduced mobility and any person accompanying this person pursuant to this paragraph shall be offered the right of reimbursement or re-routing as provided for in Article 7 of JCAR Part 209. The right to the option of a return flight or re-routing shall be conditional upon all safety requirements being met.

- (b) Under the same conditions referred to in 211.7.(a)(1), an air carrier or its agent may require that a PWDs and PRMs be accompanied by another person who is capable of providing the assistance required by that person and cannot be provided by cabin crew. The air carriers or their agents shall give detailed reasons for requesting the PWDs and PRMs to be accompanied.
- (c) An air carrier or its agent shall accept the self-assessment of the PWDs and PRMs to whether they are able to travel independently and attend to their own needs on board an aircraft, in accordance with the form approved for this purpose in coordination with HCD. However, in some circumstances, for reasons of safety, an air carrier may determine that it is necessary for a PWDs and PRMs to be accompanied by another person (e.g. to understand and respond to safety briefings when no alternate forms of communication can accomplish this, or to assist in an emergency evacuation).
- (d) An air carrier or its agent shall make publicly available, in accessible formats and in at least the same languages as the information made available to other passengers, the safety rules that apply to the carriage of PWDs and PRMs, as well as any restrictions on their carriage or on that of mobility equipment due to the size of aircraft. An air carrier or its agent shall ensure that such safety rules and restrictions are made available in the same manner indicated above for flights included in air travel packages which tour agencies organize, sell or offer for sale.
- (e) When an air carrier or its agent exercises a derogation under subparagraph (a)(1) or (a)(2) of this section, they shall without delay inform PWDs and PRMs and the accompanying person of the reasons therefore. On request, an air carrier or its agent shall communicate these reasons in writing to the PWDs and PRMs and the accompanying person within five working days of the request.

211.9 Designation of points of arrival and departure

- (a) In cooperation with air carriers, and relevant organizations representing PWDs and PRMs, the airport operator shall, taking account of local conditions, designate points of arrival and departure within the airport boundary or at a point under the direct control of the airport operator, both inside and outside terminal buildings, at which PWDs and PRMs can, with ease, announce their arrival at the airport and request assistance. These points shall be designated at least at the main entrances to terminal buildings, in areas with check-in counters, in drop-off points, and in airport car parks.

- (b) The points of arrival and departure referred above, shall be clearly signed and shall offer basic information about the airport, in accessible formats.

211.11 Transmission of information

- (a) Air carriers and their agents shall take all measures necessary for the receipt, at all their points of sale, including sale by telephone and via the internet, of notifications of the need for assistance made by PWDs and PRMs.
- (b) When an air carrier or its agent receives a notification of the need for assistance at least (48) hours before the published departure time for the flight, it shall transmit the information concerned at least (36) hours before the published departure time of the flight to:
- (1) the airports operators of departure, arrival and transit; and
 - (2) the operating air carrier, where a reservation was not made with that carrier, unless the identity of the operating air carrier is not known at the time of notification, in which case the information shall be transmitted as soon as practicable.
- (c) In all cases other than those mentioned in subparagraph (b)(1) and (b)(2) of this section, the air carrier or its agent shall transmit the information as soon as possible.
- (d) Air carriers and airport operators shall take the necessary measures to inform those PWDs and PRMs who are planning to travel or in the course of travel of the availability of accessible services and of how to access them, whether or not the information is specifically requested and it shall be also made available online.
- (e) As soon as possible after the departure of the flight, the operating air carrier shall inform the airport operator of the airport of destination to which this Part applies the number of PWDs and PRMs on that flight requiring assistance specified in Appendix A and the nature of that assistance.

211.13 Right to assistance at airports

- (a) When a PWDs or PRMs arrives at an airport for travel by air, the airport operator shall be responsible for ensuring the provision of the assistance specified in Appendix A, in such a way that the person is able to take the flight for which the person holds a reservation, provided that notification of the person's particular needs for such assistance has been made to the air carrier or its agent concerned at least (48) hours before the published departure time of the

flight. This notification shall also cover a return flight, if the outward flight and the return flight have been contracted with the same air carrier.

- (b) Where the use of a service animal is required, it shall be accommodated provided that the passenger notifies the air carrier or its agent, and then the air carrier shall notify the airport operator. The carriage of the service animal is subject to approval in accordance with applicable national rules covering the carriage of service animals on board aircraft, where such rules exist.
- (c) If no notification is made, the airport operator shall make all reasonable efforts to provide the assistance specified in Appendix A, in such a way that the person concerned is able to take the flight for which the person holds a reservation.
- (d) The provisions of section 211.13(a) shall apply provided that:
 - (1) The person presents himself or herself for check-in:
 - i. at the time stipulated in advance and in writing (including by electronic and accessible means) by the air carrier or its agent, or
 - ii. if no time is stipulated, no later than (90) minutes before the published departure time, or
 - (2) The person arrives at a point within the airport boundary designated in accordance with section 211.9:
 - i. at the time stipulated in advance and in writing (including by electronic and accessible means) by the air carrier or its agent, or
 - ii. if no time is stipulated, no later than two hours before the published departure time.
- (e) When a PWDs or PRMs transits through an airport to which this Part applies, or is transferred by an air carrier from the flight for which they hold a reservation to another flight, the airport operator shall be responsible for ensuring the provision of the assistance specified in Appendix A, in such a way that the person is able to take the flight for which they hold a reservation.
- (f) On the arrival by air of a PWDs and PRMs at an airport to which this Part applies, the airport operator shall be responsible for ensuring the provision of the assistance specified in Appendix A, in such a way that the person is able to reach their point of departure from the airport as referred in section 211.9.

- (g) The assistance provided shall, as far as possible, be appropriate to the particular needs of the individual passenger.

211.15 Responsibility for assistance at airports

- (a) The airport operator shall be responsible for ensuring the provision of the assistance specified in Appendix A without additional charge to PWDs and PRMs.
- (b) The airport operator may provide such assistance itself. Alternatively, consistent with its responsibility, and subject at all times to compliance with the quality standards referred to in section 211.17, the airport operator may contract with one or more other parties for the supply of such assistance on its own initiative or at the request of another party, including an air carrier, and taking into account the existing services at the airport concerned. If the airport operator refuses such a request, it shall provide a written justification.
- (c) The airport operator shall keep separate accounts for its activities relating to the assistance provided to PWDs and PRMs and its other activities, in accordance with internationally accepted commercial accounting practices.
- (d) The airport operator shall make available to CARC any information required in respect of the assistance provided to PWDs and PRMs.

211.17 Quality standards for assistance

- (a) The airport operator shall set quality standards for the assistance specified in Appendix A and determine the resource requirements for meeting those standards, in cooperation with the HCD, airport users, through the airport users' committee, where one exists, and organizations representing PWDs and PRMs.
- (c) In setting of such standards, full account shall be taken of the minimum standards established by CARC, national and international policies, codes of conduct concerning the facilitation of the transport of PWDs and PRMs, and the Law on the Rights of Persons with Disabilities No. 20 of 2017 in force and other relevant regulations.
- (d) The airport operator shall publish its quality standards after they have been approved by CARC.

- (e) An air carrier and the airport operator of an airport may agree that, for the passengers whom that air carrier transports to and from the airport, the airport operator shall provide assistance to a higher standard than the standards referred to in paragraph (a) of this section or provide services additional to those specified in Appendix A.

211.19 Assistance by air carriers

- (a) An air carrier shall provide the assistance specified in Appendix B, without additional charge, to a PWDs and PRMs departing from, arriving at, or transiting through an airport to which this Part applies, provided that the person concerned fulfils the conditions set out in section 211.13 (a), (b) and (d).
- (b) Assistive devices required by PWDs and PRMs shall be carried free of charge in the cabin, where space, weight, and safety requirements permit, or, where this is not possible, shall be carried free of charge as priority baggage and returned to the passenger as soon as reasonably practicable.
- (c) A service animal accompanying PWDs and PRMs shall be carried free of charge in the cabin, on the floor, at the person's seat, in accordance with applicable safety regulations, provided that the service animal:
- (1) does not endanger the safety of flight operations;
 - (2) is not reasonably considered to pose a threat to other passengers; and
 - (3) does not cause health concerns related to hygiene.
- (d) Air carriers that charge for advance seat selection shall waive the charge for the accompanying person and the PWDs and PRMs, in order that the latter may select the seat that best meets their needs, subject to applicable safety regulations.

211.21 Training

- (a) Airport operators and air carriers shall:
- (1) ensure that all their personnel, including those employed by any subcontractor providing direct assistance to PWDs and PRMs have knowledge of how to meet the needs of persons with various disabilities or mobility impairments;
 - (2) provide disability equality and disability awareness training to all their personnel working at the airport who deal directly with the traveling public;

- (3) ensure that, upon recruitment, all new employees attend disability-related training and that personnel receive refresher training when appropriate; and
- (4) retain personnel training records for the duration of their employment and the refresher training records for at least three years for review by CARC.

(b) All training and refresher training other than that provided by the HCD shall be accepted by CARC. The training materials shall be delivered in accordance with the standards established by CARC.

211.23 Compensation for lost or damaged wheelchairs, other mobility equipment and assistive devices

- (a) Where wheelchairs or other mobility equipment or assistive devices are lost or damaged whilst being handled at the airport or transported on board an aircraft, the passenger to whom the equipment belongs shall be compensated in accordance with the rules of international and national law.
- (b) If wheelchairs or other mobility equipment or assistive devices are of high value, the passenger shall declare this to the air carrier at the time of booking.
- (c) The devices and equipment related to PWDs and PRMs shall not be offloaded except where strictly required for safety or dangerous goods regulations, and shall be given priority for carriage. The air carrier shall ensure that such devices and equipment arrive with the passenger whenever possible.
- (d) The operating air carrier shall provide a temporary replacement wheelchair immediately, if the wheelchair does not arrive on the same flight or is damaged.

211.25 Exclusion of waiver

Obligations towards PWDs and PRMs pursuant to this Part shall not be limited or waived.

211.27 Enforcement body

- (a) CARC is the enforcement body for this Part as regards flights departing from or arriving at civil airports situated in the territory of the Hashemite Kingdom of Jordan.

- (b) CARC shall take all measures necessary to ensure that the rights of PWDs and PRMs are respected, including compliance with the quality standards referred to in section 211.17.

211.29 Complaint procedure

- (a) A PWDs and PRMs who considers that this Part has been infringed may bring the matter to the attention of the airport operator or the air carrier concerned, as the case may be.
- (b) If the PWDs and PRMs cannot obtain satisfaction in such a way, complaints may be made to CARC about an alleged infringement of this Part.
- (c) CARC shall take measures to inform PWDs and PRMs of their rights under this Part and of the possibility of making a complaint to the related body or bodies.
- (d) PWDs and PRMs may delegate a third party under a notarial power of attorney to claim any rights provided for under this Part.
- (e) The airport operator and the air carrier shall inform the public about their complaints procedures in ways that are accessible to PWDs and PRMs, including online access, and promptly inform them that they may file a complaint with CARC if the complaint is not resolved or they are not satisfied with the solution provided. These procedures shall be approved by CARC.
- (f) Complaints shall be brought within a period of six months, reckoned from the date of arrival at the destination, or from the date on which the aircraft ought to have arrived, or from the date on which the carriage stopped.

211.31 Penalties

Penalties shall apply to infringements of this Part, and CARC shall take all measures necessary to ensure that this Part is implemented.

211.33 Enforcement

The Chief Commissioner shall take necessary actions to enforce the provisions of this Part, including the use of electronic means for completing transactions and handling complaints.

Appendix A: Assistance under the responsibility of the airport operators

- A. Assistance and arrangements necessary to enable PWDs and PRMs to:
- Communicate their arrival at an airport and their request for assistance at the designated points inside and outside terminal buildings mentioned in section 211.9;
 - Move from a designated point to the check-in counter;
 - Check in and register baggage;
 - Proceed from the check-in counter to the aircraft, including the completion of emigration, customs and security procedures;
 - Board the aircraft, with the provision of lifts, wheelchairs or other assistance needed, as appropriate;
 - Proceed from the aircraft door to their seats;
 - Store and retrieve baggage on the aircraft;
 - Proceed from their seats to the aircraft door;
 - Disembark from the aircraft, with the provision of lifts, wheelchairs or other assistance needed, as appropriate;
 - Proceed from the aircraft to the baggage hall and retrieve baggage, including the completion of immigration and customs procedures;
 - Proceed from the baggage hall to a designated point;
 - Reach connecting flights when in transit, with assistance on the airside and landside and within and between terminals as needed;
 - Move to the toilet facilities if required;
 - Access information desks.
- B. Where a PWDs and PRMs is assisted by an accompanying person, this person must, if requested, be allowed to provide the necessary assistance at the airport and with embarking and disembarking.
- C. Ground handling of all necessary mobility equipment, including equipment such as electric wheelchairs, subject to 48 hours' advance warning, to possible limitations of space on board the aircraft, and to the application of relevant legislation concerning dangerous goods.
- D. When a person using a wheelchair who is not independently mobile must await assistance with boarding or disembarking, the airport operator's staff, as appropriate, shall be in frequent contact with the person to advise them of the status of the request for assistance and to enquire about the person's needs.
- E. Temporary replacement of damaged or lost mobility equipment, albeit not necessarily on a like-for-like basis.
- F. Ground handling of a service animal, when relevant.
- G. Communication of information needed for travel by air in accessible formats.

Appendix B: Assistance by air carriers

- A. Carriage of a service animal in the cabin, subject to national regulations.
- B. In addition to medical equipment supported by proper medical documentation, transport of up to two pieces of mobility equipment per PWDs and PRMs, including electric wheelchairs; subject to 48 hours' advance warning, to possible limitations of space on board the aircraft, and subject to the application of relevant legislation concerning dangerous goods.
- C. Communication of essential information concerning a flight in accessible formats.
- D. The making of all reasonable efforts to arrange seating to meet the needs of PWDs and PRMs on request and subject to safety requirements and availability.
- E. Assistance in moving to toilet facilities if required.
- F. Where a PWDs and PRMs is assisted by an accompanying person, the air carrier shall make all reasonable efforts to give such person a seat next to the PWDs and PRMs.
- G. Prioritization of PWDs and PRMs at check-in counters and identification of these counters with clear and visible signage.
- H. If wheelchairs cannot be carried in the passenger cabin, air carriers shall accept them for carriage in the cargo hold and promptly return them at the passenger upon arrival at the destination. Wheelchairs and mobility equipment shall be the last items to be stowed in an aircraft cargo hold and the first items to be removed.