

APPROVED BY
Order No. 1R-87 of the CEO
of JSC Lithuanian Airports
dated 10 July 2025

ASSISTANCE QUALITY STANDARD

The free Special Assistance Service at airports in the European Union and in Norway, Switzerland and Iceland is provided in accordance with Regulation (EC) No. 1107/2006 of the European Parliament and of the Council on the Rights of Persons with Disabilities and Persons with Reduced Mobility when Travelling by Air and with the provisions of the European Civil Aviation Conference (ECAC) Document 30, Part I, Chapter 5 “FACILITATION OF THE TRANSPORT OF PERSONS WITH REDUCED MOBILITY”.

The Regulation defines a disabled person or a person with reduced mobility as any person whose mobility when using a means of transport is restricted as a result of any disability or impairment, whether locomotor, visual, auditory, psychosocial, intellectual, or related to any permanent or temporary impairment, and who, because of his/her condition and the barriers present in his/her surroundings, needs to be given appropriate attention and to have the services provided to all passengers tailored to their specific needs.

Lithuanian airports use the term passengers with individual needs related to a disability or impairment (hereinafter referred to as a passenger with individual needs). The Quality Standards for Assistance are drawn up in cooperation with the Lithuanian Disability Organisations Forum, the Lithuanian Transport Safety Administration and published on the Palanga Airport website at: <https://www.palanga-airport.lt/en/before-the-flight/special-assistance>.

Terms used in this document:

IATA – International Air Transport Association.

ECAC – European Civil Aviation Conference.

Assistant – employee trained to provide assistance to a passenger with individual needs.

Employee of a groundhandling company – an employee of the company operating the flight.

1. Assistance for a passenger with individual needs at Palanga Airport of the JSC Lithuanian Airports is provided according to the individual need of the person. Assistance is classified according to the nature of the assistance provided using the international IATA codes:

Disability code	Description	Nature of assistance
WCHC	This category covers a wide range of passengers, from those using a wheelchair or other means for passengers with individual needs to those requiring assistance throughout the entire journey, from arrival at the airport to embarkation/disembarkation on/off the aircraft, or, if necessary, by wheelchair. This category also includes persons who need assistance for embarkation and disembarkation and for movement within the aircraft cabin, but who are otherwise independent and can move independently with the aid of their wheelchair in the airport.	The passenger shall be escorted by one or two assistants from the designated point of arrival to the seat on board and from the seat on board to the location within the airport premises as indicated by the passenger with individual needs, or by the person meeting him/her. The passenger shall be provided with a wheelchair, as required, from the specified point of arrival to the aircraft or from the aircraft to the location within the airport area or to the person meeting the passenger with individual needs.

WCHS	A passenger with individual needs is a passenger who has difficulty walking, going longer distances or descending stairs, but who is able to move independently within the aircraft cabin, in the terminal and between the arrival and departure points on the terminal side.	The passenger shall be escorted by at least one assistant from the designated point of arrival to a seat on board the aircraft, and from a seat on board the aircraft to a location within the airport premises indicated by the passenger with individual needs, or by a person who greets the passenger. If he/she does not have his/her own mobility equipment, the passenger with individual needs shall be provided with a wheelchair from the designated point of arrival to the aircraft or from the aircraft to the location designated by the passenger with individual needs within the airport area or to the person meeting the passenger with individual needs as appropriate.
WCHR	A passenger with individual needs is a passenger who can walk up and down stairs and move around in the cabin of the aircraft, but requires a wheelchair or other means of mobility between the aircraft and the terminal, within the terminal and between the arrival and departure points on the city side of the terminal.	The passenger shall be escorted by at least one assistant from the designated point of arrival to a seat on board the aircraft, and from a seat on board the aircraft to a location within the airport premises designated by the passenger with individual needs, or by the person meeting the passenger with individual needs as appropriate. If he/she does not have his/her own mobility equipment, the passenger with individual needs shall be provided with a wheelchair from his/her designated point of arrival to the aircraft, or, as the case may be, from the aircraft to the location designated by the passenger with individual needs within the airport or to the person meeting him/her.
BLND	Visually impaired passenger.	The passenger is accompanied by one assistant.
DEAF	Passenger with a hearing impairment - a person who is deaf or hard of hearing, including persons who communicate in sign language.	The passenger is accompanied by one assistant.
BLND&DEAF	Passenger with both hearing and visual impairment and/or using tactile sign language.	The passenger is accompanied by one assistant.
DPNA	A passenger with an intellectual or developmental disability, dementia, Alzheimer's disease, Down's syndrome, or various learning disabilities who needs assistance.	The passenger is accompanied by at least one assistant.

1.1. It is emphasised that these services are provided to the passengers with individual needs who require assistance due to reduced mobility, psychosocial, intellectual disability or impairment, or age-related difficulties, where meeting the needs of passengers with individual needs requires a certain level of

assistance and service that is accessible to all passengers. Passengers who have reduced mobility but do not require assistance (e.g. because they are assisted by someone close to them) are provided with a wheelchair on request, for temporary use within the airport area, at no extra charge.

1.2. If a passenger with individual needs wishes to use his/her wheelchair on arrival or departure, the request must be granted. The wheelchair shall be considered as checked baggage at the time of embarkation or disembarkation and its onward transport shall be the responsibility of the airline.

1.3. In the case of a passenger with individual needs using an electric wheelchair, the attendant shall take the necessary steps to disconnect or connect the electric battery in consultation with the passenger, so that the wheelchair can be handed over to the airline's groundhandling company, for transport or for the use of the passenger.

1.4. Passengers with individual needs must be assisted, except in situations where the passenger did not announce his/her arrival in time and did not request assistance. In such cases, every effort shall be made to provide all necessary assistance in accordance with these standards. This does not apply if the passenger requires assistance for reasons other than disability, for example if the passenger is carrying heavy hand luggage.

2. Assistance is provided from/to clearly marked arrival/departure points within the airport area:

2.1. Assistance is available in the P1 short-term car park, next to the ticket office, in a specially marked area. Assistance is available by calling the telephone numbers indicated (also in Braille and raised script) or by sending an SMS to +370 698 51534 (we recommend this method for passengers with hearing impairment, please indicate in the message that you have already arrived and where you are located).

2.2. Assistance is available in the P3 car park, in a specially marked area. Assistance is available by calling the phone numbers indicated (also in Braille and raised script) or by sending an SMS to +370 698 51534 (we recommend this method for passengers with hearing impairment, please indicate in the message that you have arrived and where you are located).

2.3. In the passenger terminal, in the gallery, in a specially marked area.

2.4. For more detailed information on emergency call points, please visit the Palanga Airport website at: <https://palanga-airport.lt/lt/pries-skrydi/specialioji-pagalba>.

To receive assistance, a passenger with individual needs must inform about his/her arrival in the airport area and the nature of the assistance.

2.5. The arriving passenger is met at the aircraft and escorted to his/her designated location within the airport.

3. In accordance with the European Civil Aviation Conference (ECAC) Document 30, Part I, Section 5, Annex 5-C, the following passenger with individual needs service quality indicators have been established:

3.1. **Departing** passengers with individual needs who have notified the need and nature of the assistance in advance and who arrive at the emergency call point may have to wait at the recommended time after the call:

- 80% of passengers with individual needs should wait no more than 10 minutes for assistance;
- 90% of passengers with individual needs should wait no more than 20 minutes for assistance;
- 100% of passengers with individual needs should wait no more than 30 minutes for assistance;

All passengers with individual needs, without exception, must board the aircraft, unless this is not possible due to force majeure or safety requirements.

3.2. **Departing** passengers with individual needs who have not notified the need and nature of assistance in advance may have to wait at the emergency call point after notification:

- 80% of passengers with individual needs should wait no more than 25 minutes for assistance;
- 90% of passengers with individual needs should wait no more than 35 minutes for assistance;
- 100% of passengers with individual needs should wait no more than 45 minutes for assistance;

3.3. **Arriving** passengers with individual needs who have notified in advance the need and nature of the assistance:

- 80% of passengers with individual needs should wait no more than 5 minutes for assistance;
- 90% of passengers with individual needs should wait no more than 10 minutes for assistance;
- 100% of passengers with individual needs should wait no more than 15 minutes for assistance;

3.4. **Arriving** passengers with individual needs, when information about the need for assistance from the departing airport was not received at the time of take-off and the need for assistance is only known when the aircraft is parked:

- 80% of passengers with individual needs should wait no more than 10 minutes for assistance;
- 90% of passengers with individual needs should wait no more than 15 minutes for assistance;
- 100% of passengers with individual needs should wait no more than 20 minutes for assistance;

3.5. Arriving passengers with individual needs will be escorted to the location designated by the passengers with individual needs within the airport. In the event of a delay in arrival, passengers with individual needs may be escorted to the office of the Company operating the flight.

4. In order to ensure that the service quality indicators are met, the following conditions must be met:

4.1. The assistance of a departing passenger with individual needs is only guaranteed if the passenger arrives at the check-in point assigned to the flight at least one hour before the scheduled flight time. If assistance is required from the point of call within the airport, the passenger must arrive at least two hours before the scheduled departure time.

4.2. In the event of non-compliance with the time specified in clause 4.1 above, the responsible employees will use their best endeavours to board the passenger with individual needs on time, but there is no guarantee that the passenger will be boarded.

4.3. Every passenger with individual needs receives “uninterrupted assistance”. This means that the passenger is escorted from the call point to his/her assigned seat on board the aircraft without interruption or delay, except in the case of a connecting flight.

4.4. If a passenger with individual needs has a confirmed reservation for a flight, this means that the air carrier or groundhandler must be informed in advance of the need for, and the nature of, the assistance of passengers with individual needs, and that the information must be made available to the persons handling these passengers at the airport. It is preferable that such information is provided at least 5 hours before the scheduled flight (by e-mail or SITATEX message).

4.5. Passengers with individual needs are boarded on a priority basis. Passengers with individual needs shall be disembarked from the aircraft after other passengers have disembarked from the aircraft. Exceptions may be made if information about a passenger with individual needs had been received late or at the request of the cabin crew.

4.6. The services shall be provided in accordance with the following standards, ECAC Document No. 30, Section 5 and relevant annexes thereto, and the passenger with individual needs Handling Procedures approved by the CEO of JSC Lithuanian Airports, current version.

4.7. The responsibility for assisting passengers with individual needs services at the airport is regulated by the service provision agreements signed by the JSC Lithuanian Airports Palanga Airport and the company providing passenger with individual needs services.

4.8. The groundhandling company providing services to passengers with individual needs must provide the person in charge with monthly information on passengers with individual needs flows and the quality and quantity of services provided. Submission of information:

- Number of passengers with individual needs by IATA disability codes who received assistance at the airport when the need for assistance was notified in advance (at least 48 hours before the flight).

- Number of passengers with individual needs by IATA disability codes who received assistance at the airport without prior notification of the need for assistance.

4.9. The JSC Lithuanian Airports, Palanga Airport, reserves the right to carry out regular checks on the quality of service for passengers with individual needs.

4.10. Assistance is free of charge for passengers with individual needs.
