



## Request for Assistance

### European Regulation 1107/06

In the European Regulation, the disabled or persons with reduced mobility are defined as follows: any person whose mobility is reduced due to any physical disability (sensory or locomotory, permanent or temporary), mental disability or impairment, or any other cause of disability, even advanced age, that may require appropriate care and the procurement of a service adapted to all passengers to respond to their specific needs.

Pursuant to and in accordance with the European Regulation 1107/06 and the relative ENAC circular letter, the assistance provided for (and waiting times indicated in the Regulation) will be guaranteed to the disabled passenger or passenger with reduced mobility only if the passenger specifically makes a request for assistance (on departure and on arrival) at the time of booking his/her flight (at least 48 hours prior to flight departure) to the airline / travel agency /tour operator that books the flight.

In this way the passenger who communicates his/her arrival at the airport (from external call points) or at the check-in counter, will be accompanied during the necessary phases from arrival at the airport to flight departure, within the time limits defined by the law (DOC 30 ECAC).

Should there be no booking or if booked after the above-mentioned time limit (48 hours prior to flight departure), Toscana Aeroporti will however guarantee assistance services, but it may take longer to take action.