



NOTICE OF YOUR RIGHTS AS DISABLED PERSON AND PERSONS WITH REDUCED MOBILITY IN AIR TRAVEL

I. National Enforcement Body and Arbitration Body Contacts

Contact information of the National Enforcement Body for Regulation (EC) No. 1107/2006 is in Norway:

Norsk ReiselivsForum Transportklagenemnda (Dispute Resolution Board)

Øvre Slottsgate 18-20 NO

0157 OSLO

Tel.: + 47 22 54 60 00

E-Mail: post@reiselivsforum.no

Website and online complaint form: www.reiselivsforum.no (Norwegian and English)

Contact information of other National Enforcement Bodies can be obtained here: https://transport.ec.europa.eu/transport-themes/passenger-rights/national-enforcement-bodies-neb_en or at writing Norse Atlantic Airways under customercare@flynorse.com.

II. **Scope of the EU Regulation 1107/2016**

The Regulation provides for equal treatment of persons with reduced mobility. Therefore, the regulation prohibits air carriers and tour operators, when operating flights from an airport located in the territory of a Member State of the European Community, from refusing to book and transport passengers on the grounds of disability or reduced mobility. However, a derogation from this rule is possible if there are special safety reasons.

III. **Description of your rights**

Airport operators must guarantee disabled persons and persons with reduced mobility certain assistance free of charge at all EU airports, provided that the need for assistance is notified at least 48 hours before departure.

- **Establishing designated arrival and departure points where disabled air travellers and air travellers with reduced mobility can announce their arrival at the airport and request assistance**
- **Ensuring, at the request of the above-mentioned group of persons, assistance during check-in or when checking in baggage**
- **to create conditions so that aircraft can be reached or left with assistance (wheelchair, lift), if necessary**
- **For flights departing from the EU, air carriers must also provide certain on-board assistance services free of charge. Again, the need for assistance must be notified at least 48 hours prior to departure. These include:**
 - **Carriage of up to two mobility aids per person with reduced mobility, including electric wheelchairs, with prior notification**

- **Carriage of recognized guide dogs**
- **Provision of essential information about a flight in accessible formats**
- **Provision of assistance to get to restrooms**