

# SERVICE COMMITMENTS RECEPTION TIME SCALES

The Airport of Lyon-Saint Exupéry is committed to providing an assistance service for disabled persons and persons of reduced mobility (PRM) within the following time scales:

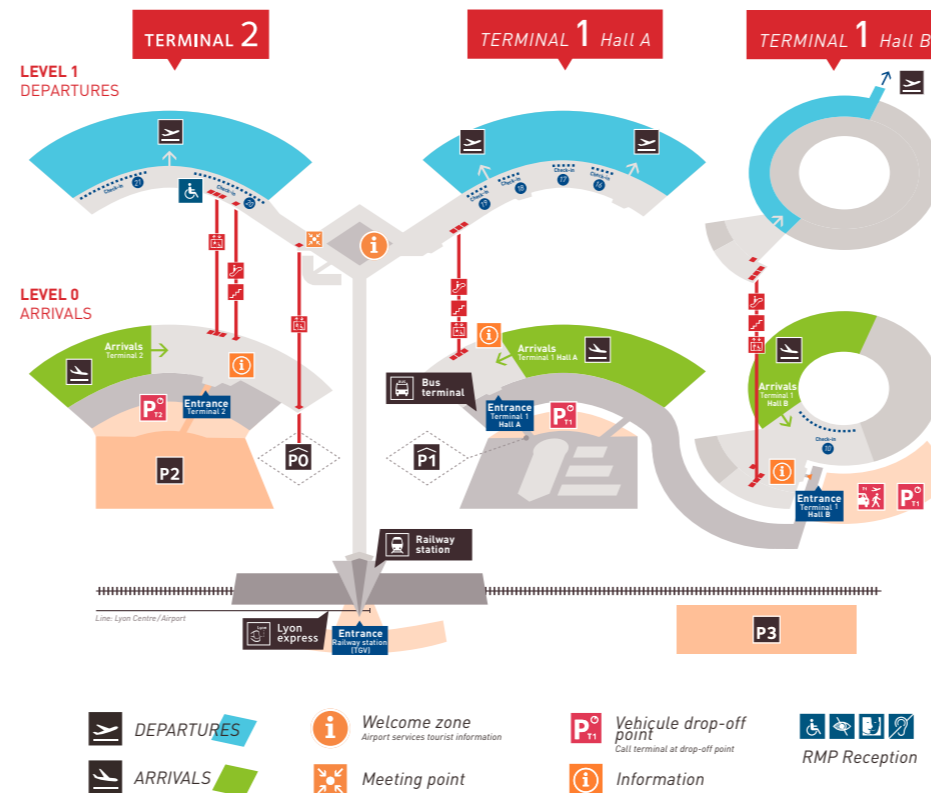
## DEPARTURES

- If the passengers have reserved assistance: Max. 20 **minutes** wait
- If passengers have not reserved assistance: minimum **30 minutes** wait (and up to 45 minutes)

## ARRIVALS

- If the passengers have reserved assistance: within **5 minutes** of the last passenger leaving the aircraft
- If the passengers have not reserved assistance: within **10 minutes** of being informed by the airline

# MAKE THE MOST OF YOUR AIRPORT



A QUALITY  
RECEPTION  
FOR ALL

## STANDARD CATEGORISATIONS FOR PASSENGERS NEEDING SPECIAL ASSISTANCE\*

- WCHR:** Passenger who has difficulty walking long distances
- WCHS:** Passenger who cannot walk up or down stairs
- WCHC:** Includes passengers with no personal mobility, who cannot make it alone to their seat
- BLND:** Blind or visually impaired passenger
- DEAF:** Passenger who is deaf/hard of hearing or deaf without speech
- MEDA:** Passenger in possession of medical authorisation to travel
- DPNA:** Passenger with intellectual or developmental disability needing assistance
- WCMP:** Passenger with their own manual wheelchair
- WCMB:** Passenger with their own powered wheelchair
- MAAS:** All other passengers requiring particular assistance

\*Taken from ECAC-CEAC document 30

## USEFUL CONTACT DETAILS

- 📍 Aéroports de Lyon - B.P. 113  
69125 Lyon-Saint Exupéry Aéroport
- ☎ From France only: 0 826 800 826  
(0.15€ / minute)  
From abroad: +33 426 007 007  
(except from French mobile phones)

## NEED MORE INFORMATION?

See the page dedicated to disabled persons or persons of reduced mobility on our website.

[www.lyonaeroports.com](http://www.lyonaeroports.com)

Aéroports de Lyon and their partners are committed to a quality service to provide assistance **disabled persons or persons of reduced mobility.**

## OUR COMMITMENT

To provide you with the assistance you require and support you in accordance with your needs.

## BEFORE YOUR DEPARTURE: LET US KNOW!

To guarantee the best possible quality of service and minimise your waiting times, it is indispensable, and your responsibility, to signal your need for assistance, either to your airline or your travel agency, when reserving your flight or a minimum of **48 hours before** your departure date.

### OUR ADVICE



When completing your reservation formalities, give all details of your difficulties and requirements.



To make sure that the request for assistance has been passed onto the airport, we would encourage you to call, in the 36 hours before your flight, **your airline or travel agency** (or the airport: **0 826 800 826**).



Remember, **only one piece of carry-on luggage** is permitted as per the rules laid down by your carrier.

If necessary a baggage porter service is available at the airport. For more information on the reception services, see the airport's website [www.lyonaeroports.com](http://www.lyonaeroports.com) or check out our Welcome Zone.

## THE DAY OF YOUR DEPARTURE: MAKE YOURSELF KNOWN!

**Our advice: present yourself at one of the reporting points, at least two hours prior to the departure of your flight. Ask to be dropped off as close as possible to the terminals.**

### WHERE TO MAKE YOURSELF KNOWN?

- ▶ **THE CALL UNITS AT THE VEHICLE DROP-OFF POINTS (24/7)**  
Report in from the exterior call units, which are equipped with interphone and a visiophone.
  - *Terminal 1 Hall A: near the Terminal 1 Hall A vehicle drop-off point*
  - *Terminal 1 Hall B: near the Terminal 1 Hall B vehicle drop-off point*
  - *Terminal 2: near the Terminal 2 vehicle drop-off point*
- ▶ **CHECK-IN DESKS**
- ▶ **INFORMATION POINTS**
  - *Information Point - Terminal 1 Hall A (08:00-23:00 - 7 days)*
  - *Information Point - Terminal 1 Hall B (06:00-23:00 - 7 days)*
  - *Information Point - Terminal 2 (06:00-23:00 - 7 days)*
- ▶ **WELCOME ZONE (24/7)** in the central building at the meeting point of Terminal 1 Hall A, Terminal 2 and the main airport corridor
- ▶ **PRM - RECEPTION AREA (24/7)** in the centre of Terminal 2 on Level 1

### CAR PARKS

Use the reserved parking spots available in all airport car parks.

- *Parking P0: it is recommended that you use this car park if you require assistance from your vehicle. Contact us using the call unit at the entrance, an agent will indicate an available spot. It is also recommended that persons in a wheel chair or those with problems walking long distances use this car park.*



### SELF-SERVICE WHEELCHAIRS

**Travelling with a companion and would like to borrow a self-service wheelchair?**

Aéroports de Lyon will provide you with a wheelchair for use between the terminals and the boarding gate in departures.

Make yourself known at check-in or using the information points.



### PARKING & EQUIPMENT

All car parks and other equipment are accessible to disabled persons and those of reduced mobility. There are reserved spots in each of the airport's car parks.

A shuttle service, linking the various car parks to the terminals, is also available, meeting the requirements of the standards laid down for disabled persons and those of reduced mobility.