

<b>Recognition of Air Passenger Rights</b>	<b>from UK &amp; other EU States</b>	<b>from Guernsey with EU Carrier</b>	<b>from Guernsey with Non-EU Carrier</b>
Right to receive assistance at airport	✓	✓	P1
Right not to be refused travel by reason of disability (excludes reasons of safety)	✓	✓	✗
Right to have essential information available in alternative formats	✓	✓	P1
Right to be compensated for damage to wheelchairs and other mobility equipment	✓	✓	P1
Right to receive special assistance when flight delayed or cancelled,	✓	✓	P2
Right to be compensated for delayed or cancelled flight.	✓	✓	✗
Right to choose to be refunded if delayed more than five hours	✓	✓	<b>P1</b>
Right to overnight accommodation if delayed	✓	✓	<b>P2</b>
Right to refreshments if delayed 2 hours	✓	✓	✗
Staff dealing with passengers to receive disability equality & awareness training.	✓	✓	P1
Right to expect staff to be trained to assist persons with disabilities	✓	✓	P2
Assistance controlled and standardised by airport authority	✓	✗	✗
Complaint procedure, with route to independent appeal	✓	✓ <b>AO</b>	✗
Designated body monitoring compliance with regulations	✓	✗	✗
Designated points of arrival at key points in airports	✓	✗	✗
Accessible airport design	✓	P1	P1
Guaranteed respect for privacy of disabled traveller	✓	NC	✗
Communication between carrier and airport to ensure seamless assistance at airports for arrival, departure and transit.	✓	NC	✗
Managing body of destination airport informed of disabled passengers arrival on flight departure.	✓	✓	P1
Right for passengers to be accompanied by assistance animal.	✓	✓	P1
Right not to be charged for carriage of support equipment	✓	✓	P1
Separate accounts kept of charges made and costs incurred by airport authority with respect to special assistance	✓	NC	NA
Standards of assistance set and published by airport authority. User groups and organisations representing disabled people involved in setting standards.	✓	NC	✗

Note: NC = Not in airline's control

P1 = may be available through policy (not legally enforceable right)

P2 = may be partially available through policy (not legally enforceable)

NA = Not applicable

AO = applies only to complaints involving carrier, not Guernsey airport authority

An "EU Carrier" is an airline licensed by an EU Member State (EasyJet, for example)