



Airport Accessibility Compliance Report 2025

Dublin Airport







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1. Introduction:

The IAA is the single civil aviation regulator for Ireland and is responsible for the regulation of safety, security and consumer interests. The Irish Aviation Authority (IAA) is the National Enforcement Body in Ireland for *Regulation (EC) No. 1107/2006 concerning the rights of disabled persons and persons with reduced mobility when travelling by air* (hereafter referred to as ‘the Regulation’). The IAA investigates complaints and conducts inspections of airports situated in Ireland to ensure compliance with the Regulation. The purpose of the Regulation is to enable persons with reduced mobility (PRM) and persons with disabilities to have equal opportunities for air travel comparable to those of persons without reduced mobility or a disability. In line with the IAA’s responsibilities as the National Enforcement Body for the Regulation, the IAA conducted an inspection of Dublin Airport to ensure compliance with the obligations set out therein.

2. Executive Summary

The IAA conducted an annual compliance inspection of Dublin Airport in 2025 and onsite on 5 and 6 November 2025 to assess compliance with Regulation (EC) No. 1107/2006. The inspection covered both terminals and reviewed all airport related obligations within the IAA’s enforcement remit. Dublin Airport facilitated the inspection and provided all required information through a pre-inspection questionnaire in advance of the inspection.

Dublin Airport handled 36.4 million passengers in 2025, including 503,231 passengers with reduced mobility (1.38% of total passengers)(Table 1). As passenger numbers exceed 150,000 annually, the airport is required to establish and maintain Quality Standards for PRM assistance, which were reviewed as part of the inspection.

The inspection noted a range of accessibility initiatives at Dublin Airport and ongoing investment in accessibility improvements. Positive findings included the completion of an airport-wide upgrade of PRM call points, improved high-contrast signage and wayfinding, the availability of assistance for pre-notified and non-pre-notified passengers, and the provision of inclusive facilities such as sensory rooms, Changing Places facilities and assistance dog relief areas.

A number of findings were identified. These relate primarily to the visibility and wayfinding to certain PRM call points, ongoing completion of disability awareness and equality training across all customer-facing staff, and the scheduled review of Quality Standards. One non-operational call point identified during the inspection has since been repaired.

This report outlines the inspection methodology and process and that assess Dublin Airport’s compliance with its obligations under the Regulation. The findings against each relevant article, together with observations arising from the inspection are set out in the sections that follow.



Table 1 Annual Passenger Numbers 2025

Airport	Total Passenger ¹	Total PRM	PRM % of Total Pax
Dublin Airport	36,431,230	503,231	1.38%
Cork Airport	3,458,673	40,139	1.16%
Shannon Airport	2,301,652	29,813	1.29%
Ireland West Airport	946,580	16,476	1.74%
Kerry Airport	440,367	3,665	0.83%
Donegal Airport	23,455	484	2.06%

3. Overview

3.1. Definition of Person with Reduced Mobility and Person with Disabilities

The definition of ‘disabled person’ or ‘person with reduced mobility’ is stated in Regulation (EC) 1107/2006 Article 2(a):

“...any person whose mobility when using transport is reduced due to any physical disability (sensory or locomotor, permanent or temporary), intellectual disability or impairment, or any other cause of disability, or age, and whose situation needs appropriate attention and the adaptation to his or her particular needs of the service made available to all passengers.”²

It is important to note that there is no distinction between short-term/long-term or, as used in the above definition, “permanent/temporary” for the purposes of having reduced mobility or a disability. The definition of Persons with Reduced Mobility is extended to include those with hidden disabilities Persons with disabilities (hidden or otherwise) or with reduced mobility can request the assistance set out in the Regulation without having to disclose their disability or reason for reduced mobility.

3.2. Purpose of the Report

The purpose of this report is to provide a comprehensive overview of the accessibility of Dublin Airport within the scope of IAA’s enforcement remit of Regulation (EC) 1107/2006. The report addresses Dublin Airport’s compliance with the obligations prespecified in the Regulation and determines, from the physical inspection, complaints submitted to the IAA, and the pre-inspection questionnaire whether the airport has met its obligations. The report’s sections will briefly summarise the relevant Article and the airport’s compliance, as well as the IAA’s commentary from the inspection. The IAA has issued findings and recommendations with timeframes for the implementation of any necessary changes to comply with the Regulation. The report will also highlight positive innovations undertaken by the airport and upgrades

¹ The PRM number and total passenger numbers are provided by the airport. Donegal Airport only counts outbound PRMs and thus only outbound general passengers are included in ‘Total Passenger’ numbers.

² Regulation (EC) 1107/2006 Article 2.



since the previous inspection. Finally, the report will provide a Summary of Findings and General Comments.

3.3. Airport inspection

The airport inspection follows the format provided for in Annex I of Regulation (EC) 1107/2006. Annex I outlines the “assistance under the responsibility of the managing bodies of airports.”, the inspection starts at the outside boundary where it is expected a passenger would enter the airport, i.e. from the car park or from the ‘drop off zone’ at the front doors. The inspection encompasses the PRM experience, up to the point of embarking on the aircraft.

3.4. Inspection methodology

3.4.1. Notice of Inspection

The IAA will issue a Notice of Inspection to the airport which will include a proposal for times and dates for the inspection. The Notice of Inspection also briefly outlines the role of the IAA as the National Enforcement Body charged with ensuring compliance with Regulation (EC) 1107/2006.

3.4.2. Preliminary Questionnaire

The Notice of Inspection also includes a preliminary questionnaire in advance of the inspection. Airports are required to submit their response within the timeframe specified by the IAA between 10 and 15 days. The information gathered pre-inspection pertains to the airport’s complaints procedure, training of staff regarding knowledge of disabilities and Persons with Reduced Mobility (PRMs), and the quantity/type of mobility equipment. This information helps to inform the IAA as to the quality of operation for PRM assistance services at each airport.

3.4.3. Post Inspection & Report Publication

After the physical inspection has been conducted, the IAA creates a report outlining the IAA’s findings and airport’s compliance with the Regulation. The IAA liaises with the airport regarding the deadlines for implementation of the findings made. These timeframes are outlined in the published report.

4. Inspection Findings 2025

On the 5 and 6 November 2025, the Irish Aviation Authority conducted an inspection of Dublin Airport to assess the airport’s compliance with Regulation (EC) 1107/2006. The inspection took place across both terminals, with Terminal 1 inspected on 5 November and Terminal 2 on 6 November. The following sections analyse the airport’s compliance with each article of the Regulation. Each section will outline the article, the obligations deriving from the Regulation, and the IAA’s findings.



4.1. Article 5: Designation of Points of Arrival and Departure

“The managing body of an airport shall, taking account of local conditions, designate points of arrival and departure within the airport boundary or at a point under the direct control of the managing body, both inside and outside terminal buildings, at which disabled persons or persons with reduced mobility can, with ease, announce their arrival at the airport and request assistance.”³

The points of arrival and departure shall (as per the Regulation) be clearly signed and shall offer “basic information about the airport, in accessible formats.” The ability for a PRM to announce their arrival upon entering the airport boundary is an important and sometimes critical beginning to their air travel. Announcing one’s arrival and receiving timely assistance ensures the passenger has a stress-free journey and is not delayed for their flight. Accordingly, this article addresses two significant aspects of the airport’s compliance: call points and signage.

During the 2024 inspection, the IAA noted that an upgrade of the call point system was being undertaken by Dublin Airport. The airport has since confirmed that the call point upgrade programme has been actioned and completed. As part of this project:

- All older call point models have been removed across both Terminal 1 and Terminal 2, including the external call points located in the short-term car parks and the Atrium building (Figure 1).
- New, modernised call points have been installed airport wide, replacing units identified in the 2023 and 2024 inspection findings (Figure 2, Figure 3 and Figure 4). The PRM signage has been updated to include the following wording: *“If you have reduced mobility and require assistance to access the terminals or reach your departure gate from here, please contact Dublin Airport’s Reduced Mobility Assistance service provider via this Help Point. Alternatively, if the Help Point is out of service, please call [the number] for assistance.”* This update ensures that passengers have an alternative method of requesting support if the Help Point is not operational.

³ Regulation (EC) 1107/2006 Article 5.



Figure 1 PRM call point at Atrium building

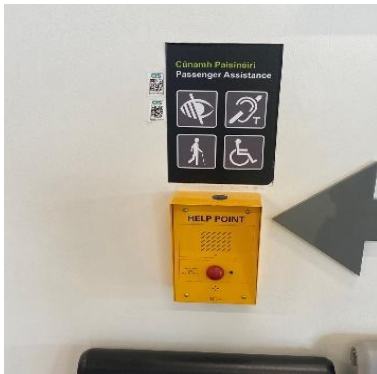


Figure 2 Old Call Point Unit



Figure 3 Updated call point unit



Figure 4 PRM call point at Terminal 1

There is a designated drop-off and collection zone at Terminal 2, where the assistance desk is located at ground level in the check-in area beside the Aer Lingus check in zone (Figure 5). This Passenger Assistance

drop off/ collection point at Terminal 2 features a bright yellow overhead sign displaying internationally recognised accessibility symbols. There is also a designated drop-off zone on the departure road at Terminal 1, where the assistance desk is located just inside the last entrance door on the left.



Figure 5 Assistance desk at Terminal 2



Figure 6 Exterior sign point to the PRM assistance desk at Terminal 2

The airport has various call points on both airside and landside of the airport building. However, some call points are placed in inconvenient locations for the passenger behind the seating. For example, the call point in the South Gates area was found to be in good working order; however, it was difficult to identify due to visual obstructions in the surrounding environment. Passenger seating and other nearby fixtures partially blocked the line of sight to the call point, reducing its visibility from key approach routes. Improving the visibility of the call point—either by repositioning it or by removing/adjusting surrounding obstacles—would help ensure it can be easily and immediately identified in need by a PRM passenger.

The call points in the airport were functional, and all call points were answered by an assistance agent on ringing for assistance on the day of the inspection with the exception of the call point in the Terminal 1 departure lobby entrance which was not working when tested.



The airport confirmed on the day following the inspection that engineers were already working on the broken call point at T1 departure lobby. Since the date of the inspection, the airport has further confirmed that this call point is now fully operational.

A total of 38 new call points were installed across the two terminals between late 2024 and early 2025. These units are now operational and positioned in key locations across the airport. The airport states that they continue to review additional locations across the campus where further Help Points may be beneficial, with the intention of expanding coverage and improving overall user assistance.

Article 5(2) continues: *“The points of arrival and departure referred to in paragraph 1, shall be clearly signed and shall offer basic information about the airport, in accessible formats.”*⁴ Accordingly, it is imperative that an airport has clear signage for PRM-related facilities but also general wayfinding.

Since the last inspection, Dublin Airport has now completed an airport-wide project to update the colour of its signage. The new signage adopts a high-contrast design featuring black backgrounds with yellow text (see also Figure 7, Figure 8, Figure 9 and Figure 10). These colours were selected following consultation with Vision Ireland (formerly NCBI) to ensure improved visibility and accessibility for all passengers. The high-contrast signage was initially implemented landside (before security) and has now extended to the airside areas of the airport.

⁴ Regulation (EC) 1107/2006 Article 5.



Figure 7 PRM Signage



Figure 8 General Signage



Figure 9 PRM Signs at OCS Check-in desk



Figure 10 PRM seating and signage at Terminal 1 walkway

It was observed on the date of inspection that a number of gates in Terminal 1 have clearly designated PRM waiting areas and PRM floor decals (Figure 11). The PRM space is marked with a high-contrast black and yellow international wheelchair symbol applied to the floor, which enhances visibility and supports ease of identification for passengers requiring assistance. Adjacent fixed seating includes priority-use labels, and the proximity of the seating to the gate counter facilitates communication with staff during boarding.



Figure 11 PRM dedicated seating and decal at Terminal 1 gate

At the arrivals hall area near the directional signage for Gates 401–406 after US clearance (Figure 12). The PRM call point is located to the right of the doorway in this zone; however, it is not sufficiently visible to passengers approaching from the main walkway.

While the general signage overhead is clear and well positioned, there is no prominent visual indicator directing PRM passengers towards the call point location. Additionally, the call point itself is not easily distinguishable from a distance due to its placement along the wall.

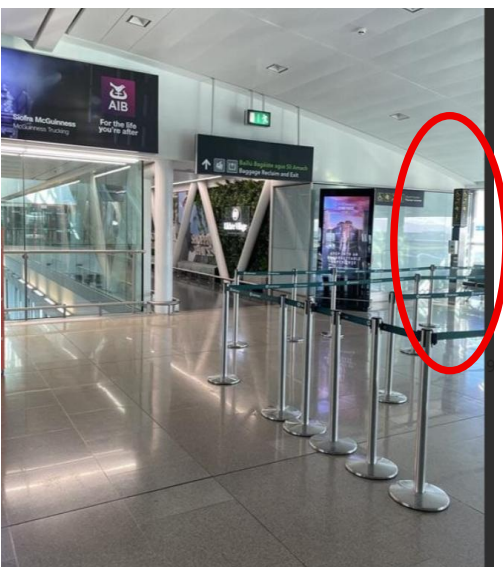


Figure 12 Passenger walkway near gates 401-406 with PRM call point to the right

4.1.1. Article 5 Findings:

4.1.2. Signage:

Review accessibility for call point at South gates through signage

Ensure the call point at the South Gates and call point at Gates 401 to 406 is accessible for PRM passengers through clear, well-placed signage that directs users effectively. The airport is recommended to include all confirm that signage and wayfinding support identifying any barriers for PRMs as part of its ongoing work on further advancements into signage into 2026.

4.1.3. Call Points:

Dublin Airport call points (external & internal)

The call point in the Terminal 1 departure lobby was not operational on the day of inspection and required repair; however, the airport has since confirmed that this has now been fixed.

4.2. Article 6: Transmission of Information

“When an air carrier or its agents or a tour operator receives a notification of the need for assistance at least 48 hours before the published departure time for the flight, it shall transmit the information concerned at least 36 hours before the published departure time for the flight [to the managing bodies of the airports of departure, arrival and transit.]”⁵

This article also states that *“as soon as possible after the departure of the flight, an operating air carrier shall inform the managing body of the airport of destination, if situated in the territory of a Member State to which the Treaty applies, of the number of disabled persons and persons with reduced mobility on that flight requiring assistance specified in Annex I and of the nature of that assistance.”⁶*

The airport receives most of the requests for assistance through the airline messaging system ‘SITA’.⁷ However, Dublin Airport also uses the ‘PRM Assist’ application to monitor assistance requests.⁸ This enables the airport to review requests that are sent in advance of the ‘pre-notification’ timeframe (48 hours prior to departure). The Regulation states that passengers must request assistance within 48 hours of departure to be considered ‘pre-notified’, this request for assistance must be forwarded to the airport 36 hours prior to departure.

⁵ Regulation (EC) 1107/2006 Article 6(2).

⁶ Regulation (EC) 1107/2006 Article 6(4).

⁷ SITA is an international company that provides transport communications and information technology.

⁸ The ‘PRM Assist’ application is a mobile phone app which can be downloaded by both passengers and service providers. further information is available [here](#).



Dublin Airport continues to monitor its performance against pre-determined service levels as outlined in the IAA's Final Determination on Airport Charges for the 2020-2024 period.⁹ The airport reviews specific markers of service levels to determine whether the level assistance has been met each month. The IAA will make a new airport charges determination in 2026 to take effect from 1 January 2027 for a period of at least four years.

In addition, the IAA Passenger Advisory Group (PAG) which comprises a broad range of organisations representing the diversity of passengers at Dublin Airport will meet three times in 2026 to consult on the charge's determination process. Dublin Airport will meet with the PAG in 2026 to consult on its Regulatory Proposition, to review the Draft Determination on airport charges, and a final consultation meeting in Q3 2026 to consider the IAA's Final Determination. These engagements ensure that passenger perspectives, including those of passengers with reduced mobility, are formally integrated into decision-making throughout the 2026 determination cycle.

4.3. Article 7: Right to Assistance at the Airport

"When a disabled person or person with reduced mobility arrives at an airport for travel by air, the managing body of the airport shall be responsible for ensuring the provision of the assistance specified in Annex I in such a way that the person is able to take the flight for which he or she holds a reservation, provided that the notification of the person's particular needs for such assistance has been made to the air carrier or its agent or the tour operator concerned at least 48 hours before the published time of departure of the flight."¹⁰

Article 7 is read in conjunction with Article 6 and Article 8, which codifies the right to assistance at an airport but also highlights the importance of pre-notification of assistance requirements (Article 6). Prenotification by passengers ensures that the airport is equipped with enough staff to provide the necessary assistance. If a passenger does not pre-notify their requirements, the airport is required to make *all reasonable efforts* to provide the passenger with assistance.

Dublin Airport has confirmed that all passengers will receive assistance, even if they have not pre-notified. For passengers who have not pre-notified, the airport should make all reasonable efforts to provide the assistance requested. Dublin Airport's target is outlined in Table 2 Service Provider Targets as set out in IAA Decision (extract). This is discussed further in [Section 3.5 Quality Standards](#). Additionally, a buggy service (Figure 13) is available in Terminal 1 between the 100 and 200 gates. Passengers do not have to pre-book this service to receive transportation via buggy to the 100 gates (these particular gates are a few minutes from the duty-free area in Terminal 1). This is especially useful for passengers with reduced mobility or disabilities that are not aware of the free assistance in the airport and who might only require minimal assistance walking from the Terminal 1 Duty Free area to the 100 Gates.

⁹ The IAA's Final Determination on Airport Charges for the 2020-2024 period are available [here](#).

¹⁰ Regulation (EC) 1107/2006 Article 7(1).



Figure 13 Buggy in Terminal

4.4. Article 8: Responsibility for Assistance

“The managing body of an airport shall be responsible for ensuring the provision of the assistance specified in Annex I without additional charge to disabled persons and persons with reduced mobility.”¹¹

This obligation lies with the airport managing body, but a contract can be established with one or more parties for the supply of the assistance.

Article 8(3) states that:

“...the managing body of an airport may, on a non-discriminatory basis, levy a specific charge on airport users for the purpose of funding this assistance.”¹²

As provided for in Article 8, Dublin Airport currently contracts OCS to provide the PRM services for the airport. The service provider is held to specific standards in terms of the maximum wait times for passengers from certain pick-up points. Further information is available in the airport’s Quality Standards, discussed in [Section 3.5](#).

Article 8 also outlines the process for which the airport can recoup the cost of providing assistance to passengers with disabilities and reduced mobility. As noted above, it states that the managing body of an airport may, on a non-discriminatory basis, levy a specific charge on airport users for the purpose of funding this assistance. Further information regarding the IAA’s role in economic regulation is available on the [IAA’s website](#) and a determination on the applicable charges is currently underway.

¹¹ Regulation (EC) 1107/2006 Article 8(1).

¹² Regulation (EC) 1107/2006 Article 8(3).



4.5. Article 9: Quality Standards

“The managing body shall set Quality Standards for the assistance specified in Annex I, unless the airport’s annual traffic is less than 150 000 commercial passenger movements.”¹³

The airport has developed Quality Standards in cooperation with the airport users committee (AUC).¹⁴ The contractor must adhere to these service levels which ensures adequate assistance for passengers. The Quality Standards cover a number of topics including recognition of the arrangements necessary to enable passengers to engage with the assistance services at the airport, the training required of the service providers, points of departure and arrival, and the targets set by the IAA in Final Decision on the Maximum Levels of Airport Charges at Dublin Airport 2023-2026. See an extract of same below (Figure 15)

These Quality Standards will also be reviewed as part of the forthcoming Final Determination on airport charges to ensure they remain appropriate and aligned with future regulatory requirements.

Table 2 Service Provider Targets as set out in IAA Decision (extract)

Target	Pre-advised	Non-preadvised	Price cap at risk
If a passenger presents for assistance at an external point within the airport campus, they should be assisted to the appropriate terminal reception point as follows:	98% within 10 min	98% within 20 min	Annually -€0.01
Breach if the percentage of passengers assisted from the terminal reception point is lower than the targets as follows:	95% within 15 min, 98% within 20 min	95% within 20 min 98% within 30 min	Annually -€0.01

4.6. Article 11: Training

“Air carriers and airport managing bodies shall:

(a) ensure that all their personnel, including those employed by any sub-contractor, providing direct assistance to disabled persons and persons with reduced mobility have knowledge of how to meet the needs of persons having various disabilities or mobility impairments;

(b) provide disability-equality and disability-awareness training to all their personnel working at the airport who deal directly with the travelling public;

¹³ Regulation (EC) 1107/2006 Article 9.

¹⁴ The Airport Users Committee is known as the AUC and is made up of airlines and ground handlers. This committee is sometimes referred to as the Airport Operators Committee.



(c) ensure that, upon recruitment, all new employees attend disability related training and that personnel receive refresher training courses when appropriate-.”¹⁵

Personnel providing direct assistance to passengers receive the training as outlined in Article 11(a) and (b). This includes disability awareness and equality training but also requires agents to have the knowledge of how to meet the needs of persons with disability or reduced mobility. Accordingly, agents should be aware of the various types of disabilities, and the diversity of such.

In relation to daa staff, daa provides and oversees disability awareness training for all employees—both customer-facing and office-based—through a mandatory Disability Awareness Training Video followed by an assessment. This training focusses on 5 types of disabilities (Physical, Sensory, Cognitive or Intellectual, Neurodivergent and Mental Health) and includes information on the sunflower lanyard and the important flyer lanyard. This programme was rolled out extensively in 2025, with over 3,000 employees having successfully completed the training to date, and refresher training scheduled every two years.

For third-party staff operating at Dublin Airport, daa has developed a dedicated training video, and work is underway to finalise the administration process to ensure external training is formally documented and compliance levels are monitored. The aim is to begin rollout of this external training framework in Q4 2025.

At the inspection DAA confirmed that Disability awareness training has also been distributed to third-party service providers such as queue management and cleaning services who are rolling it out to their staff

Additionally, the airport is a partner of the Hidden Disability Sunflower organisation.¹⁶ This organisation provides training programmes to entities that sign up to become official partners to further awareness of neurodivergent persons. The airport includes information regarding the Sunflower Emblem lanyard on its website and advise passengers that all staff are trained to recognise same. The airport also provides guidance to passengers on where they can purchase a Sunflower Lanyard.

Since the inspection, additional Sunflower Logo signage has now been added to the T1 and T2 Departures OCS reception desks.

In addition, Dublin Airport operates an “Important Flyer” initiative for passengers with autism, through wearing a wristband or lanyard and to support recognition of additional needs while travelling. Passengers can present the lanyard or wristband to staff at security, immigration, or in areas where noise, queues, or sensory challenges may arise, enabling staff to provide appropriate assistance and facilitate a more supportive journey through the airport. Users of the Important Flyer can pre-book Fast Track before arriving to the airport and can take up to 3 travel companions with them through Fast Track.

¹⁵ Regulation (EC) 1107/2006 Article 11.

¹⁶ The Hidden Disability Sunflower is an emblem one can wear to indicate having a hidden disability, usually a badge or lanyard. Further information can be found [here](#).



4.6.1. Article 11 Findings:

Disability Awareness & Equality Training Rollout to All Customer Facing Staff

At the last inspection in 2024, the airport has advised the IAA that steps have already been taken to determine the level of training of current staff – both internal and third party. To date, nearly 3,700 staff members have completed the training. That is 83% of staff required to complete the training. Dublin Airport should continue the rollout of the training programme to achieve full compliance and maintain ongoing refresher cycles in line with Dublin airport’s organisational policy on refresher training.

4.7. Article 12: Compensation for Lost or Damaged Wheelchairs, other Mobility Equipment and Assistance Devices

“Where wheelchairs or other mobility equipment or assistive devices are lost or damaged whilst being handled at the airport transported on board aircraft, the passenger to whom the equipment belongs shall be compensated, in accordance with rules of international, Community and national law.”¹⁷

If a passenger’s mobility equipment is lost or damaged, the airport will facilitate a wheelchair replacement.

OCS have a small stock of manual foldable wheelchairs which are kept separate from the operation and the airport will lend to passengers or airlines in such a scenario.

It is important to note that the temporary replacement of mobility equipment may not be on a like for like basis, which is outlined in Annex I of the Regulation. Ground handlers facilitate repairs arising from any damage associated with loading/unloading from the aircraft.

The term “compensation” in this article refers to reimbursement for repairs to mobility equipment or fully replacing the damaged equipment. This is in accordance with maximum amounts of compensation as stated by international, Community and national law.¹⁸

4.8. Article 15: Complaint Procedure

Regulation (EC) 1107/2006 Article 15(1) and 15(2) respectively.

“A disabled person or person with reduced mobility who considers that this Regulation has been infringed may bring the matter to the attention of the managing body of the airport or to the attention of the air carrier concerned, as the case may be.”

¹⁷ Regulation (EC) 1107/2006 Article 12.

¹⁸ The Montreal Convention governs the loss or damage of mobility equipment at the international level. Article 22 outlines the amount a passenger is entitled to for their lost or damaged mobility equipment which is currently approximately €1,272.00.



If the disabled person or person with reduced mobility cannot obtain satisfaction in such way, complaints may be made to any body or bodies designated under Article 14(1), or to any other competent body designated by a Member State, about an alleged infringement of this Regulation.”¹

The airport confirmed that it receives complaints directly through the contracted service provider and through a dedicated PRM related email address which is published on the airport’s website. In addition, Dublin Airport’s website also has an online form tool through which passengers can submit a complaint. If a passenger believes that the complaint has not been resolved with the entity (i.e. Dublin Airport), they can submit a complaint to the Irish Aviation Authority to investigate. The complaint must fall within the IAA’s jurisdiction and within the enforcement remit as stipulated by the Regulation.

In 2025, the IAA received 4 complaints in relation to assistance provided at Dublin Airport. Since the inspection, all complaints have been satisfactorily closed by the IAA.

5. Summary Findings

Table 3 Table of Findings

Finding	Article (Regulation EC 1107/2006)	Corrective Action Plan	Timeline
Signage	Article 5	Review signage and accessibility of call points at Southgate and between gates 401-405	2026
Call points	Article 5	Call point at Terminal 1 departure lobby not working	Completed and now operational
Disability Training	Article 11	Continue airport wide roll out of training and advise IAA of same	End of 2026
Quality Standards	Article 9	Quality Standards to be reviewed	End of 2026

6. General Comments

The airport has regular ongoing upgrades, including a second Sensory Room in Terminal 1, familiarisation tours for passengers and the production of passenger journey videos on the website.

Dublin Airport provides Sensory Rooms (Figure 14 and Figure 15) in both Terminal 1 and Terminal 2 to support passengers with autism, sensory processing differences, neurodivergent conditions, or anxiety who may benefit from a calm and controlled environment before travel. Each room includes sensory equipment such as tactile features, interactive elements, soft-play furnishings, and quiet zones. Spaces are available to passengers of all ages free of charge and can be accessed on request through airport staff or booked online through Dublin Airport website.

Dublin Airport provides Familiarisation Tours for passengers with physical or non-visible disabilities who may feel apprehensive about travelling through the airport environment. These tours are delivered either on a one-to-one basis or in small groups and are tailored to the individual needs of each participant or group. The tours support passengers in becoming comfortable with the airport layout, processes, and sensory environment ahead of their travel day. At the time of inspection, Dublin Airport has completed 20 familiarisation tours and user-group presentations, with a further four scheduled before the end of 2025.

The IAA included the gates located after United States Customs and Border Patrol (CBP) in Terminal 2 in the inspection. There are several call points in this gate area and several accessible toilets.

Dublin Airport conducts maintenance checks on its mobility equipment. These checks are done on site and if there are any issues, the equipment is taken out of commission. The Ambulift drivers have a daily checklist which they are required to perform each day. The Ambulift undergo a weekly more extensive check. Dublin Airport has a safety audit team in place that checks the mobility equipment for safety and maintenance.

Dublin airport currently has 300 Wheelchairs, 14 Ambulift, 4 Buggies, 7-Smax Chairs, 28 Aisle chairs and 10 minibuses in use for PRM passengers.



Figure 14 Sensory room interior T1



Figure 15 Sensory room interior T2

Dublin Airport also has two changing places facilities. The rooms have a height-adjustable changing bench. Overhead, there is a ceiling-mounted hoist system with a blue sling attachment, enabling safe transfers for passengers who require lifting assistance. The hoist receives a scheduled service every 6 months or on demand when needed. (Figure 16 and Figure 17)

In addition, Dublin Airport has planned a washroom upgrade programme for 2026, which will include improvements to accessible toilets and assisted-changing facilities across the terminals.



Figure 16 Changing places facility in Terminal 1



Figure 17 Changing places facility in Terminal 1

Dublin Airport provides dedicated pet relief rooms in both Terminal 1 and Terminal 2 to support passengers travelling with assistance dogs and other service animals. The room includes an artificial-grass relief area, a wall-mounted hose for cleaning, and a small lamp-style fixture that provides familiarity and encourages use by animals.



Figure 18 Pet relief room in terminal 1 for assistance dogs

In 2025 Dublin Airport has achieved accreditation under the Airports Council International (ACI) Accessibility Enhancement Accreditation (AEA) Programme. This recognition marks Dublin Airport as the first airport in Ireland to obtain this accreditation. The AEA Programme provides a structured and independent assessment framework designed to help airports measure, evaluate, and strengthen their



accessibility practices, culture, and management systems. Dublin Airport has been awarded Level 1 accreditation.

For 2026, Dublin Airport will progress the development of comprehensive accessibility design standards for all airport infrastructure, supported by the creation of corresponding Standard Operating Procedures (SOPs) to ensure consistent application and integration across all relevant facilities and projects.

7. Conclusion

Dublin Airport is a busy international airport and thus has regular PRMs utilising the airport for their air travel. According to Table 1, PRMs accounted for 1.38% of the total passengers at Dublin Airport in 2025. The airport is continuing with their advancements in Wayfinding and PRM signage across the airport complex. The IAA has recommended that the airport expand the disability equality and awareness training to all customer facing staff in the airport including third-party staff working at the airport.

The IAA will continue to monitor the airport's improvements for PRM passengers in 2026.