



# Airport Accessibility Compliance Report 2025

Ireland West 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.<sup>1</sup> In line with the IAA’s responsibilities as the National Enforcement Body for the Regulation, the IAA conducted an inspection of Ireland West Airport to ensure compliance with the obligations set out therein.

*Table 1 All Passenger and PRM numbers from all Irish Airports 2025*

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

## 2. Executive Summary

The IAA conducted an annual compliance inspection of Ireland West Airport in 2025 and onsite on 30 September 2025 to assess compliance with Regulation (EC) No. 1107/2006. The inspection reviewed all airport-related obligations within the IAA’s enforcement remit. Ireland West Airport facilitated the inspection and provided all required information through a pre-inspection questionnaire in advance of the inspection.

Ireland West Airport handled 946,580 passengers in 2025, including 16,476 passengers with reduced mobility, representing 1.74% of total passengers (Table 1). As annual passenger numbers exceed 150,000, the airport is required to establish and maintain Quality Standards for PRM assistance, which were reviewed as part of the inspection.

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<sup>1</sup> This report will use the acronym ‘PRM’ to refer to both persons with reduced mobility and persons with disabilities in line with industry practises.

<sup>2</sup> 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’.

The inspection noted a range of positive accessibility arrangements at Ireland West Airport, including clearly designated PRM arrival points, trained customer-facing staff, accessible terminal facilities, and the availability of mobility equipment to support passengers throughout their journey. The introduction of an Aviramp in 2025 and the provision of a Changing Places facility were also noted as positive developments.

A number of findings were identified during the inspection. These related primarily to the exterior PRM call point, which was observed to be operating at a low volume, and to the scheduled review and updating of the airport's PRM Quality Standards. The airport advised that a wider accessibility upgrade programme, including replacement of the exterior call point, is planned for late 2025 and into 2026, and that the Quality Standards will be reviewed and updated during 2026.

This report sets out the outcomes of the inspection and provides an assessment of Ireland West Airport's arrangements against the relevant obligations under Regulation (EC) No. 1107/2006. It includes the findings and observations arising from the inspection, together with general commentary on current practices and initiatives intended to support and enhance the experience of persons with reduced mobility and persons with disabilities at Ireland West Airport.

### 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 taken directly from (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."<sup>3</sup>*

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 Ireland West Airport within the scope of IAA's enforcement remit of Regulation (EC) 1107/2006. The report addresses Ireland West 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

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<sup>3</sup> Regulation (EC) 1107/2006 Article 2.

issued findings 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 since the previous inspection. Finally, the report will provide General Comments and Summary Findings.

### 3.3. Airport inspection

The airport inspection follows the format provided for in Annex I of (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 30 September 2025, the IAA conducted an inspection of Ireland West Airport to assess the airport’s compliance with Regulation (EC) 1107/2006. 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. The section ‘General Comments’ will outline all initiatives or best practices not already outlined in the articles.

### 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.”<sup>4</sup>*

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.

Upon entering the airport’s boundary, there are signs which indicate the location of accessible parking. There is one designated exterior call point located close to the accessible parking spaces and the terminal entrance at Ireland West Airport. The airport advised that passengers who require assistance from the car park can use the call point to request such assistance and an agent will provide assistance from this point. This assistance could potentially be ‘meet and assist’ or perhaps include wheelchair assistance. The help point has a small shelter and seat should a passenger require it (Figure 1 and Figure 2). During this inspection sufficient accessible parking was observed. The airport also advised that upgrades to this area are planned, and that these works may include the provision of additional accessible parking spaces as part of the development.



Figure 1 Exterior PRM Call Point



Figure 2 PRM seating at exterior call point

As noted in the IAA’s 2024 Airport Accessibility Compliance Report, the volume on the call point was not at an appropriate level. During the inspection, the call point was again observed to be operating at a low volume, consistent with the issue identified during the previous inspection.

The IAA noted the airport’s explanation that the call point is not regularly used. The airport further advised that, while staff can hear the passenger when the call point is activated, the external volume at the call

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<sup>4</sup> Regulation (EC) 1107/2006 Article 5.

point is low and the passenger may be unable to hear the staff member. In such cases, the assistance agent will attend the shelter area and go directly to the call point to assist the passenger.

In addition, the airport confirmed that there is a programme of upgrades planned for 2026. This programme will include upgrades to the assistance area and the assistance call point, and it is anticipated that camera monitoring may also be integrated into the assistance call point area as part of these works.



Figure 3 Ramp to Terminal Entrance



Figure 4 PRM Help Point Sign

The signage outside the airport building is clear, easy to follow and directs passengers to either a ramp or stairs to access the terminal entrance. The Zebra Crossing has tactile paving to alert passengers to its presence. It was noted that the tactile paving does not extend from the zebra crossing to the entrance of the airport building, which is located a short distance away on the passenger's left-hand side. However, as indicated during the inspection, the airport advised that this matter will be considered as part of additional accessibility upgrades currently being planned.

Upon entering the terminal entrance, the Customer Service desk is located to the left of the doorway. Once a passenger presents at the desk, the customer service agent will take their details and then ensure that they receive the assistance from this point. There are six designated PRM seats available for passengers to wait beside the customer service desk. From this point, the passenger will be taken by wheelchair through security via a separate entrance to other travellers. The airport confirmed that passengers may be permitted to spend time in Duty Free shopping or at a café or restaurant, provided they present at the airport with sufficient time for this to be accommodated. This is conditional on the passenger arriving on time to the airport and is not guaranteed.

The gate area has signage indicating the location of the accessible toilets and there is a designated PRM seating area in the middle of the two main gates. This signage is different in colouring (black and grey) and is located on the floor in front of the seats. Figure 5 below.

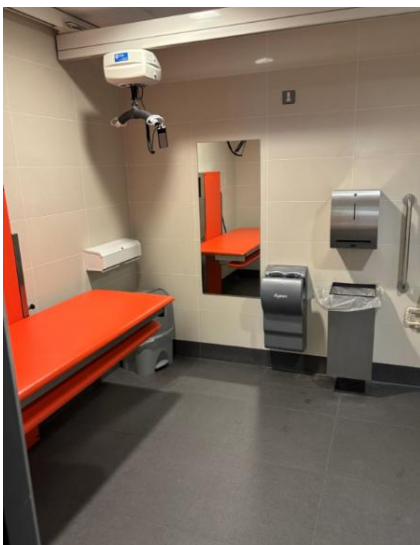


*Figure 5 Reserved PRM Seats and PRM decal*

The airport benefits from having most of its services on one level. There is one restaurant prior to security located on a second level, however, there is a lift available for passengers to access this facility. The lift was observed to be in good working order on the day of the inspection.

Signage throughout the airport is mostly uniform and is in the recognised colours of white and blue with the international symbol of access. Toilets and Changing Places facilities are clearly signposted where appropriate, including facilities for parents travelling with infants. Toilets, including the general toilet facilities, were observed to be equipped with accessible wash basins and hand dryers positioned at an appropriate height for use by passengers with disabilities. The accessible toilets were observed to be clean and well maintained. They were also fitted with a corded alarm system, enabling passengers to call assistance if required.

The airport also provides a changing facility in the main terminal. The facility was equipped with an adult-sized, height-adjustable changing bench and a ceiling-track hoist (Figure 6).



*Figure 6 Accessible Changing Place Facility with ceiling track hoist*



Figure 7 Accessible Changing Place Sign



Figure 8 Accessible Toilet Sign



Figure 9 Accessible Toilet Sign Arrivals

#### 4.1.1. Article 5 Findings:

##### *Plan to Replace Exterior Call Point*

While the airport has confirmed that a plan is in place to upgrade the call points, it is required to provide the IAA with detailed information on this improvement plan, including a clear implementation timeframe.

The airport advised on the day of the inspection that upgrades are planned for Quarter 4 of 2025 and into 2026. However, given that this call point has been identified as requiring upgrading since the 2023 inspection, the corrective action plan for this finding has been given high priority.

#### 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.]”<sup>5</sup>*

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.”<sup>6</sup>*

This article places an obligation on the airline to ensure that the request for assistance made by the passenger is sent in good time to the airport – ideally at the time of booking. The Regulation states that passengers must request assistance within 48 hours of departure to be considered ‘pre-notified’, however, this request for assistance must be forwarded to the airport 36 hours prior to departure. Ireland West

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

<sup>6</sup> Regulation (EC) 1107/2006 Article 6(4).

Airport receives requests for assistance through the airline messaging system called "SITA." They can also receive assistance requests directly from passengers if they contact the airport separately. The airport monitors those who have requested assistance in advance (known as pre-notified) and those that request assistance after arriving at the airport (known as not pre-notified).

### 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."*<sup>7</sup>

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). Pre-notification 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. This means that while the airport can provide the assistance, it is subject to additional waiting periods which are longer compared to the pre-notified waiting periods.

Ireland West 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 as requested. The airport advised that they would communicate to the passenger any possible wait time due to lack of pre-notification.

### 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."*<sup>8</sup>

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."*<sup>9</sup>

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<sup>7</sup> Regulation (EC) 1107/2006 Article 7(1).

<sup>8</sup> Regulation (EC) 1107/2006 Article 8(1).

<sup>9</sup> Regulation (EC) 1107/2006 Article 8(3).

Ireland West Airport provides special assistance as per Regulation EC 1107/2006 for persons with reduced mobility and the airlines are charged a levy in line with the Regulation. This specific charge thus funds this assistance. The airport has trained 2 customer service agents to provide assistance up until the boarding gates. As stated, the airport is required to provide the assistance free of charge to passengers.

#### 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.”<sup>10</sup>*

The airport has developed [Quality Standards](#) with the most recent version in 2021.

At the time of the inspection, the airport’s Quality Standards document is dated 2021 and published on their website. The airport advised that these standards are due to be reviewed and confirmed that the Quality Standards are subject to a review cycle every five years. The airport shall review and update the Quality Standards during 2026, the website and provide the revised document to the IAA upon completion.

While the airport does not engage with passenger advisory groups regarding the Quality Standards, the airport advised that it utilised its own in-house experience in passenger accessibility and developed the document based on industry standards.

#### 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;*

*(c) ensure that, upon recruitment, all new employees attend disability related training and that personnel receive refresher training courses when appropriate-.”<sup>11</sup>*

Ireland West Airport provides in-house training for those who provide assistance to passengers. The airport has provided training to all customer service agents to ensure that all personnel can provide the assistance should it be required. At the time of the inspection, there were 29 staff members across Customer Service and Ground Services who were fully trained to meet the operational demands of providing PRM assistance.

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<sup>10</sup> Regulation (EC) 1107/2006 Article 9.

<sup>11</sup> Regulation (EC) 1107/2006 Article 11.

The airport further confirmed that all customer-facing staff receive disability equality and disability awareness training. Refresher training is delivered every two years. In addition, disability awareness training relating to the Hidden Disabilities Sunflower Programme is provided annually.

#### 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.”<sup>12</sup>*

If a passenger’s mobility equipment is lost or damaged, the airport will facilitate a wheelchair replacement. 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. The airport confirmed that they will fulfil this obligation if required. The term “compensation” in Article 12 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, European and national law.<sup>13</sup>

#### 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.*

*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.* “The airport confirmed that it can receive complaints via email, letter, and through social media. The airport’s website provides phone numbers and email addresses, along with a ‘Feedback Form’ for passengers to use. The ‘Contact Us’ page does not provide a specific channel for passengers to use for complaints. The airport has a specific webpage for [‘Special Assistance’](#), which provides a link for the airport’s Quality Standards and some information regarding the facilities available at the airport. The airport’s procedure is to engage with the passenger to discuss the issues and investigate the complaint. This may include interviewing staff where appropriate to establish what happened. If the staff notice any issues, they will also report this to the supervisor who submits a supervisor report, in this regard the airport proactively manages any issues with

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<sup>12</sup> Regulation (EC) 1107/2006 Article 12.

<sup>13</sup> 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 €1190.00

the PRM passenger experience. The airport confirmed that it currently does not have any complaints relating to PRM assistance.

The IAA confirms that in 2025 there were no complaints received relating to the assistance provided by Ireland West Airport.

#### 4.9. General Finding:

##### *Website Information*

Since the previous inspections, the airport had improved its Special Assistance page on the website. There is assistance information on the website for passengers with reduced mobility, hidden disabilities, older passengers, and those requiring additional support. The information is generally clear and Ireland West are advised to continue to keep this information under review, with to ensure it remains current and accessible.

## 5. Summary Findings

Table 2 Table of Findings

<b>Finding</b>	<b>Article (Regulation EC 1107/2006)</b>	<b>Corrective Action Plan</b>	<b>Timeline</b>
<b>Call Point</b>	Article 5	Replace exterior call point.	Larger upgrade project to commence in 2026
<b>Quality Standards</b>	Article 9	Review and update of Quality Standards	Quality standards currently being reviewed and due to be published in 2026

## 6. General Comments

The airport has taken its own initiatives to ensure that it is accessible for passengers, including installing a changing places facility in landside next to Arrivals. The airport has shown to consider the passenger experiences and takes a proactive approach to improve that experience where possible. While the exterior call point is not currently in regular working order, the airport has in place a contingency plan by which customer service agents physically check the call point if a call is made but no passenger can be heard. The airport has made note of the call point and intends to replace same as part of an accessibility update planned from the end of 2025 and beyond.

The airport has two Ambulifts which receive an annual on-site service. Regular checks are also done by a third-party company. The airport also utilises wheelchairs to assist passengers with their journey. Wheelchairs are serviced twice a year or periodically as required. A new development to the airport in 2025, is the introduction of an Aviramp which provides step-free access to support passengers boarding and disembarking aircraft. The airport stated that the busiest type of assistance for the airport are passengers requesting 'WCHR' assistance (assistance through the airport but can board the aircraft without any assistance). The airport also advised that their 'WCHS' passengers are most likely to be regular passengers at the airport. The WCHS passengers require assistance through the airport and up the stairs of the aircraft but can make their own way to their seat.

The airport is an official partner with the Hidden Disability Sunflower organisation, which provides further training to staff regarding neurodivergent passengers. The programme has been rolled out in the airport and is well publicised in the main terminal. Staff receive hidden disability training on an annual basis. Ireland West Airport is also recognised as an Age Friendly Airport, reflecting its commitment to supporting older passengers through inclusive design, facilities, and services.

## 7. Conclusion

Ireland West Airport continues to demonstrate a commitment to meeting the needs of persons with reduced mobility and persons with disabilities in accordance with the requirements of Regulation (EC) No. 1107/2006.

The airport provides a comprehensive range of assistance services and equipment, including wheelchairs, Ambulifts, Aviramps and aisle chairs, to support passengers throughout their journey. The introduction of the Aviramp in 2025 represents a significant enhancement to the airport's accessibility infrastructure, supporting step-free boarding and disembarkation and improving the overall passenger experience. In addition, the availability of a Changing Places facility, partnership with the Hidden Disability Sunflower programme, and recognition as an Age Friendly Airport further demonstrate a proactive and inclusive approach to accessibility.

As outlined in this report, Ireland West Airport meets the substantive requirements of the Regulation across all inspected articles. The airport engages constructively with the IAA and has shown a willingness to identify, address and mitigate issues that may arise in the PRM passenger experience. The absence of PRM-related complaints to the IAA in 2025 further supports this finding.

The inspection identified limited areas requiring improvement, most notably in relation to the exterior PRM call point and the review of Quality Standards. The airport has confirmed that a wider upgrade programme, including replacement of the call point, is planned for late 2025 and into 2026. Similarly, the airport has committed to reviewing and updating its Quality Standards during 2026 in line with its review cycle.

Overall, Ireland West Airport has taken a proactive and considered approach to accessibility. The IAA will continue to monitor the implementation of the identified actions and the airport's ongoing compliance with Regulation (EC) No. 1107/2006 as part of its oversight activities in 2026.