



Airport Accessibility Compliance Report 2025

KERRY AIRPORT



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1. Introduction

The IAA is the single civil aviation regulator for Ireland who 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 Kerry Airport to ensure compliance with the obligations set out therein.

Table 1 All Passenger and PRM numbers from all Irish Airports from 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	3,655	0.83%
Donegal Airport	23,455	484	2.06%

2. Executive Summary

The IAA conducted an annual compliance inspection of Kerry Airport in 2025 and onsite on 11 November 2025 to assess compliance with Regulation (EC) No. 1107/2006. The inspection reviewed all airport-related obligations within the IAA’s enforcement remit. Kerry Airport facilitated the inspection and provided all required information through a pre-inspection questionnaire in advance of the inspection.

Kerry Airport handled 440,367 passengers in 2025, including 3,655 passengers with reduced mobility, representing 0.83% 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. Kerry Airport has published its Quality Standards on its website, and these were reviewed as part of the inspection.

The inspection noted that Kerry Airport had implemented all corrective actions arising from the previous IAA inspection in 2024. A range of arrangements to support persons with reduced mobility

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

and persons with disabilities was observed at Kerry, including trained staff, suitable mobility support equipment, and accessible terminal facilities.

The airport's recent redevelopment works, including enhancements to arrivals and departures facilities and the provision of a quiet space, were also noted.

No findings were identified during the inspection. Based on the scope of the inspection undertaken, Kerry Airport was assessed as meeting the relevant obligations under Regulation (EC) No. 1107/2006 at the time of inspection.

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

3. Overview

3.1. Definition of Person with Reduced Mobility and Disabled Person

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

² Regulation (EC) 1107/2006 Article 2.

the inspection. The report will also highlight positive innovations undertaken by the airport and upgrades since the previous inspection.

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 preliminary findings within the report.

4. Inspection Findings (2025)

On the 11 November 2025, the IAA conducted an inspection of Kerry 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 and the obligations deriving from the Regulation.

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

Kerry Airport has one main entrance which passengers taking the bus, taxi, or private car all utilise. The barrier to the car park also has an assistance call point which passengers can use should they require assistance from the car park into the airport building. The IAA contacted this call point on the day, and on that occasion, it was not operational. The airport explained that a power outage had affected the call point, which caused it to stop functioning. An engineer was subsequently dispatched to repair the issue, and the airport has since confirmed that the call point is now operational.

The accessible parking spaces are signposted in the car park. There are ten accessible parking spaces in total for passengers, which reflects an increase of two additional spaces compared with the previous inspection.” The airport confirmed that the rate charged for these spaces is the long-term parking rate.



Figure 1 Entrance to Kerry Airport for all passengers



Figure 2 Car Park Sign with International Symbol of Access



Figure 3 PRM services sign on entrance door

Arriving at Kerry Airport from the car park, passengers are directed by signage at the bus shelter to the information desk inside the terminal for assistance. Passengers can also advise the airport of this need when they are pre-notifying the airport of their PRM assistance using the airport’s general phone line

³ Regulation (EC) 1107/2006 Article 5(1).



Figure 4 Bus stop with PRM services sign

Article 5(2): *“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*

Since the 2024 Inspection the signage indicating the accessible toilets in the gate area has been included.

All accessible toilets were in good working order on the day of inspection.

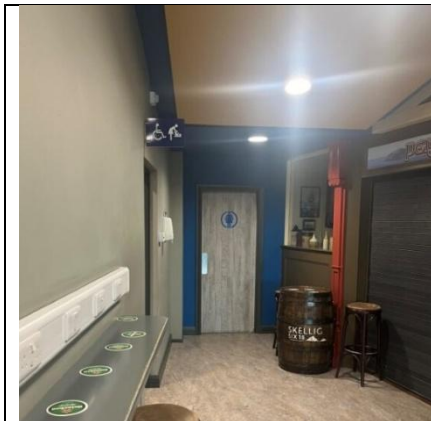


Figure 5 Accessible toilet beside bar



Figure 6 Accessible toilet sign in terminal area

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

⁴ Regulation (EC) 1107/2006 Article 5.

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

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.”*⁷

The airport confirmed it receives assistance requests directly from SITA and the Ryanair’s operator system or from the airline directly. Additionally, PRMs can also go to the Information Desk at Kerry Airport, and the airport staff will then arrange assistance for the journey. The Regulation states that passengers must request assistance within 48 hours of departure to be considered ‘pre-notified’ and the airline is obliged to forward the request for assistance from the passenger to the airport at least 36 hours before departure. Kerry Airport advised that many regular travellers are known to the airport which include PRMs and Kerry knows their assistance needs. The airport can also receive calls regarding assistance for passengers.

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.”*⁸

Kerry Airport confirmed to the IAA that they can provide the required assistance to passengers with reduced mobility or persons with disabilities. All customer service staff are trained to provide assistance and there are several ground handling staff who take over the assistance services from the ramp (the area outside the terminal building on airside) to embarking on the aircraft. This assistance

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

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

⁷ Regulation (EC) 1107/2006 Article 6(4).

⁸ Regulation (EC) 1107/2006 Article 7(1).

includes assisting passengers up the Aviramp and to their seat should it be required. This type of assistance is known by the Special Service Request (SSR) code WCHC.⁹



Figure 7 Aviramp - ramp used for accessing aircraft

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.”¹⁰

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.”¹¹

The PRM assistance is provided by customer service personnel and ground handlers at Kerry Airport. Ground handlers provide the assistance which requires manual handling such as transferring passengers from an aisle chair to their cabin seat. No charge is levied for the provision of the PRM service at Kerry Airport.

⁹ The International Air Transport Association explains ‘WCHC’ as meaning “passenger completely immobile; requires wheelchair to/from aircraft/mobile lounge and must be carried up/down steps and to/from cabin seat.”

¹⁰ Regulation (EC) 1107/2006 Article 8(1).

¹¹ 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.”¹²

During the inspection, it was confirmed that Kerry Airport has published its [Quality Standards on the website](#). This action satisfies the requirement for the managing body to make such standards publicly available and ensures PRM passengers, air carriers, and stakeholders can clearly understand the expected service levels.

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”¹³

The training for staff at Kerry Airport is provided through Ryanair’s e-learning training platform on an annual basis. The training for each employee can be tailored depending on their role within the airport and the training records are located on an automated system. Customer Service staff receive PRM training on an annual basis and other ground crew staff are trained in-house every 24 months. Almost all staff have a level of disability awareness and disability equality training, depending on the level of interaction with passengers. Staff that interact directly with passengers through customer service and PRM assistance all have the necessary training in disability awareness and disability equality.

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.”¹⁴

The airport confirmed that it would provide a temporary replacement wheelchair if a passengers’ wheelchair was lost or damaged. It is important to note that the temporary replacement of mobility

¹² Regulation (EC) 1107/2006 Article 9.

¹³ Regulation (EC) 1107/2006 Article 11.

¹⁴ Regulation (EC) 1107/2006 Article 12.

equipment may not be on a like for like basis, which is outlined in Annex I of the Regulation. A report would be created for the item and then passed onto Ryanair (the only airline operating out of the airport at present). If necessary, a report would be filed with [WorldTracer](#) which is an online system for recovering lost baggage. This system is a global tracing system which is used to find items in airports or with airlines. If a passenger's mobility equipment is lost or damaged by an airline or airport, they can receive "compensation" to repair or replace the item. 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, European and national law.¹⁵



Figure 8 Row of wheelchairs in airport for PRMs

4.8. Article 15: Complaint Procedure

"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."¹⁶

The airport confirmed that it receives complaints via phone, email, letter, or in person. Information on how to submit a complaint to Kerry Airport is available on [the website](#) under 'Complaints'.

The IAA can confirm that, at the time of the publication of this report, it has not received any complaints in relation to the PRM assistance provided at Kerry Airport. Kerry Airport has not received any complaints relating to PRM services in 2025. One matter was initially logged as a complaint; however, the investigation found no issues, and the passenger was responded to appropriately.

¹⁵ 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 €1,190.00.

¹⁶ Regulation (EC) 1107/2006 Article 15(1) and 15(2) respectively.

5. General Comments

Kerry Airport has many services available for PRM passengers and has satisfied its obligations under the Regulation. The IAA issued its findings in 2024 and all corrective action plans have been completed satisfactorily. The airport currently uses wheelchairs, aisle chairs (for on the aircraft) and Aviramps to provide assistance to passengers. The Aviramp is a 'Z' shaped ramp that allows a passenger to access the doors of the aircraft with a mobility aid if needed without having to climb any stairs (Figure 7). Accordingly, using the Aviramp, a wheelchair can be pushed up to the doors of the aircraft. If a passenger requests the assistance recognised as the 'WCHC' Special Service Request code (requiring assistance all the way to the cabin seat), the passenger would be transferred to the aisle wheelchair at the doors of the aircraft and then brought to their seats.

In addition, Kerry Airport provides information on its website to support passengers who require special assistance, outlining the full range of services available for people with reduced mobility or other accessibility needs. The airport emphasises its commitment to making facilities user-friendly and describes assistance options for both departing and arriving passengers, including help from the car park to the terminal, support at check-in, guidance through security, boarding assistance, and help with disembarkation, immigration, baggage collection, and onward transport. The website also explains how to request assistance—passengers are advised to notify their airline at least 48 hours in advance—and highlights the airport's trained staff who are equipped to provide the necessary support to ensure a comfortable journey.

Kerry Airport has added a new quiet space area within the expanded departures zone. The quiet space provides an environment for passengers seeking a calm and comfortable setting (Figure 9)



Figure 9 Quiet space area in departures lounge

Some airports have developed their own identifier for hidden disabilities or, alternatively, have chosen to recognise the Hidden Disabilities Sunflower. Other emblems or identifiers are available both in Ireland and internationally; however, the IAA has found that the Hidden Disabilities

Sunflower is the most widely used and recognised throughout airports in Ireland. Kerry Airport also recognises the Hidden Disabilities Sunflower.

The mobility equipment in Kerry airport was seen to be in good working order and the airport confirmed that the equipment is subject to periodic visual inspection and periodic servicing. Kerry airport confirmed if passengers' mobility equipment is lost or damaged, the airport can provide a loan of an airport wheelchair.

6. Conclusion

In 2025 Kerry Airport has completed a major redevelopment project that modernised and fully separated its arrivals and departures facilities. The new Arrivals Hall includes enhanced immigration and customs areas, a larger baggage belt, upgraded restroom facilities, and a modernised public area. Following this, the expanded Departures Area was completed, providing increased seating capacity, an additional boarding gate, and a new Quiet Space area.

Kerry Airport caters to persons with reduced mobility and persons with disabilities and provides the services as outlined by Regulation (EC) 1107/2006. All website information is relevant and provides accurate information to the public regarding their rights under the Regulation, including the ability to submit a complaint to the IAA if necessary.

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