



Airport Accessibility Compliance Report 2025

Shannon Airport





Table of Contents

1. Introduction	4
2. Executive Summary	4
3. Overview	5
3.1. Definition of Person with Reduced Mobility and Person with Disabilities	5
3.2. Purpose of the Report	6
3.3. Airport inspection	6
3.4. Inspection methodology	6
3.4.1. Notice of Inspection	6
3.4.2. Preliminary Questionnaire	6
3.4.3. Post Inspection & Report Publication	6
4. Inspection Findings 2025	7
4.1. Article 5: Designation of Points of Arrival and Departure	7
4.1.1. Article 5 Findings	10
4.2. Article 6: Transmission of Information	11
4.3. Article 7: Right to Assistance at the Airport	11
4.4. Article 8: Responsibility for Assistance	12
4.5. Article 9: Quality Standards	12
4.6. Article 11: Training	12
4.7. Article 12: Compensation for Lost or Damaged Wheelchairs, other Mobility Equipment and Assistance Devices	13
4.8. Article 15: Complaint Procedure	13
5. Summary Findings	14
6. General Comments	15
7. Conclusion	18



1. Introduction

The IAA is the single civil aviation regulator for Ireland which 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)¹ 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 Shannon Airport to ensure compliance with the obligations set out therein.

Table 1 All Passenger and PRM Numbers from all Irish airports 2025

Airport	Total Passenger ²	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%

2. Executive Summary

The IAA conducted an annual compliance inspection of Shannon Airport in 2025 and onsite on 15 October 2025 to assess compliance with Regulation (EC) No. 1107/2006. All airport-related obligations within the IAA’s enforcement remit were reviewed as part of the inspection.

Shannon airport facilitated the inspection and provided all required information through a pre-inspection questionnaire in advance of the inspection.

In 2025, Shannon Airport handled 2,301,652 passengers, including 29,813 passengers with reduced mobility, representing 1.29% of total passengers (Table 1). As the airport’s annual passenger numbers exceed 150,000, Shannon Airport is required to establish and maintain Quality Standards for PRM assistance. The airport has developed Quality Standards in collaboration with relevant stakeholders

¹ This report will use the acronym ‘PRM’ to refer to both persons with reduced mobility and persons with disabilities in line with industry practices.

² The PRM number and total passenger numbers are provided by the airports. Donegal Airport only counts outbound PRMs and thus only outbound general passengers are included in ‘Total Passenger Numbers’.



and publishes information relating to PRM assistance on its website, including guidance on accessibility, security processes and travelling with autism.

The inspection identified a number of positive accessibility features and initiatives at Shannon Airport. These included upgraded designated PRM arrival points at the assistance desk, improved and clearly marked PRM seating areas with recent upgrades implemented since the previous inspection, and the provision of inclusive facilities such as a sensory room and a fully equipped Changing Places facility. The airport's status as an Age-Friendly Airport and its partnership with the Hidden Disability Sunflower initiative were also noted.

A number of findings were identified during the inspection. These primarily related to the need for additional clearly designated PRM seating in newly expanded gate areas, the timely replacement or repair of a damaged aisle chair, and updates to the airport's website to ensure that the most recent version of the PRM Quality Standards is published and easily accessible. The consolidation of PRM-related information currently spread across multiple webpages was also identified as an area requiring improvement.

Several of these matters were addressed or progressed by the airport following the inspection, including the provision of additional PRM seating and the replacement of the damaged aisle chair.

The findings and observations arising from the inspection are set out in the sections that follow, which detail the inspection findings under each relevant article of the Regulation, provides general comments, including recent developments and initiatives designed to further enhance the experience of persons with reduced mobility and persons with disabilities at Shannon 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 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."*³

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 Regulation (EC) 1107/2006 Article 2.



3.2. Purpose of the Report

The purpose of this report is to provide a comprehensive overview of the accessibility of Shannon Airport within the scope of IAA's enforcement remit of Regulation (EC) 1107/2006. The report addresses Shannon 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 with these articles in the Regulation, as well as the IAA's commentary from the inspection. The IAA has 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, a Summary Findings table and a Conclusion.

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 15 October 2025, the IAA conducted an inspection of Shannon 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.

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.”⁴

Shannon Airport has a bus and taxi drop off zone located outside the front doors of the main airport building. There is a covered pedestrian tunnel which is situated between the car park and the main airport building. The first PRM call point is located in this pedestrian tunnel – Figure 1. This call point was in good working order on the day of the inspection and has seating located beside the call point should a passenger require it while waiting for assistance. If passengers are arriving by car, there are two car parks located a short distance from the airport building's main entrance, both with multiple accessible carparking spaces. The airport also has additional 'Age-Friendly' carparking spaces. The airport confirmed that there are call points on the gate barriers on entering the car parks. If a passenger requests assistance when driving up to the barrier, the airport indicated that the request would be passed to the appropriate team. This may include providing assistance to help the passenger reach the PRM desk inside the terminal

The airport's drop-off zone has two areas reserved for persons with reduced mobility or disabilities. Figure 2 and Figure 3. Once a PRM has presented themselves to the PRM desk, they can begin their journey through the airport with the assistance provided.

⁴ Regulation (EC) 1107/2006 Article 5.



Figure 1 PRM Call Point located in walkway outside terminal building



Figure 2 Accessible drop off point



Figure 3 Accessible drop off point with signage

The second important element of Article 5 is the presence of clear and correct signage throughout the airport. Appropriate signage can aid passengers in wayfinding but also the location of services throughout the airport, especially services for PRM passengers. Upon entering the main doors for departures, the check in desks are located directly in front of these doors. The PRM assistance desk is located through the doors and on the right-hand side.

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.”⁵*



Figure 4 PRM Assistance Desk

Figure 4 shows the Assisted Travel Area desk advising passengers of the various assistance which can be booked for Shannon Airport. The signage includes symbols for wheelchair users, vision impairment, hearing impairments, and the Hidden Disability Sunflower. The airport also advertises the PRM assistance on the pillar situated in front of the desk. Since the last inspection, this seating

⁵ Regulation (EC) 1107/2006 Article 5.

has been updated and the seats now include individual armrests, improving accessibility for passengers requiring assistance (**Error! Reference source not found.**).

This seating is located around the corner from the Assisted Travel Area



Figure 5 2025 Updated PRM designated Seating Area

The signage throughout the remainder of the airport was relatively uniform and denoted internationally recognised symbols for accessibility. Figure 6 and Figure 7 below as examples of toilet signage. Figure 8 and Figure 9 **Error! Reference source not found.** are examples of wayfinding signage.



Figure 6 Accessible Toilet - Gate



Figure 7 Accessible Toilet - Concourse

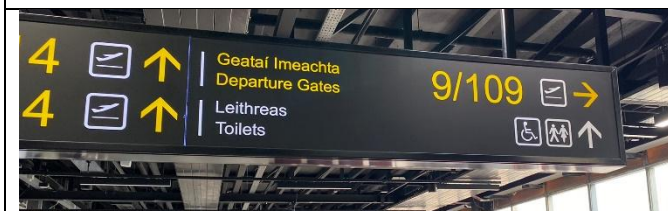


Figure 8 Departure Gates Signs in Black with Yellow Lettering



Figure 9 Departure Gates Signs in Black with Yellow Lettering

Once the passenger has passed through security (in a PRM designated lane), there is a large open concourse area which has several seating areas and a food/beverage area. The main concourse has toilets with a separate accessible toilet for passengers,

While this concourse previously had no designated PRM seating, the airport has since updated the area and introduced a clearly marked Assisted Travel Area with dedicated PRM seating. The new layout provides a defined, easily identifiable space reserved for passengers requiring assistance, supported by clear signage and physical barriers to ensure the area remains available for its intended users. (Figure 10)



Figure 10 2025 Updated PRM designated Seating Area at concourse

While the toilet signs are relatively uniform in the standard blue and white, the wayfinding signs in the airport are high contrast black and yellow. This obligation on the airport is further emphasised in Annex I of the Regulation where it states the following: “*Communication of information needed to take flights in accessible formats*”⁶. This ensures that the passengers with reduced mobility and/or disabilities have equal access to the wayfinding facilities of the airport.

4.1.1. Article 5 Findings

Appropriate PRM Seating

The IAA has determined that appropriate seating must be provided in close proximity to the PRM desk. This seating should include raised seats and armrests on both sides to support passengers with reduced mobility. Since the last inspection in 2024 and in line with these requirements, PRM-designated seating has now been implemented in this area. The designated area is prominently marked with clear signage and visual cues, ensuring passengers can easily recognise and access the Assisted Travel Area. The space is also clearly sectioned off, providing a defined and reserved waiting area exclusively for passengers who require assistance. (Figure 10)

Shannon Airport has recently expanded the departures area serving Gates 1–5, however it was noted that there remained a lack of PRM seating in this extended area. The current allocation

⁶ EC 1107/2006 Annex 1 Assistance under the responsibility of the managing bodies of airports



could be strengthened by providing additional PRM seating to better meet peak time demand and ensure passengers with reduced mobility always have an appropriate place to wait. Increasing the quantity of clearly identified, priority only seating would further support compliance with accessibility expectations and enhance comfort for passengers awaiting assistance.

Update: Since the inspection, the airport has added additional PRM seating in this expanded 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 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.]”⁷

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.”*⁸

The airport receives requests for assistance through the airline messaging system ‘SITA’, email requests sent directly by the passenger to the service provider/airport and lists of passengers requesting assistance through ground handlers. The airport now also uses PRM Assist, a digital platform that allows passengers to pre-book assistance and helps streamline the flow of PRM requests by providing booking information directly to the airport

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.”⁹

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

⁷ Regulation (EC) 1107/2006 Article 6(2).

⁸ Regulation (EC) 1107/2006 Article 6(4).

⁹ Regulation (EC) 1107/2006 Article 7(1).



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.

Shannon Airport uses a third-party contractor to provide assistance to persons with reduced mobility and/or persons with disabilities. During the summer period, there were 18 dedicated PRM assistance agents employed to provide direct assistance to passengers. The airport noted that this number reduces to 15 agents in the winter. This is due to the increase in air travel during the summer months and thus, the increase in the uptake of PRM services in airports.

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

As provided for in Article 8, Shannon Airport has contracted Bidvest Noonan to provide the PRM services for the airport.

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

Shannon Airport has developed a set of quality standards in collaboration with key stakeholders, including airlines and ground handlers. These standards are published on the airport’s website under the Age-Friendly section. While the airport has indicated that the Quality Standards were updated in February 2025, the version currently published online still references the 2019 standards. The website should therefore be updated to reflect the most recent revision to align with current operational practices.

4.6. Article 11: Training

“Air carriers and airport managing bodies shall:

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

¹¹ Regulation (EC) 1107/2006 Article 8(3).

¹² Regulation (EC) 1107/2006 Article 9.



(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 airport confirmed that all personnel who are customer facing receive disability awareness and disability equality training. The training is provided by an in-house certified trainer through the contracted service provider. Additional training is available for staff online. The airport is also an official partner with the Hidden Disability Sunflower organisation and as such, the sunflower can be seen integrated into the signs for the PRM services’ desk. The airport’s security personnel have training related to passengers with medical devices. The passenger can advise the security personnel whether they require privacy for the search.

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

If a passenger’s mobility equipment is lost or damaged, the airport will facilitate wheelchair rental through the Irish Wheelchair Association. 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, European and national laws ¹⁵.

4.8. Article 15: Complaint Procedure

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

¹³ Regulation (EC) 1107/2006 Article 11.

¹⁴ Regulation (EC) 1107/2006 Article 12.

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.

“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 receives complaints from passengers relating to the PRM assistance received in the following formats: phone, email, letter/post, on social media and in person. The airport advised the IAA that they did not receive any complaints in 2025 in relation to assistance.

The IAA can confirm that there are no open complaints relating to the PRM assistance at Shannon Airport at the time of publication of this report.

5. Summary Findings

Table 2 Table of Findings

Finding	Article (Regulation EC 1107/2006)	Corrective Action Plan	Timeline
Lack of PRM seating in Gates 1-5 since expansion	Article 5	Provide additional PRM seating in this area	Since the inspection the airport has added additional PRM Seating
Aisle chair	Annex I	Replace damaged aisle chair. The chair is due to be replaced in October/November 2025	Since the inspection, SNN have confirmed that the damaged aisle chair has been replaced.
Quality Standards	Article 9	Update the website with the most recent version of the airport quality standards.	SNN have confirmed that the Quality

		Review location on website, as passengers should be able to identify those quality standards quickly and easily.	Standards will be updated in March 2026 and subsequently will be published on the website. In addition, the website will be updated to ensure improved visibility of standards for passengers.
Website	Annex I	PRM information appears on two webpages, making it unclear where passengers should look. Provision of information should be in accessible formats.	PRM and Age Friendly information is being consolidated into a single webpage in early 2026.

6. General Comments

The PRM assistance in Shannon Airport is available between 05:00 and midnight. The airport has an obligation under Regulation (EC) 1107/2006 to ensure PRM passengers can access the Care & Assistance under Regulation (EC) 261/2004 in the event of denied boarding, long flight delays and flight cancellations. Article 9(3) (Right to Care) states that the operating air carrier shall pay particular attention to the needs of persons with reduced mobility and any persons accompanying them. In

providing this care, the air carrier must liaise with the airport representatives who should ensure the PRMs receive Care & Assistance if their flight is delayed or cancelled. Shannon Airport confirmed that it is the airport's policy to ensure that PRMs receive this Care & Assistance as per Regulation (EC) 261/2004.

[Shannon Airport](#) took the necessary steps to become an Age Friendly airport, along with Ireland West Airport, and is recognised as such by the World Health Organisation (WHO) as one the first in the world to be recognised as such¹⁶ Further information is on the airport's own website and also on [Mayo County Council's website](#).

Shannon Airport also recognised the needs of neurodivergent passengers by installing a sensory room (Figure 11) in the departures area of the airport. The room does not need to be booked in advance and there is no requirement to show 'proof' of disability to the airport management body.



Figure 11 Sensory Room

Shannon Airport operates a dedicated programme to support children who may require additional assistance. The airport also offers a purpose-built sensory room, available for use by passengers who may benefit from a calm, low-stimulus environment during their journey.

Website information in relation to PRM passengers is located on two separate webpages: Passenger Assistance and Age-Friendly Airport. It is not inherently intuitive that the passenger would know to check both pages for information. Accordingly, the airport should review their website and that information relating to services provided for PRM and neurodivergent passengers is current and accurate.

Shannon Airport conducts periodic visual inspections and periodic servicing on the mobility equipment in use at the airport. The equipment includes wheelchairs, Ambulifts, S-Max Stairclimber, aisle chairs and a minibus. The airport confirmed that the maintenance checks are completed by a local company. During the 2024 inspection, it was noted that the airport's aisle chair showed visible wear and tear. The aisle chair requires repair or replacement to ensure it remains safe and fully

¹⁶ The Age-Friendly Cities Framework is a WHO initiative and more information is available [here](#).

functional for assisting passengers. The airport has advised that an updated aisle chair is scheduled for implementation in October/November 2025; however, the upgrade has not yet taken place. Continued monitoring is recommended to ensure the planned replacement proceeds as indicated.

Shannon Airport provides a fully equipped Changing Places toilet facility located landside (before security) in the main terminal building. This facility includes a height adjustable adult sized changing bench, hoist, accessible toilet, washbasin and adequate circulation space, ensuring it can be safely used by passengers with complex or high support needs who may require assistance. It is the first Changing Places facility registered in County Clare and forms a key component of the airport's accessible infrastructure. It is hoped that this will encourage and allow a greater number of the disability community to utilise the airport and to travel by air. Plans to add a similar facility airside are also under consideration for the future.

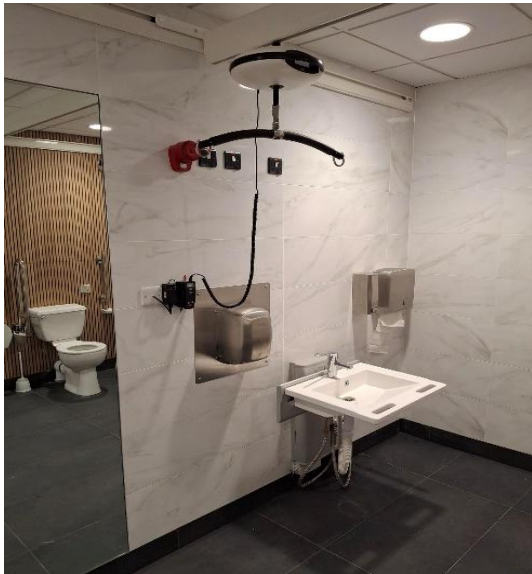


Figure 12 Sink with Hoist in Shannon Airport



Figure 13 Sign for various types of bathrooms and changing place

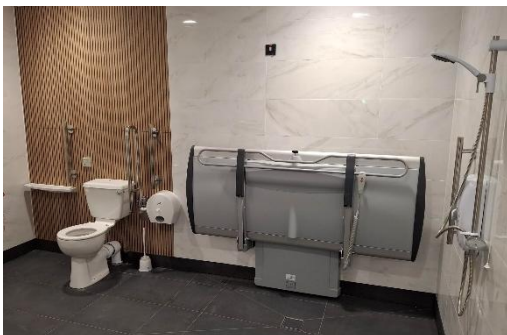


Figure 14 Changing Place in Shannon Airport



7. Conclusion

Shannon Airport provides the services as outlined by Regulation (EC) 1107/2006 for persons with reduced mobility and persons with disabilities. Additionally, the airport has implemented additional facilities for passengers such as installing a sensory room for neurodivergent passengers and further initiatives are also being considered. Shannon Airport is also a partner with the Hidden Disabilities sunflower and is recognised as an 'Age-Friendly' airport by the World Health Organisation (the WHO). The airport is required to repair its aisle chair (as discussed in Section 4) or ensure that there is at least one other fully functional aisle chair.

Shannon Airport has ensured to implement all aspects of the Regulation and continues to enhance its facilities and services for persons with reduced mobility (PRMs) and persons with disabilities.

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