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Údarás Eitlíochta na hÉireann
Foirgneamh na hAmanna
11–12 Sráid D'Olier
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ÚDARÁS EITLÍOCHTA NA hÉIREANN
IRISH AVIATION AUTHORITY

11/05/2026

Dail Question No: 380

To ask the Minister for Transport the position regarding the staff in Shannon Airport that are tasked with supporting passengers that have mobility issues; if it is required that these staff have full access on both land and air side of the airport; and if he will make a statement on the matter.

Deputy Ward,

Airport managing bodies are the appropriate entities to respond to this query as under Regulation (EC) No. 1107/2006. Airport managing bodies are responsible for providing free assistance to persons with reduced mobility (PRMs). This includes assistance to enable PRMs to proceed from designated arrival points through registration, security and border control, to board and disembark aircraft, retrieve baggage, and proceed to designated exit points within the airport terminal.

The Irish Aviation Authority is the competent authority, with responsibility for monitoring and enforcing airport compliance with the Regulation and investigating complaints where passengers believe their rights have not been upheld.

The Irish Aviation Authority (IAA) carries out annual inspections on the 6 commercial airports in Ireland as part of the IAA's remit under Regulation (EC) 1107/2006. The inspection reports are published on the IAA website and can be viewed on our website at [Airport Accessibility Compliance Reports](#), with the 2025 reports due to be published shortly.

Regards,

Alec Elliott

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