

## Pantou Access Statement for Suppliers of Accessible Services

This Access Statement has been produced for *Pantou*, based on guidance from the *European Network for Accessible Tourism – ENAT*. It aims to give an accurate description of the accessibility of facilities and services that are offered to guests/visitors. Please contact us if you need further information about our services.

Access Statement for: **LARNAKA INTERNATIONAL AIRPORT**

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Date: 11<sup>th</sup> July 2016Pantou link: <http://pantou.org/larnaka-international-airport>Website: [www.hermesairports.com](http://www.hermesairports.com)

## Section 1. General Information

## 1.1 Name, address and contact details

**Larnaka International Airport****Address:** P.O.Box 43027,  
Larnaka, 6650, Cyprus**Telephone:** 77778833 (Hermes Call Centre – for “Local Calls” only)  
+357 25123022 (Hermes Call Centre – only when calling from abroad)**Email:** [customer.services@hermesairports.com](mailto:customer.services@hermesairports.com)**Website:** <http://www.hermesairports.com>

## 1.2 General description of our services

Larnaka International Airport is the main airport of the Republic of Cyprus and it's operated by Hermes Airports Ltd. The new terminal has been in operation since 2009 and is currently servicing over 5 million passengers per annum. The terminal facilities are fully accessible, offering a wide array of services such as:

- Designated Points of Arrival / Calling Points,-fully accessible with audio message + visual, where disabled persons & persons with reduced mobility may announce their arrival at the airport.
- Designated Parking Stalls for disabled persons who are holders of a “Blue Parking Card”.
- Special Assistance Desk in the Check-in Area
- Fully Accessible Unisex Toilet Facilities around the terminal building
- Priority seating in various areas of the terminal

- Power Charging Stations for electric-powered wheelchairs
- Designated “Drop-off” Temporary parking spot on kerb in front of terminal on Departures level
- Designated “Drop-off” Temporary parking spot on kerb of terminal on Arrivals level
- Blind Path leading people with visual impairments from calling points until the Special Assistance Desk
- Immigration desks specially designed with lower height
- Ticket Sales Desks at lower height to accommodate wheelchair users
- Parking pay machine at lower height to accommodate wheelchair users

### 1.3 Who we cater for

- People with motor impairments
- People who use a wheelchair
- People of very large or small stature
- People who are deaf or have hearing impairments
- People without speech or with speech impairments
- People who are blind or have vision impairments
- People with learning difficulties, autism, other cognitive and developmental impairments
- People with allergy or asthma
- People with long-term health problems (e.g. respiratory and circulatory conditions or invisible disabilities)
- People who are frail, lacking in strength or stamina
- People who use any kind of technical assistive devices
- People with assistance dogs / guide dogs
- People requiring personal assistance (non-medical care/support)

### 1.4 Our access and customer service policies

- The airport is accessible by Public transportation (buses with designated place for wheelchairs) and by private taxi or car.
- As per EU1107/2006, all front line staff receive specialized training and refreshing trainings including practical Experiential training in how to cater for visitors with disabilities or other access requirements. Our “Disability & Equality Awareness” training module has been recognised by the European commission in 2014 as a “Good Practise in Europe” in Brussels.
- We have signed the ENAT Code of Good Conduct (ref. <http://www.accessibletourism.org/?i=enat.en.enat-code-of-good-conduct> )
- Customer Care: We offer an exceptional quality of Special Assistance Services, fully compliant with EU1107/2006 and ECAC Doc 30.
- Special Assistance Services are provided via an Automated Management System with Handhelds, which process Special Assistance Requests received via the Airlines.
- **Larnaka International Airport was “Highly Commended “at the ACI Best Airport Awards 2016 in the Category of “Most Accessible Airport in Europe” for “the positive travelling experience it gives to people with disabilities as well as for its great efforts to comply with accessibility standards”.**

## 1.5 Where to find our information

We provide information about our venue/service:

- on our Website
- as a downloadable document (e.g. WORD, PDF)
- by telephone
- by fax, upon request
- by email, upon request
- on CD-ROM/DVD, upon request

## 1.6 Booking/Reservations for Special Assistance at the airport

- Disabled persons & persons with reduced mobility needing “Special Assistance” at the airport, are required to notify their Airline/Tour Operator/Travel Agent at the time of booking of their ticket or at least 48 hours before the scheduled time of departure of their flight.
- Disabled persons & persons with reduced mobility are encouraged to know the right “IATA Special Assistance Code” which defines their personal needs when travelling by air. By using the right “Special Assistance Code” when reserving an Airline ticket with an Airline/Tour Operator/Travel Agent/Website, passengers ensure that the assistance received will be tailored to their personal needs.

Please find below the most common “IATA Special Assistance Codes”, which upon the “Special Assistance Request” of the passenger, should be entered by the airline in the passengers’ airline reservation.

**WCHR** — passenger can ascend/descend steps and make his/her own way to/from cabin seat, but requires wheelchair for distance to/from aircraft

**WCHS** — passenger cannot ascend/descend steps, but is able to make own way to/from cabin seat; requires wheelchair for distance to/from aircraft or mobile lounge and must be carried up/down steps.

**WCHC** — passenger completely confined to wheelchair; requires wheelchair to/from aircraft/mobile lounge and must be carried up/down steps and to/from cabin seat by trained personnel.

**BLND** — Blind passenger

**BDGR** — Blind passenger accompanied by eye-seeing-dog

**DEAF** — Passenger with hearing impairment

**DPNA** — Disabled passenger with intellectual or developmental disability needing assistance.

For passengers travelling with their own wheelchairs, the airline should again be informed accordingly, so that the relevant IATA codes can also be entered by the airline into the passengers' reservation:

**WCMP** — Wheelchair (Manual Power) to be transported by a passenger.

**WCBD** — Wheelchair (dry Cell Battery) to be transported by a passenger which may require advance notification, preparation or (dis) assembly.

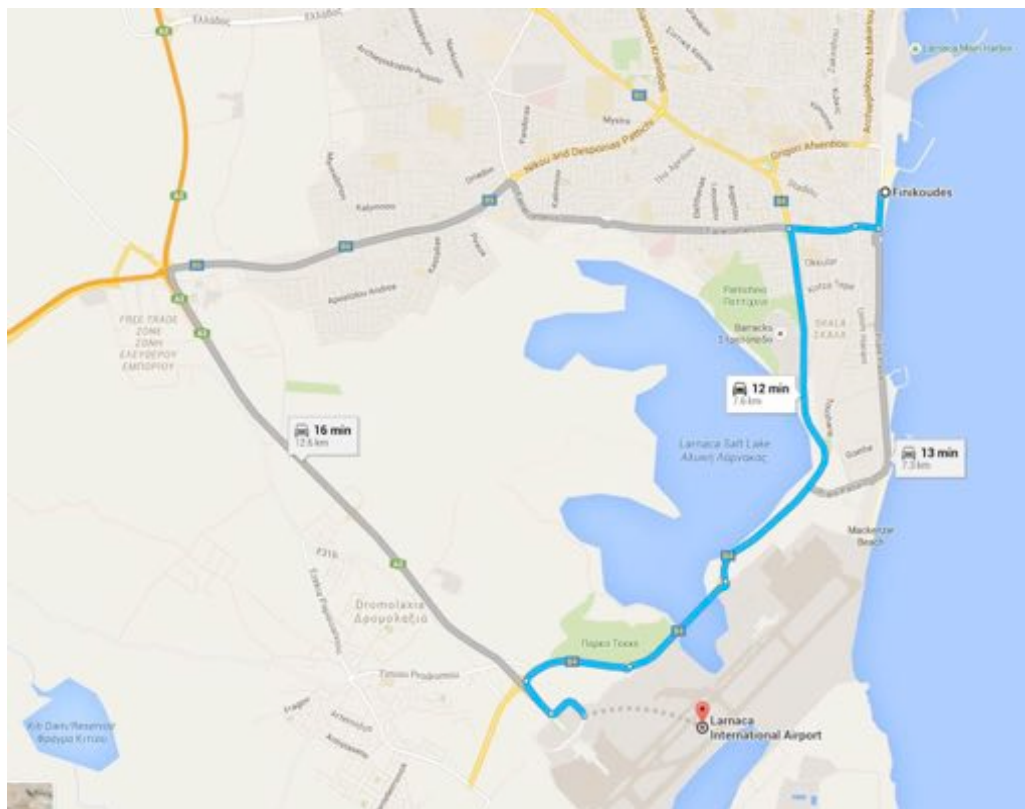
**WCBW** — Wheelchair (Wet Cell Battery) to be transported by a passenger which may require advance notification, preparation or (dis) assembly.

#### 1.7 Opening Hours / Days of Operation

The airport is open 24 hours daily every day without exception. The designated office for Special Assistance Services is open and manned 24 hours daily.

## Section 2. Visiting us

The Larnaka International Airport is at the outskirts of Larnaka, approximately 9 km from the city centre.



GPS coordinates:

Latitude: 34°52'16.82"N / Longitude: 33°36'28.51"E

<https://www.google.com/maps/dir/34.8813447,33.5895956/Larnaka+International+Airport,+Larnaca/@34.8817039,33.591686,15z/data=!3m1!4b1!4m10!4m9!1m1!4e!1m5!1m1!1s0x14e08328df81f339:0x54f774f3db260cf612m2!1d33.6203516!2d34.8723402!3e0>

### 2.1 How to reach us

Access to the premises of Larnaka International Airport is via a) highway A3 and b) the “Airport” roundabout connected with a flyover. Both roads lead to the airport grounds.

Public transport is available from the Larnaka bus station running every ½ hour from 05:55 to midnight daily, with buses accessible for wheelchair users.

You can reach us:

- by bus
- by taxi
- by car
- by our own transfer vehicle (mini-bus / van).

## PUBLIC TRANSPORT

City buses to/from the airport operate every 30', via the "Drop Off/Pick Up Lane" in front of the terminal. All buses from/to the airport and the city centre have ramps and passengers who have requested "Special Assistance" are escorted until the bus stop. When the bus arrives, passengers are assisted to board the bus by the bus driver.

The approximate distance from the Larnaka bus station is 9 kilometres.

Please find below the relevant link for the Bus schedule to/from the airport:

<http://www.cyprusbybus.com/routes.aspx?sid=9>



## TAXI SERVICE

A Taxi Rank is available on the Arrivals kerb. Disabled persons & persons with reduced mobility who have requested Special Assistance are escorted and assisted accordingly. Specialised Accessible Taxis are available on demand. Clear Airport Signage directs passengers from inside the terminal building until the Taxi Office.

Arriving Taxis carrying disabled persons & persons with reduced mobility may use the dedicated 'Drop-off' temporary parking in front of the Terminal building.



### Section 3. At the venue

#### DEPARTURES (LEVEL 2)

**A. Fully accessible pedestrian routes** are available between the Public Parking and the 2 Main Terminal Entrances.



**B. A Blind Path** is available to lead people with visual impairments from the “Designated Point of Arrival / Pick-Up Points” in front of the terminal building until the Special Assistance Desk in the Check-In Area.

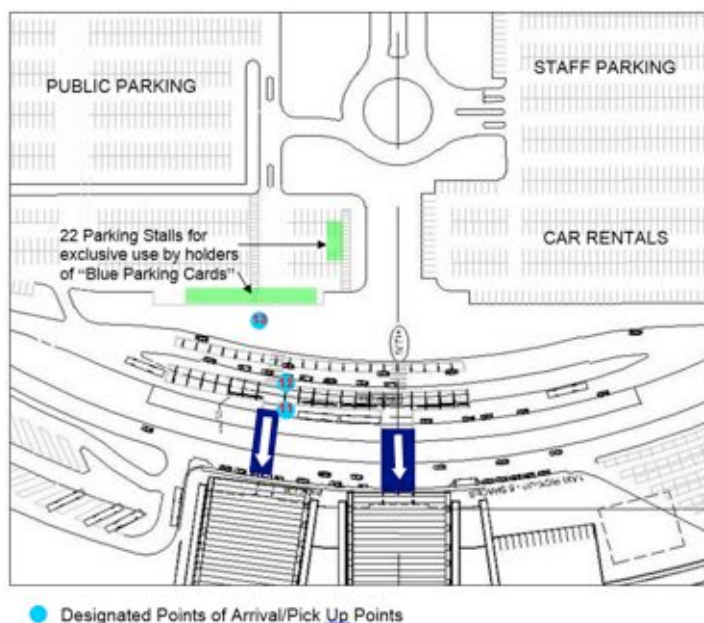
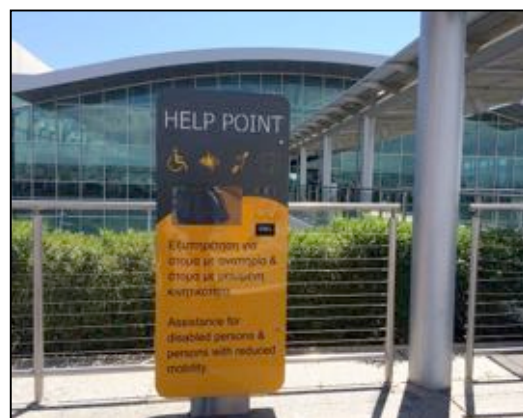


**C. There are 2 dedicated, clearly signed ‘Drop-off Only’ temporary parking spaces** in front of the terminal building, where vehicles carrying disabled persons & persons with reduced mobility may stop for a minute and offload them. These Drop-Off spaces are adjacent to the “Designated Points of Arrival / Pick-Up Points” for disabled persons & persons with reduced mobility.



**D. “Designated Points of Arrival / Pick-Up Points” for disabled persons & persons with reduced mobility**

The “Designated Points of Arrival / Pick-Up Points”, are ergonomically designed and equipped with telecommunication means with audio + video messages. These are the locations where disabled persons & persons with reduced mobility needing assistance are required to press the “Assistance Button” to announce their arrival at the airport to the “Special Assistance Desk” of the company providing ‘Special Assistance Services’.



The Special Assistance Service Provider will answer the call and immediately dispatch a member of staff with a wheelchair if required, to escort the person with reduced mobility to the “Assistance Desk” inside the terminal building for formalities to commence.

**3.1 Customer service and safety at the venue**

- Quality standards are set in cooperation with airport users and organizations representing people with disabilities. Spots Checks on the quality of our Special Assistance services are performed daily by Hermes Airports.
- The Quality Standards are published on our website [www.hermesairports.com](http://www.hermesairports.com)
- The Special Assistance Services provided at Larnaka International Airport exceed the minimum required under EU1107/2006, offering a pleasant travelling experience and safeguarding the “comfort”, “safety” and “dignity” of disabled persons & persons with reduced mobility travelling through our airport.

**Assistance/guide dogs**

- Assistance/guide dogs are allowed on our premises, as per EU Reg. 1107/2006

**Accessible Transfers**

- May be arranged upon request.



### Wheelchairs and other mobility equipment

- You can borrow a wheelchair for use within the terminal building, by leaving your ID at the “Special Assistance Desk” until the wheelchair is returned.
- In case a passenger’s mobility equipment is damaged or lost, special arrangements are in place with local companies that rent-out specialized mobility equipment and deliver it as required to the airport or at the passengers’ hotel.

### Evacuation procedures

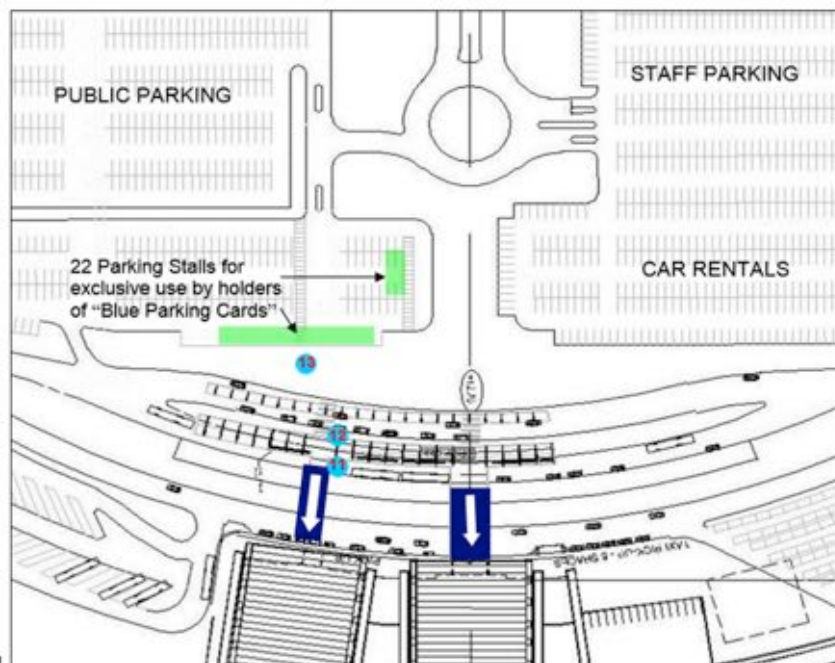
- Evacuation Procedures are in place in case of an emergency.
- Hermes Airports’ staff and staff of the Special Assistance Company at the airport are trained to assist people with disabilities in emergency evacuations.
- Evacuation routes are signposted.

### 3.2 Parking

- There are 22 designated parking spaces for people with disabilities who are holders of a ‘Blue parking card’
- The approximate distance from the designated parking spaces to the venue entrance is 50 metres
- The public parking is at 80 metres from our premises.
- The pavement surface from the Calling Devices at the dedicated parking area for Disabled passengers & Passengers with reduced mobility is made of tarmac and concrete paved slaps
- The route to the entrance is flat and fully accessible.

### PARKING FOR DISABLED PERSONS & PERSONS WITH REDUCED MOBILITY

These dedicated parking stalls have an extended width of 3.30m, allowing 2.20m for the actual car and 1.10m as a maneuvering area for a wheelchair. They are also clearly marked with blue paint and the “Disabilities Standard Wheelchair Sign” is installed on the road surface for easy recognition.



● Designated Help Points - Arrival/Pick-Up Points for PRM

### 3.3 Main entrance

- The main entrance has level access. (Level access means no step or threshold higher than 2 cm.)
- The main entrance doors are sliding and automatic.
- The clear width of the door opening, when fully open is 260 cm.
- The entrance is well lit.
- The entrance is covered /sheltered.



High Visibility Stickers have been installed on the glass sliding doors of all main entrances to the terminal building, with an aim of enhancing the safety of people with a visual impairment and other sensitive groups like elders and children.

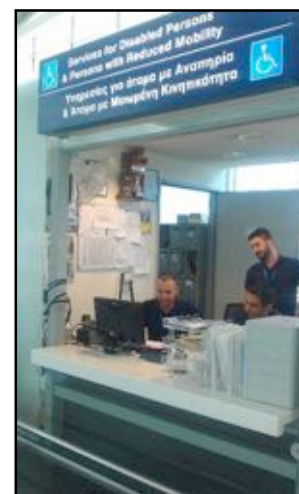


### 3.4 Reception area / lobby / customer service area

#### Special Assistance Desk

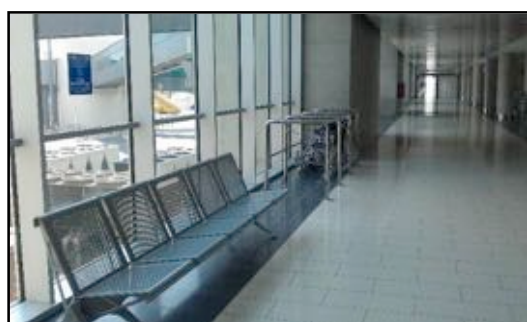
The Special Assistance Desk is situated at the 2<sup>nd</sup> Main Terminal Entrance of the terminal and is manned 24 hours daily.

Priority Seating is available for customers waiting to be assisted and the counter is fully accessible for wheelchair users at a height of 72cm.



#### Priority Seating

Priority seating is available in various areas of the terminal



Hermes Information Desk

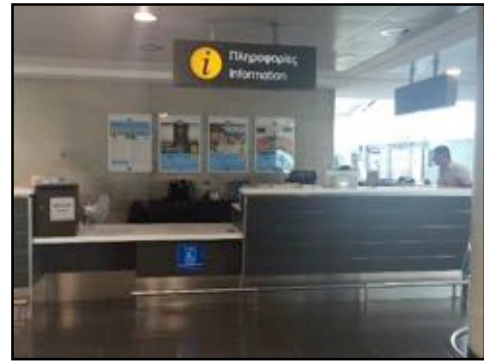
Lower counter at 74cm height is available.

Free Wi-Fi

Is available in the terminal building.

Airport Signage

Airport Signage is clear with large letters, contrasting background and pictograms as required.



3.5 Moving around the venue

Arriving or Departing disabled passengers & passengers with reduced mobility who are traveling and have “pre-booked” for Special Assistance, will be escorted by the Service Provider throughout their journey at the airport.



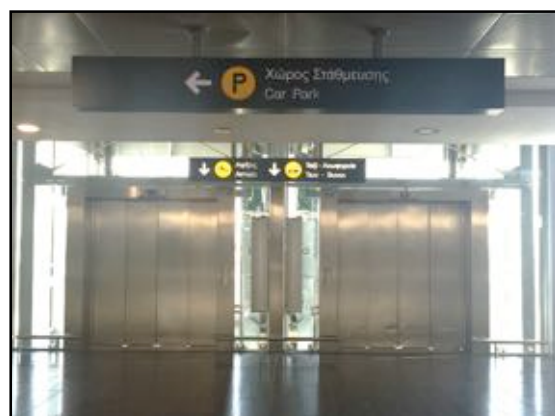
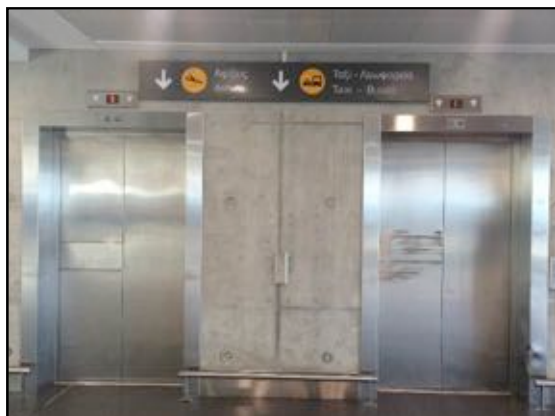
Disabled passengers & passengers with reduced mobility who do not require the services of the Special Assistance Team at the airport, are able to move around freely in a fully accessible environment.

Corridors and access routes

- The minimum width of corridors and access routes is 90 cm.
- The floors of the corridors/access routes are: tiled.

Lifts

- There are lifts between floors (The airport consists of 2 floors, 1 for arrivals & 1 for departures).
- The clear opening width of the lift door when fully open is 110 cm.
- The internal floor dimensions of the lift cabin are: width 110 cm. x 240 cm. depth.
- The lift control buttons are at a height of 85 cm. above floor level.
- The lift control buttons are raised/tactile.
- The lift control buttons are marked in Braille.
- The lift stops are announced verbally.
- The lift stops are announced visually.



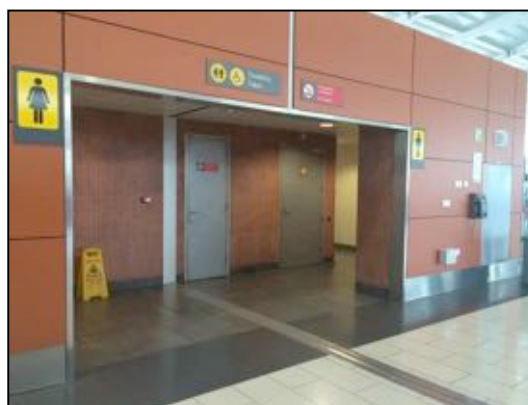
### Blind path

A Blind Path is in place to guide persons with a visual impairment from the 3 “Designated Points of Arrival/Pick-Up Points” for disabled persons & persons with reduced mobility until the “Assistance Desk” of the PRM Service Provider, which is located in the “Check-In” area on Departures Level 2.



### 3.6 Public use toilets

There are 38 fully accessible separate unisex toilets of International Standards, located at various locations of the terminal building, between the Male & Female Toilet facilities.



- There are public use toilets at our premises.
- There are public use toilet(s) for people with disabilities.
- The toilet door clear width when fully open is 90 cm.
- There are support handrails beside the toilet (on one side and in some toilets on both sides)
- The height of the toilet seat from the floor is 45 cm.
- The width of the floor space at the left side of the toilet is 45 cm.
- The width of the floor space at the right side of the toilet is 130 cm.
- The length of the floor space in front of the toilet is 130 cm.
- The height of the free space from the floor to the underside of the washbasin is 63 cm.
- The toilet floor is tiled.
- There is a safety alarm in the toilet.
- All the toilets are equipped with an emergency cord installed all around the walls, at a height of about 10 cm from the floor, so that an immobilised PRM who has suffered a fall may immediately notify for assistance.



- Baby Changing facilities are available.
- Breast feeding facilities are also available inside the Baby changing rooms, comprising of a folding stool and a socket for Breast Pumps.



### 3.7 Café / dining / bar / refreshments facilities

All the Food & Beverage facilities at the airport terminal are fully accessible. There is one seated service restaurant/café at the Check-in area and 7 café/bistro/bars at the Departures hall.

#### 3.7.1 Diner Onair Café / Restaurant

The Diner Onair Café / Restaurant is located in the Check-In Area of the terminal on Departures Level2. It offers a view of parked aircrafts and has a wide selection of menus for Breakfast, Lunch, Dinner, or Coffee.

- There is level access to the room.
- The clear entrance width is 260 cm.
- Waiter service available.
- The minimum width of passage between tables and chairs is 160 cm.
- There is a lower counter area or table for guests using a wheelchair and children at a height of 75 cm.
- We can provide high chairs for babies and small children.
- Menus describe the ingredients of meals
- Menus are available in 3 languages: Greek, English, Russian
- Meals for people who require special diets are provided upon request.
- Vegetarian, Vegan meals are available.

#### 3.7.2 Atrium Café/Bistro

Atrium Café/Bistro is the most popular Food & Beverage outlet in the Departures hall, located in an open space area before the Departure Gates.

- There is level access to the room.
- The clear entrance width is 200 cm.
- Waiter service available.
- The minimum width of passage between tables and chairs is 150 cm.
- There is a lower counter area or table for guests using a wheelchair and children at a height of 75 cm.
- High chairs are provided for babies and small children.
- Menus describe the ingredients of meals.
- Menus are available in 3 languages: Greek, English and Russian.
- Menus include meals for people who require special diets.
- Vegetarian, Vegan meals are available.

### 3.7.3 Food Village

The Food Village is located just before the Departures Gates, offering a wide array of outlets with varied cuisines including Pasta, Pizza, Asian Mediterranean, Salad Bar etc.

The area is open plan and fully accessible.



## 3.8 Indoor facilities

### 3.8.1 Retail Shopping Areas

A large selection of Retail shops is available in an “open plan” fully accessible area, offering a wide selection of items including fashion, watches, jewellery, cosmetics, perfumes, spirits etc.

- There is level access to the facility.
- Displays are at a height of 65 cm. to 180 cm.
- Staff are fully trained to provide assistance to disabled persons & persons with reduced mobility.

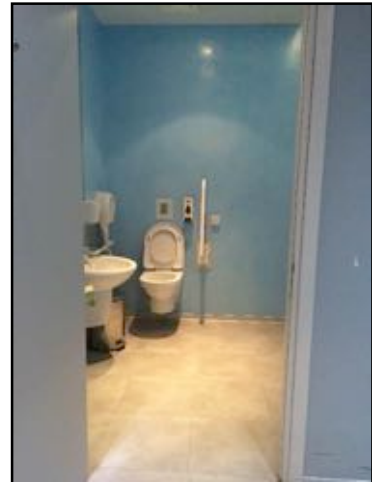
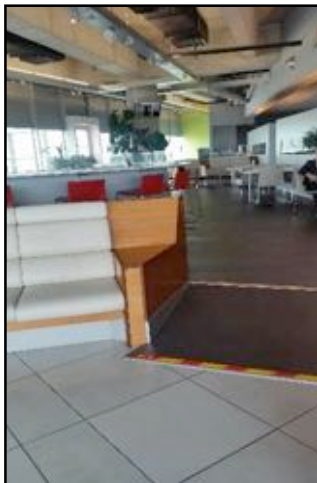


## 3.9 Executive Lounges

There are 2 Executive lounges available above the Departures hall, accessible by lift.

Swissport Executive Lounge

- The main lounge serving most airlines that operate from Larnaka International Airport.
- Fully accessible with the provision of ramps for level changes.
- Unisex Toilets for PRM.
- Terrace where smoking is permitted, accessible to PRM via a ramp specially designed for this purpose.



Aegean Airlines Business Lounge

- Accessible
- Unisex Toilet for disabled persons.



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