



**visits4u Case Studies:
Airport Accessibility
Krakov, Poland**

Title: Krakov- airport facilities for accessible tourism Krakov, Poland

Description

Kraków Airport as a facility is used by both military and civil aviation, with John Paul II Kraków-Balice International Airport Ltd. managing the civil part of the airport. The airport covers a total area of 310 hectares, approximately 27,5 hectares of which is managed by John Paul II Kraków-Balice International Airport Ltd. Development, modernisation and utilisation of Kraków International Airport and all activity related to managing passenger and cargo air traffic, including the international border checkpoint at the airport, in order to promote Krakow and the region, facilitate tourist traffic and, in more general terms. Services within and outside the airport which include lease of commercial space and advertising spaces etc. Through the airport passes millions of passengers to Europe and other destinations as well as a number of domestic flights. The airport promote its facilities for disabled people in his official web site and by official partners-like travel agencies etc.

Becoming inclusive:

1. Description

According airport rules a disabled person or a person with reduced mobility should submit a notification of the need for assistance to a carrier or tour organiser when booking a plane ticket at least 48 hours before the published departure time for the flight. A notification can also be submitted via a form that is available on the Kraków Airport website. The minimum quality standards for ground handling of disabled persons and persons with reduced mobility are the following:

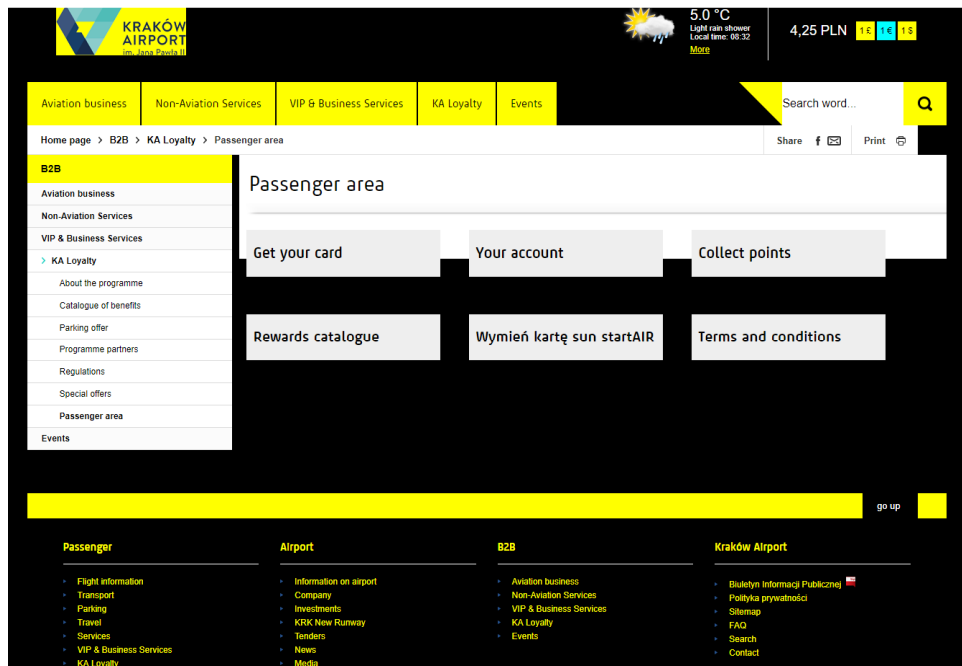
Departing passengers who booked assistance in advance, upon arriving at the airport and notifying the appropriate services, have a significant advantage in terms of waiting and boarding time in the airplane.

The information regarding services and solutions available to passengers who require assistance at Kraków Airport can be obtained directly at the airport, airport information points, information materials available in the

passenger terminal, on the airport website or by calling the telephone number.

All the necessary information regarding the rights of disabled persons and persons with reduced mobility is available on the Civil Aviation Authority website. The remaining personnel of Krakow Airport Managing Entity and Krakow Airport Users, who have indirect contact with the services for disabled persons and persons with reduced mobility, are trained by means of providing written instructions on equal treatment of disabled persons and disability awareness, developed by Krakow Airport Managing Entity.

2. Description of steps taken, changes and progress



The screenshot shows the 'Passenger area' of the Krakow Airport website. The page has a dark theme with yellow accents. At the top, there is a navigation bar with categories: Aviation business, Non-Aviation Services, VIP & Business Services, KA Loyalty, and Events. A search bar is located on the right. Below the navigation bar, a breadcrumb trail reads 'Home page > B2B > KA Loyalty > Passenger area'. A left sidebar contains a 'B2B' menu with options like 'Aviation business', 'Non-Aviation Services', 'VIP & Business Services', 'KA Loyalty', 'About the programme', 'Catalogue of benefits', 'Parking offer', 'Programme partners', 'Regulations', 'Special offers', 'Passenger area', and 'Events'. The main content area, titled 'Passenger area', features six buttons: 'Get your card', 'Your account', 'Collect points', 'Rewards catalogue', 'Wymień kartę sun startAIR', and 'Terms and conditions'. A 'go up' button is at the bottom right. The footer is divided into four columns: 'Passenger' (Flight information, Transport, Parking, Travel, Services, VIP & Business Services, KA Loyalty), 'Airport' (Information on airport, Company, Investments, KRK New Runway, Tenders, News, Media), 'B2B' (Aviation business, Non-Aviation Services, VIP & Business Services, KA Loyalty, Events), and 'Kraków Airport' (Biuletyn Informacji Publicznej, Polityka prywatności, Sitemap, FAQ, Search, Contact).

Official site version for persons with visual impairments

Assistance for Disabled Persons - Application form

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Please note fields marked_with (*) are required.

Passenger data

* Name * Surname
* Email * Phone

Flight information

* Flight number * Exhaust port / destination
* Date * Hour

Additional Informatio

* Are you traveling with a companion? yes no

* Are you traveling with a guide dog? yes no

* Do you have own wheelchair? yes no

WCHR - I can come up / down the stairs but I'm having trouble with moving over long distances. I need a wheelchair

WCHS - I can not come up / down the stairs but I was able to move short distances (for example in the cabin of the plane). I need a wheelchair

WCHC - I can not come up / down the stairs. I need help in moving to / from the aircraft and the aircraft and to sit at a designated place on the plane

BLND - I am blind / visually impaired in need of assistance

DEAF - I am deaf / hard of hearing. I need of assistance

DPNA - I am a person in need of assistance (for example those requiring assistance with Asperger syndrome, Alzheimer's, and other disabled Down's and efficiencies listed above)

Application form -assistance for disabled persons

Upon arriving at the airport, a disabled person or a person with reduced mobility should communicate his or her arrival:

- a) by using one of the help points located in the following places:
- Kraków Airport train station (on the platform and by the entrance leading to a footbridge that connects the station with the terminal);
 - Multi-level parking lot (by the spots dedicated to disabled persons);
 - Internal Transport System (by the spots dedicated to disabled persons and in front of the building);
 - Passenger terminal building (landside, departure and arrival areas).
- b) in person, at the check-in desk dedicated to disabled persons and persons with reduced mobility that is located in the passenger terminal building, level 0

- c) in person, in every airport information point, level 0
 - d) in person, at the check-in desk assigned to the passenger's flight
 - e) by calling the assistance service dedicated to disabled persons and persons with reduced mobility. The telephone number is available on the Kraków Airport website,
at www.krakowairport.pl, tab: Passenger - Travel - Special needs
 - f) upon landing - to the personnel by the aircraft exit or by using one of the help points located in the arrival zone
 - g) security check of a disabled passenger or a passenger with reduced mobility shall be performed in a manner which takes into account the degree and type of disability, while respecting human dignity
 - h) mobility equipment used by a disabled person or a person with reduced mobility shall be checked in accordance with the applicable regulations on performing security checks in civil aviation
 - i) wheelchairs with batteries should be transported in accordance with the applicable DGR regulations (IATA Dangerous Goods Regulations) on the transport of hazardous materials in air transportation
- * The information about the arrival of a passenger who requires assistance is transferred to a qualified employee that provides assistance services.
- * Upon receiving a notification the dedicated personnel should reach the passenger within the time limits set out in the quality standards included in 2.2.
- *A disabled person or a person with reduced mobility who arrives at Kraków Airport by other means of transportation can use a vast array of dedicated facilities:
- a) dedicated long-term parking spaces located at the multi-level parking lot. The spaces can be found at level 0 and are situated by the exits. The spaces have horizontal marking and parking lot occupancy signalling system in blue.
 - b) dedicated short-term parking spaces (used for getting in or out of a vehicle) situated close to the passenger terminal entrances. The spaces have both vertical and horizontal marking.
 - c) a train station that is fully adapted to the needs of disabled persons and a footbridge that connects the station with the terminal. The assistance while boarding or exiting a train is provided by the conductor team. The rolling stock is fully adapted to the needs of disabled persons and persons with reduced mobility.
 - d) stops for public and long-distance buses located in the immediate vicinity of the terminal entrances. The assistance while boarding or exiting

a bus is provided by the driver. The public buses are fully adapted to the needs of disabled persons and persons with reduced mobility.

e) a taxi rank that is located in the immediate vicinity of the terminal entrances. The taxi companies that work with Kraków Airport offer vehicles that are adapted to the needs of disabled persons and persons with reduced mobility.

* The Kraków Airport's passenger terminal features facilities adapted to the needs of disabled persons and persons with reduced mobility. The following infrastructure

is used as part of the Blue Path

a) all the access paths to the terminal are adapted to the needs of disabled persons and persons with reduced mobility. The pedestrian crossings feature a distinctive surface pattern that alerts a person that he or she should stop.

b) the airport information points feature special spaces for disabled persons in wheelchairs and computers that facilitate communication with the hard of hearing or the hearing impaired

c) help points equipped with inductive loops

d) all the lifts in the terminal building, multi-level parking lot and train station are dedicated to disabled persons. They are appropriately marked and have information in Braille alphabet as well as acoustic signals that indicate the current floor.

e) a dedicated terminal space where every disabled passenger or passenger with reduced mobility can receive the required assistance and information about the services provided when travelling by air

f) a dedicated security check point that is located behind the boarding card check. Disabled persons and persons with reduced mobility are subject to the same security checks as other passengers.

g) toilets adapted to the needs of disabled persons in all areas of the terminal

h) dedicated seats in every area of the terminal

* At Kraków Airport, there is a hotel facility that is adapted to the needs of disabled persons. The hotel offers rooms that are fully adapted to the needs of disabled persons and persons with reduced mobility

* On Kraków Airport premises it is allowed to have a guide dog assisting a disabled person who is visually impaired or blind, deaf or hearing impaired, or physically handicapped.

* The current map of the terminal and its surroundings together with facilities for disabled persons and persons with reduced mobility can be downloaded from the Kraków Airport website.

Training for personnel is mandatory for every new employee, who also has the right to participate in future editions of the training if he or she raises the need to refresh their knowledge

- Training, in the form of theoretical and practical classes, is taught by qualified instructors in the field of providing services to disabled persons.
- Trainees who have successfully completed the training will receive certificates from the organizer of the training. Certificates should be kept on the employee's personal file as evidence of completing the training.
- Subcontractor's personnel acting under a contract from Krakow Airport Managing Entity, who directly performs the service of providing assistance to disabled persons and persons with reduced mobility are to be trained in their own capacity

The personnel of Krakow Airport Users involved in providing direct services to disabled persons and persons with reduced mobility should undergo training in the area of equal treatment, disability awareness and the rights of disabled persons, on the following terms:

- a) The obligation to provide training to the personnel referred to last Paragraph rests on the User of Krakow Airport, and the training must be organized no less than once a year.
- b) Kraków Airport Managing Entity shall provide Krakow Airport User's managers with written instructions on equal treatment of disabled persons and disability awareness, in order for these to be used in the training of User's personnel
- c) Krakow Airport Managing Entity shall allow Krakow Airport Users' employees to participate in the trainings.

The remaining personnel of Krakow Airport Managing Entity and Krakow Airport Users, who have indirect contact with the services for disabled persons and persons with reduced mobility, are trained by means of providing written instructions on equal treatment of disabled persons and disability awareness, developed by Krakow Airport Managing Entity.

3. Main stakeholders / actors

John Paul II Kraków-Balice International Airport Ltd.- main actor for all activities concerning airport development. John Paul II Kraków-Balice International Airport Ltd. is the sole shareholder of the following companies:

MPL Services Ltd.,

Kraków Airport Hotel Ltd.

MPL Services Ltd. - a subsidiary of John Paul II Krakow-Balice International Airport Ltd. MPL Services Ltd. provides food and beverage, commercial and cleaning services at the terminal buildings, operates car parks and the viewing terrace, and - since 2012 - it also handles airport fees as well as passenger and luggage transport services under the name of Krakow Airport Taxi

Krakow Airport Hotel Ltd. - an SPV company established to carry out the construction of a hotel in the airport area and manage the hotel once it is built.

Results and Impact

After all of the implemented changes, the airport is one of the most suitable for accessible tourism in Europe and one of its biggest advantages is the site version, which is also available in Version for visually impaired persons. The above standards have been implemented by the Kraków Airport Operator with the participation of all airport users, organisations and disabled persons which shows the high results of the co-operation between different institutions. The results are in brief the following:

- For women in advanced pregnancy and families traveling with children up to 3 years - Kraków Airport created an additional security check point called Special Service Line. This allows you to shorten the waiting time for security checks and thus increase the comfort of passengers requiring special care. This improvement adds additional benefits to the airport.
- Travelling with child section gives information about Special services for families with children in Kraków Airport like play areas, baby care facilities, vending machine with baby products, baby changing facilities in ladies and gents toilets, Kraków Airport pushchairs, Special Service Line - additional security check point dedicated to families with children and pregnant women. This increased the profit for whole airport area, because supplement services generate more income.
- Disabled persons have the right to special assistance in the airport area and during their journey. The airport and airlines are obliged to give free aid to disabled persons, and to provide them with proper

facilities. Services for disabled persons on behalf of Krakow Airport are handled by our handling agent, Welcome Airport Services Sp. z o.o.. This service improves the brand and the positive image of the Airport.

- There is also a special “blue path” at the airport, which is a system of signs and special help points which makes it easier for disabled persons to travel through the airport and to reach terminal facilities.
- Facilities for persons with disabilities

Help points

A disabled person can use a help point to automatically summon special assistance staff. These points are clearly marked and located inside the terminal and on the way to it and can be accessed by people with disabilities.

Special assistance for disabled persons

There is a help point for disabled persons in each terminal. A disabled person arriving at the airport can report his/her arrival at these points, marked with appropriate pictograms and fitted with summoning devices. A disabled passenger who has reported their arrival receives assistance from a staff member who will help go through all airport procedures.

Emergency first aid calling

Specialized devices for calling first aid in emergency are located in all airport buildings and can be used 24 hours. A passenger can summon an on-duty emergency team to a given location at the airport by pressing a respective first aid button. The devices are marked in red.

Visual airport information system

Information about flights and other announcements appear in a visual form on monitors located in all zones of the terminal.

Reserved waiting areas

There are waiting areas at the airport reserved exclusively for the use of passengers with disabilities, with special-design benches for disabled persons.

Toilets for disabled people

Kraków Airport has special toilets adjusted to the needs of disabled persons.

Phones

Phones that can be used by people with disabilities are located in generally accessible zones of the terminal.

Elevators

All elevators at the airport are friendly to disabled persons, featuring visual information and offering comfortable use to passengers on wheelchairs.

Lessons learnt

- Accessible airport is very important for tourism business
- Accessible hotel on the airport is advantage
- Supplement services on the airport make it preferred for visitors
- Supplement services on the airport generate more income
- Version for visually impaired is highly desirable

Further information

John Paul II Kraków-Balice International Airport Ltd

<http://www.krakowairport.pl>

MPL Services Ltd.

www.mplsolutions.pl



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