

## Q&A Avram Iancu International Airport - Cluj

1. Are disabled parking spaces available and are they located in the close proximity of the airport entryways?

There are parking spaces available for persons with disabilities, located in the proximity of the terminals entryways.

2. Is the access of assistance dogs accompanying visually impaired persons allowed and what facilities are in place for them – rest and feeding areas?

The access of assistance dogs is allowed; unfortunately, there are no facilities in place for them currently.

3. Are any ground transportation services provided by the airport to persons with disabilities?

The airport has committed dedicated personnel and equipment for the boarding/unboarding procedures and for the transport of persons with disabilities from/to the aircraft.

4. Is a wheelchair rental service in place and what is the procedure?

Currently there are no wheelchairs available for rent; however, passenger transportation to/from the aircraft to the terminal is ensured by appropriately trained personnel, with the airport's wheelchairs.

5. Is there an accessible medical care unit and if so, where is it located?

The airport operates a medical care unit with qualified health professionals in the departures terminal, optimizing response times in situations which require medical attention (positioned approximately midway between the ends of the arrivals and departures terminals);

6. Is a dedicated (and accessible) information desk available and if so, where is it located?

The Information Desk is roughly placed in the centre of the Departures Terminal;

7. Are there accessible washrooms and where are they located?

There are dedicated disabled washrooms in the public area of the arrivals and departures terminals, as well as in the restricted area (passenger regrouping area), positioned next to the standard washrooms, at the end of the terminals.

8. Are the check-in and security screening desks accessible?

The check-in and security screening desks are accessible to persons with disabilities, who are transported by airport escorts.