

Q&A Henri Coanda International Airport - Bucharest

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

Yes, disabled parking spaces are available both in front of the departures terminal and in the arrivals hall area. They are located in the first row of the public parking and are equipped with access ramps to the terminal for persons with disabilities.

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

As regards the on-board access of assistance dogs, the passenger should contact the Airline (it depends on each Airline's policy). As regards a place specially designated for animal rest/feeding such facilities are available in the office of the Assistance Service for Passengers with Reduced Mobility.

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

The Henri Coanda International Airport, Bucharest, runs a free-of-charge 24/7 Assistance Service for Passengers with Reduced Mobility, from the non-restricted Terminal area to the aircraft. After landing, passengers are taken directly from the aircraft and escorted to their ride in the public area.

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

If reference is made to the airport assistance procedure:

- Any passenger who needs assistance from the Henri Coanda International Airport should inform the Tourism Agency or the Airline about his/her special needs at the time of purchasing the plane ticket. The airline should notify the Assistance Service for Passengers with Reduced Mobility at least 48h ahead of take-off. If the passenger seeks assistance directly at the airport and does not have a 48h reservation, assistance will be provided nonetheless. However, the processing time will be longer, depending on staff members' availability, since passengers with reservations are given priority.
- If the question refers to the rental of a wheelchair, this is possible only if a disabled passenger travels in his/her own wheelchair which is damaged or lost during travelling. The Assistance Service for Passengers with Reduced Mobility will make available a new wheelchair (based on a delivery report), until the passenger returns to the airport.

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

The Henri Coanda International Airport, Bucharest, operates a 24/7 Medical Assistance Service, located in the connecting wing between the International Departures and Arrivals terminals.

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

There are information desks both in the International Departures and in the International Arrivals terminals, in the non-restricted area.

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

Wheelchair accessible washrooms are in equal number with standard washrooms, located along the entire passenger flow, from the airport entrance to the aircraft.

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

The persons with special needs travelling from the Henri Coanda International Airport, Bucharest follow a separate check-in and security screening flow.