

**59<sup>th</sup> CONFERENCE OF  
DIRECTORS GENERAL OF CIVIL AVIATION  
ASIA AND PACIFIC REGIONS**

*Cebu, Philippines  
14 to 18 October 2024*

AGENDA ITEM 5                      AVIATION SECURITY AND  
FACILITATION

**RIGHTS OF PERSONS WITH DISABILITIES TO ACCESS  
AIR TRANSPORT IN THAILAND**

(Presented by Thailand)

**INFORMATION PAPER**

**SUMMARY**

To facilitate air transport access for individuals with disabilities and promote travel equality, the Civil Aviation Authority of Thailand (CAAT) will: formulate regulations in line with Annex 9 – Facilitation to the Chicago Convention; encourage all stakeholders to acknowledge and uphold the requirements of Annex 9 and The Manual on Access to Air Transport by Persons with Disabilities Doc 9984.

## **RIGHT OF PERSONS WITH DISABILITIES TO ACCESS AIR TRANSPORT IN THAILAND**

### **1. INTRODUCTION**

1.1 Thailand has put in place rules and regulations to ensure the safety of air transportation for persons with disabilities. However, additional regulations concerning facilitation still need to be established. CAAT should work on developing rules and regulations related to facilitation in line with Annex 9.

### **2. DISCUSSION**

2.1 Efforts are being made to advance the implementation of Annex 9 to the Chicago Convention, which pertains to the rights of persons with disabilities to access air transport in Thailand.

2.2 CAAT promotes awareness and understanding of the regulations outlined in annex 9 and document 9984, which highlight the rights of individuals with disabilities to access air transport. Furthermore, CAAT is engaging in dialogues with organizations representing people with disabilities and operators in the aviation industry to address pertinent issues and build stronger connections with the public, particularly individuals with disabilities.

2.3 In November 2022, CAAT established a working group with representatives from relevant stakeholders to develop regulations on the standards of facilities and services for persons with disabilities traveling by air. These regulations aim to incorporate Annex 9 to the Chicago Convention and ICAO Doc 9984 into Thai law, setting minimum standards for air transport facilities and services for persons with disabilities. A public hearing for the regulations was held in August 2024.

2.4 The regulation on the standards of facilities and services for persons with disabilities traveling by air aim to ensure:

- a) Availability of information and assistance with reservations, including advance notice, requirement in case of traveling with an assistant if needed
- b) Pre-journey operations that prohibit refusal of carriage except for safety and security reasons
- c) Onboard services and assistance upon arrival, including support for boarding and disembarking, carrying mobility aids and assistive devices, seat allocation, and providing temporary replacements in case of lost, damaged, unduly delayed, or destroyed mobility aids.

2.5 CAAT is working towards enforcing the regulation in November 2024 to advance the implementation of Annex 9 to the Chicago Convention. This aims to ensure the rights of persons with disabilities to access air transport in Thailand. The focus is on not just establishing the regulation, but also raising awareness about the rights of all passengers among stakeholders and in society.

2.6 In light of CAAT's stated commitment, we can look forward to the following positive outcomes:

- a) Integration of safety regulations with facilitation regulations
- b) Removal of barriers to air transport access for individuals with disabilities
- c) Enhanced understanding that will help mitigate conflicts between operators and passengers with disabilities

**3. ACTIONS BY THE CONFERENCE**

- 3.1 The Conference is invited to note the information contained in this Paper.

— END —