



FACILITATION PANEL (FALP)

FOURTEENTH MEETING

Montréal, 20 to 24 April 2026

Agenda Item 6 : Other Facilitation matters

RIGHTS OF PERSONS WITH DISABILITIES TO ACCESS AIR TRANSPORT IN THAILAND

(Presented by Thailand)

1. INTRODUCTION

1.1 During the ICAO Facilitation Conference 2025 (FALC 2025), held from 14 to 17 April 2025, ICAO encouraged Member States to promote and raise awareness of the Doha Declaration with particular consideration given to its seven pillars.

1.2 Thailand has taken the actions in alignment with the pillars regarding Facilitating the Passenger Journey and Protecting Rights Prioritize in term of support for accessibility of air transport services to persons with disabilities.

1.3 Throughout the period 2021–2025, Thailand had been enhancing awareness and understanding regarding the rights of person with disabilities to access air transport among persons with disabilities and other concerned entities. To make it more concrete, in 2025 Thailand established the regulation on standards for facilities and services to be provided by operators for persons with special needs in line with Annex 9 — *Facilitation* to the Chicago Convention.

2. DISCUSSION

2.1 The regulation on standards for facilities and services to be provided by operators for persons with special needs was established on 14th February 2025 and has come into full effect on 28th August 2025.

2.2 In regulatory making processes, the working group consisted of representatives from relevant stakeholders was founded to develop the regulations. Furthermore, to ensure the participation of persons with disabilities in the rule making process, the public hearing was held, including engaging with representative body for person with disabilities to hear their views.

2.3 The scope of enforcement of the regulations are as follows:

(a) The regulation is applicable to person with special needs which means person who has a limitation to access air transport due to visual, hearing, mobility, communication, mental, emotional, behavioural, intellectual, learning, age, illness or any other cause of disability. In brief, this regulation applies to the elderly, persons with disabilities, and those with illnesses who has a limitation to access air transport.

(b) The regulation allocates responsibilities to provide facilities and services for person with special needs to airport and aircraft operators but does not extend to travel agent.

(c) In term of aircraft operators, the regulation applies to Thai aircraft only but not apply to foreign aircraft due to readiness for law enforcement. However, Thailand plans to enforce upon foreign aircraft in the future.

2.4 Compliance challenges:

(a) Integration of safety regulations with facilitation regulations. Persons with disabilities may restrict to access air travel due to safety reasons, nevertheless the aim of the regulation is promoting air transport access by such person.

(b) Lack of understanding between operator and person with disabilities, especially issues pertaining to travel condition related to safety.

(c) Interaction between passengers with disabilities and personnel provided services is sensitive issue and difficult to handle.

(d) In case of a reservation service provided by travel agent, the passengers often encounter these problems:

a) persons with disabilities receive information related to travel conditions inappropriately or insufficiently.

b) information regarding disability-related needs provided to a travel agent is not communicated to the departments, teams or organizations that will deliver the relevant assistance.

(e) Due to airports operator's responsibility concerning providing boarding and disembarking equipment, and such services shall be available for both international and domestic flights, airport operator encounter obstacle to implement such service as mentioned below:

a) Thailand has 36 public airports currently in operation, so it is diverse kind of available equipment applied by each airport depend on its size, number of flights, amount of passengers and financial resources. The diversity of equipment cause difficulty of boarding and disembarking assistant. For instance, boarding and disembarking equipment cannot apply to some types of aircraft etc. Additional some airports couldn't provide boarding and disembarking equipment due to its physical, such as a small airport which only small aircraft can be land and it's impossible to apply high-lift or boarding ramp to small aircrafts so the only way to assist person with special need to board or disembark is hand-carrying.

- b) In case that person with special needs requests the boarding and disembarking assistance without advance notice may cause unreadiness or delay of the service. In this case, it's difficult to make communication between airline and airport provided boarding and disembarking equipment in a timely manner, especially providing equipment for international flights.

2.5 Action

(a) The Civil Aviation Authority of Thailand (CAAT) promotes awareness and understanding of the regulations outlined in Annex 9 and Doc 9984, *Manual on Access to Air Transport by Persons with Disabilities* which highlight the rights of persons 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 person with disabilities.

(b) Airport and aircraft operators have been allocated responsibility regarding to publishment of information relating to air travel by persons with disabilities.

(c) With the goal of decreasing the volume of complaints, CAAT consults with the organization that is responsible for disability person welfare and other concerned entities on matters related to the compliance challenges mentioned above in order to find the appropriate way to improve air transport services for persons with disabilities. Regarding the consultant, CAAT encourages these entities to promote understanding of air travel services for persons with disabilities as well as emphasizes the importance of advance notice prior travel condition which is important for operators to prepare services for persons with disabilities.

2.6 The Facilitation Panel is invited to note the information contained in this information paper.

— END —