

RESOLUTION No. 280 OF JULY 11, 2013.

This Resolution establishes procedures related to air transport accessibility for passengers requiring special assistance and gives other provisions.

(Compiled text)

THE BOARD OF DIRECTORS OF THE NATIONAL CIVIL AVIATION AGENCY - ANAC, in the exercise of the competency granted by article 8, items IV and X, and article 11 of Law No. 11,182 of September 27, 2005, in view of the provisions of Laws No.10,084 of November 8, 2000, No. 10,098 of December 19, 2000, and Decrees No. 5,296 of December 2, 2004, and No. 6,949 of August 25, 2009 and considering process No. 60800.174362/2011-11 which was resolved and approved during the Deliberative Meeting held on July 11, 2013,

DECIDES TO:

Article 1. Under the terms of this Resolution, establish procedures related to public air transport accessibility for passengers requiring special assistance (PNAE).

Article 2. This Resolution is applicable to passengers, airport operators, air operators and their representatives, involved in domestic or international public air transport of passengers, scheduled or non-scheduled services, except air taxi.

§ 1 This Resolution is not applicable to boarding and disembarkation procedures carried out in locations outside the national territory and to procedures prior to the trip and during one-stage flights departing from locations outside the national territory.

§ 2 This Resolution shall not waive applicable national or international legislation regarding security, safety, or air transport facilitation.

§ 3 Annex II of this Resolution is applicable to aircraft registered in Brazil only.

**CHAPTER I
GENERAL PROVISIONS**

Article 3. For the purposes of this Resolution, PNAE means people with disabilities, people aged 60 or over, pregnant women, breastfeeding mothers, people carrying infants, people with reduced mobility or people who have limited autonomy as passengers due to specific conditions.

Article 4. Codes contained in Annex I of this Resolution shall be used for communications between airport operators, air operators, and their representatives.

Article 5. Airport operators, air operators, and their representatives shall adopt the necessary measures to guarantee the bodily and moral integrity of passengers requiring special assistance.

Article 6. In all stages of the trip and during the air transport contract term, passengers requiring special assistance are entitled to the same services provided to the public in general, but under priority conditions, including precedence in relation to frequent fliers. Special care needs shall be observed, including access to information and instructions, airport facilities, aircraft, and vehicles available to other passengers.

§ 1 Based on normative documents issued by ANAC, on general operations manuals or on-air operators' operational specifications, there may be service restrictions when it is not possible to preserve the health and to ensure the safety of passengers requiring special assistance or other passengers.

§ 2 Air operators shall disclose general information regarding conditions and restrictions to the transport of passengers requiring special assistance and technical aids and medical equipment.

Article 7. Passengers requiring special assistance may reject special assistance, subject to the provisions of § 2 of article 2.

Article 8. The provision of special assistance referred to in this Resolution shall not entail charges to passengers requiring special assistance.

§ 1 Assistance mentioned in items I and II of article 10 is excluded from the conditions established by the head of this article.

§ 2 Conditions stipulated by the head of this article do not prevent charging for:

I - additional seats which cannot be used by other passengers due to the need for accommodation of passengers requiring special assistance, technical aids, or medical equipment; and

II - the transport of excess baggage, subject to the provisions of article 23.

§ 3 When charging for the services mentioned in the previous § 2, the air operator shall:

I - for each additional seat, charge a maximum of 20% of the fare paid by the passenger requiring special assistance; and

II - offer a discount of at least 80% in the value charged for excess baggage, exclusively for the transport of indispensable technical aids or medical equipment used by the passenger requiring special assistance.

CHAPTER II PRE-FLIGHT PROCEDURES

Article 9. At the time the air transport service is being commercialized and regardless of the channel used for purchasing air tickets, the air operator shall ask passengers requiring special assistance if they need traveling companions, technical aids, communication aids and other types of assistance.

§ 1 Passengers requiring special assistance shall inform the air operator about the special assistance needed:

I - at the time of contracting the air transport service, answering the questions asked by the air operator;

II - at least 72 hours before the scheduled departure time for passengers requiring special assistance

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who need traveling companions, pursuant to article 27, or who need to present medical records, pursuant to article 10; or

III - at least 48 hours before the scheduled departure time for passengers requiring special assistance who need other types of assistance not mentioned in item II of this paragraph.

§ 2 The lack of information about special assistance within the time limits specified in this article shall not make transport of passengers requiring special assistance unfeasible when passengers agree with whatever assistance is available, observing the provisions of § 2 of article 2.

Article. 10. For the purposes of evaluating conditions referred to in § 1 of article 6, the air operator may require the presentation of a Medical Information Form (MEDIF) or other medical documents with information on the health conditions of passengers requiring special assistance that:

I – need to travel on a stretcher or incubator;

II – need to use oxygen or other medical equipment; or

III – present health conditions that may result in risk to them or other passengers or need extraordinary medical assistance during the flight.

§ 1 Medical documents and the MEDIF shall be evaluated by the air operator's medical service, specialized in aviation medicine. The response time shall be 48 hours.

§ 2 For the transport of passengers under conditions mentioned in items I and II of this article, certification may be required, in accordance with specific regulations.

§ 3 Air operators shall adopt measures to allow exemption from presenting medical documents or the MEDIF when the conditions that characterize the person as a passenger requiring special assistance are permanent and stable and the documents have been previously presented.

Article 11. Refusal to transport passengers requiring special assistance shall be justified in writing within 10 days, exclusively based on the conditions established by § 1 of article 6.

Sole paragraph. The possibility of discomfort or inconvenience for other passengers, or for crew members, does not justify the refusal to provide service.

Article 12. Air operators cannot limit the number of passengers requiring special assistance on board.

Article 13. Air operators shall provide passengers requiring special assistance with information about procedures to be adopted in all stages of the air transport.

Sole paragraph. Under the terms of article 9, passengers requiring special assistance shall inform about the communication aids they need.

CHAPTER III
ASSISTANCE DURING THE TRIP

Section I
General Provisions

Article. 14. Air operators shall assist passengers requiring special assistance in the following situations during the trip:

- I – check-in and baggage drop;
- II – on the way to the aircraft, and assistance at border and security controls;
- III – boarding and disembarking the aircraft;
- IV – seating arrangements, and mobility inside the aircraft;
- V – stowing hand baggage;
- VI – on the way to the baggage claim area;
- VII – reclaiming checked baggage and assistance at border control;
- VIII – leaving the arrivals hall and accessing the public area;
- IX – accessing sanitary facilities;
- IX – assisting passengers accompanied by guide dogs;
- XI – transfers or connections between flights; and
- XII – individualized demonstration of emergency procedures, when requested.

Sole paragraph. Air operators are responsible for the technical aids needed for the assistance provided for in this article, with the exception of § 1 of article 20 of this Resolution.

Article 15. Special assistance during the trip shall be offered by air operators since the time of presentation of passengers for check-in.

Sole paragraph. Upon arrival at the airport, passengers requiring special assistance who have checked in using other means than the in-person check-in shall make themselves known to an air operator representative.

Article 16. Passengers requiring special assistance shall respect the same time limit for check-in established to other passengers.

Sole paragraph. In cases provided for in items I and II of article 10, air operators may establish different time limits for check-in and shall inform them to passengers.

Article 17. Passengers requiring special assistance shall have priority boarding in relation to all other passengers.

Article 18. Disembarkation of passengers requiring special assistance shall be carried out soon after disembarkation of other passengers, except when time available for connections or other circumstances justify prioritization.

Article 19. Pursuant to article 14, responsibility for assisting passengers requiring special assistance in connecting flights remains with the air operator accountable for arrival until passengers are presented to the air operator accountable for departure.

Article 20. Boarding and disembarkation of passengers requiring STCR, WCHS or WCHC assistance should preferably be conducted via boarding bridges, although they may also be conducted via lifting and lowering equipment or ramp.

§ 1 Lifting and lowering equipment or ramp mentioned in the head of this article shall be made available and operated by airport operators, who may charge air operators for specific values.

§ 2 Air operators are allowed to operate their own lifting and lowering equipment or ramp.

§ 3 Air operators and airport operators are authorized to enter into contracts, agreements or other legal instruments with other operators or companies supplying auxiliary air transport services for offering and operating lifting and lowering equipment or ramp mentioned in § 1 and § 2 of this article.

§ 4 Boarding or disembarkation are exempted from the provisions of article 20 when the aircraft presents a maximum height of 1.60 m from the lower part of the passenger cabin access door to the ground.

§ 5 For cases specified in § 4 of this article, boarding or disembarkation can be carried out via other means, provided that passenger safety and dignity are guaranteed. It is prohibited to carry passengers manually, except during emergency evacuations.

§ 6 For the purposes of the provisions of § 5 of this article, carrying passengers manually means supporting them directly, holding parts of the body, with the aim of lifting passengers to the aircraft or lowering them from it to the level necessary for boarding or disembarkation.

§ 7 Air operators shall provide the means for boarding or disembarking passengers requiring special assistance in the cases specified in § 4 and § 5 of this article.

Article 21. In a timely manner, air operators shall provide airport operators with the necessary information to support passengers requiring special assistance, in particular for the purposes of making boarding bridges available for passengers who depend on aids pointed out in the head provision of article 20.

§ 1 Airport operators shall define procedures and deadlines for the information mentioned in the head provision to be given.

§ 2 Airport operators shall make available to the public information about the means that can be used at airports for boarding and disembarking passengers who depend on aids pointed out in article 20.

Section II

Technical Aids and Medical Equipment

Article 22. Technical aids necessary to passengers requiring special assistance for mobility purposes and medical equipment can be used in the security restricted area and taken to the aircraft door, provided that they are inspected by airport security.

Article 23. Air operators shall carry one piece of technical aid for mobility purposes free of charge:

I – in the cabin if there is sufficient space; or

II – in the hold. In this case, the equipment shall be made available immediately upon arrival.

Article 24. When necessary, medical equipment to be used during the flight shall be carried in the cabin.

Sole paragraph. Passengers requiring special assistance may use their own medical equipment, subject to the provisions of § 2 of article 2.

Article 25. When transported in the hold, technical aids and medical equipment shall be considered fragile and priority items, and shall be carried in the same aircraft that the passenger is travelling in.

§ 1 Technical aids and medical equipment shall be declared, identified, and presented to air operators, who shall provide a receipt to passengers.

§ 2 If technical aids or medical equipment are lost or damaged, air operators shall provide an equivalent replacement immediately upon arrival.

§ 3 Loss or damage occurs when technical aids or medical equipment are not delivered to passengers in the 48 hours after arrival, in the same conditions in which they were presented to air operators.

§ 4 In cases of loss or damage, air operators shall indemnify passengers, paying the market price for lost or damaged equipment, within 14 days.

§ 5 Technical aids or medical equipment made available by air operators under the terms of § 2 of this article shall remain at the disposal of passengers for a maximum period of 15 days after compensation payment.

§ 6 Other forms of compensation may be established by specific agreements between parties, in which cases air operators shall inform passengers in advance about their rights provided for in §§ 2 to 5 of this article.

Article 26. The transportation of technical aids, medical equipment or other items classified as dangerous for the air transport shall be carried in accordance with technical requirements established by the Brazilian Civil Aviation Regulation (RBAC) No. 175, titled “Transport of Dangerous Goods by Civil Aircraft”. [\(As amended by Resolution No. 608, of February 2, 2021\)](#)

Section III Traveling companions

Article 27. Passengers with disabilities or reduced mobility shall be accompanied:

I – if they travel on a stretcher or in an incubator;

II – if they have a mental or intellectual disability which prevents them from understanding flight-safety instructions;

III – if they are unable to use sanitary facilities without assistance.

§ 1 In cases provided for in items I to III of this article, the air operator shall provide a travel companion, at no extra charge, or request that passengers be accompanied by their own chosen companion, who will be asked to pay a maximum of 20% of the air ticket fare paid by the passenger.

§ 2 Air operators shall give a written response to requests for companions provided for in this article within 48 hours.

Article 28. Companions shall be at least 18 years old and be capable of giving any necessary assistance, including those provided for in article 14.

Sole paragraph. Companions shall travel in the same class and in a seat adjacent to the passenger being assisted.

Section IV Guide dogs

Article 29. Passengers requiring special assistance accompanied by guide dogs can access and remain in the terminal building and in the aircraft cabin, upon presentation of documentation identifying the dog and attesting to its training.

§ 1 Guide dogs shall be transported free of charge, on the floor of the aircraft cabin, close to the passenger and under their control, provided that the dog wears a harness. Muzzles are waived.

§ 2 Guide dogs shall be accommodated in such a way as not to obstruct, either totally or partially, the aisle of the cabin.

§ 3 Guide dogs undergoing training shall be allowed in accordance with the head of this article when accompanied by a trainer, instructor, or qualified person.

§ 4 Air operators are not obliged to offer food to guide dogs. Passengers are responsible for providing whatever food dogs need.

Article 30. For the air transport of guide dogs, requirements issued by national health authorities and health authorities in the State of destination shall be complied with, when applicable.

Section V Seat Assignment and Restraint Devices

Article 31. Brazilian air operators shall provide:

I – child restraint system or allow the person responsible for the child to provide it, in compliance

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with the technical requirements of paragraph 121.311(b) of RBAC No. 121, “Operational Requirements: Domestic, Supplemental and Flag Operations”;

II – special seats equipped with moveable armrests, next to the aisle, at the front and at the back of the aircraft, as close as possible to the exits. The number of special seats available shall be in accordance with Annex II of this Resolution. Special seats shall not be located next to the emergency exits; and

III – additional restraint device to be used by passengers requiring special assistance with limitations that prevent them from remaining upright on the backrest of the seat.

§ 1 Passengers requiring special assistance may use their own additional restraint devices. In this case, passengers shall file an authorization request with ANAC at least 20 days before boarding date.

§ 2 Once the additional restraint device has been authorized by ANAC, passengers are exempt to ask for new authorizations to use the same device in other trips. In these situations, when boarding, passengers shall simply present the corresponding authorization, provided that it is not expired, if applicable.

Article 32. If passengers present limitations that require them to maintain seat backrest in the reclined position during all phases of the flight, including landing and takeoff, it is prohibited to occupy the seat located immediately behind the seat occupied by the passenger requiring special assistance. Also, seats with access to the aisle obstructed by the seat in the reclined position shall not be used.

Article 33. Passengers requiring WCHR, WCHS or WCHC assistance, passengers accompanied by guide dogs and passengers whose knee joint does not allow flexing the leg shall be accommodated in rows with extra space or seats equipped with specific devices, if available, to meet passengers’ needs. These passengers shall be accommodated in seats compatible with the class and the air ticket purchased.

Sole paragraph. Passengers requiring WCHC assistance shall take precedence over other passengers occupying seats next to the aisle located in rows close to the main boarding and disembarking doors and the lavatories.

Article 34. Air operators shall not accommodate passengers requiring special assistance in seats next to emergency exits or in a way that they obstruct, either totally or partially, the aircraft aisle.

CHAPTER IV QUALITY CONTROL OF SPECIAL ASSISTANCE SERVICES

Article 35. Air operators and airport operators shall define a training program for ground and on-board personnel who assist passengers and for the professional responsible for accessibility indicated in article 39. The aim is to train them so they can properly provide passenger service. Supporting documentation shall be made available when requested by ANAC.

Sole paragraph. The training program mentioned in the head of this article shall comply with the provisions of Annex III of this Resolution.

Article 36. Air operators and airport operators shall implement a quality control system for the service provided to passengers requiring special assistance, based on services offered.

Article 37. Air operators and airport operators shall register and keep records of assistance provided to passengers for two years, for monitoring and statistical control. The following information shall be registered, depending on the case:

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I – for each air transport service provided to passengers requiring special assistance:

- a) date of service;
- b) airport of origin, airport of destination, and connection airport;
- c) type of aircraft;
- d) type of service provided, in accordance with the codes in Annex I of this Resolution;
- e) technical aids, medical equipment or other equipment made available;
- f) availability or not of prior communication, pursuant to article 9 or article 21; and
- g) presence or absence of traveling companion and guide dog; and

II – for each service requested and not offered:

- a) date of service request; and
- b) reason for refusal or failure to provide the service.

Article 38. Air operators and airport operators shall implement and maintain a record about the exchange of information between them and passengers requiring special assistance for two years, including the times of receipt and transmission of information.

Article 39. At airports serving scheduled flights, air operators and airport operators shall make a professional responsible for accessibility available full time to solve occurrences related to passengers requiring special assistance.

§ 1 The professional responsible for accessibility shall be available in person or by other means that allow immediate assistance.

§ 2 Guidance given by professionals responsible for accessibility cannot contradict decisions taken by pilots-in-command based on safety.

CHAPTER V FINAL PROVISIONS

Article 40. ANAC may request information related to articles 35 to 38 at any time.

Article 41. Annex III of Resolution No. 25, of August 25, 2008, becomes effective as follows:

I - in table IV - AIR TRANSPORT FACILITATION - Airline:

- a) items 1, 5, 6, 9, 13 and 14 become effective as amended by Annex IV of this Resolution;
- b) items 16 to 27 are added, in accordance with Annex IV of this Resolution; and
- c) items 4, 7, 8, 10, 11, 12 and 15 are revoked;

II - in table IV - AIR TRANSPORT FACILITATION – Airport Administration:

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a) items 7 and 15 become effective as amended by Annex IV of this Resolution;

b) items 18 to 23 are added, in accordance with Annex IV of this Resolution; and

c) items 1, 5, 6, 8, 13, 14 and 16 are revoked;

III - the text “BRAZILIAN AERONAUTICAL CODE – ARTICLE 1, §3, coupled with ARTICLES 12 AND 289” is added to the title of the table in Annex III.

Article 42. Equipment referred to in article 20 shall be made available by the airport operator, pursuant to § 1, according to the following schedule:

I – until December 2013: airports with a passenger movement rate of 2,000,000 (two million) or more per year;

II – until December 2014: airports with a passenger movement rate superior to 500,000 (five hundred thousand) and inferior to 2,000,000 (two million) per year; and

III – until December 2015: airports with a passenger movement rate of 500,000 (five hundred thousand) or less per year.

§ 1 The number of passengers will be obtained by calculating the sum of departures, arrivals, and connections in the previous year.

§ 2 Before the deadlines mentioned in this article, the air operator remains responsible for making available the equipment referred to in § 1 of article 20 of this Resolution.

Article 43. The Annexes to this Resolution are published by the Agency’s Service Bulletin at www.anac.gov.br/transparencia/bps.asp. They are also available at www.anac.gov.br/legislacao, “Legislation”.

Article 44. This Resolution takes effect 180 days after its publication.

Article 45. Resolution No. 9, of June 5, 2007, published in the Federal Gazette of June 14, 2007, Section 1, pages 18 and 19, is hereby revoked.

MARCELO PACHECO DOS GUARANYS

Director-President

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ANNEX I TO RESOLUTION No. 280 OF JULY 11, 2013.

CATEGORIES AND CODES FOR PASSENGERS REQUIRING SPECIAL ASSISTANCE

MEDA – Medical case. Authorization and/or medical supervision may be required. It does not apply to passengers who only need special assistance at the airport and during boarding and disembarkation. It preferably applies to the following passengers: victims of accidents, people wearing plaster casts, people who need supplemental oxygen during the flight, newborn babies in incubators, etc.

STCR – Passengers traveling on a stretcher.

WCHR – Wheelchair – R for ramp. Passengers can use the stairs and walk to and from their seats, but need a wheelchair for long distances (ramp, boarding bridge, etc.).

WCHS – Wheelchairs – S for steps. Passengers are unable to use the stairs but can walk to and from their seats. They do need a wheelchair for long distances (ramp, boarding bridge, etc.). They also need adequate equipment to board or disembark when the aircraft is parked at the ramp.

WCHC – Wheelchair – C for cabin seat. Passengers who are unable to move around. They need a wheelchair to get to the aircraft and to get to the seat and move away from the seat. They also need adequate equipment to board and disembark when the aircraft is parked at the ramp.

MAAS – meet and assist – Special Category Passengers (SCP). Passengers who require special individual attention during boarding and disembarkation which is not normally provided to other passengers. For example: pregnant women, the elderly, convalescents, etc.

BLND – Passengers with vision impairment (inform if accompanied by a guide dog).

DEAF – Passengers with hearing impairment (inform if accompanied by a guide dog).

INF – Infant.

OXYG – Oxygen for passengers traveling either seated or on a stretcher, who need supplemental oxygen during the flight.

WCBD – Dry battery wheelchair.

WCBW – Wet battery wheelchair.

ANNEX II TO RESOLUTION No. 280 OF JULY 11, 2013.

AIRCRAFT CONFIGURATION

1. Aircraft that will be used in service for the first time or that have undergone a major refurbishment shall comply with accessibility standards defined by the Brazilian Association of Technical Standards (ABNT). Compliance relates to preferential location of seats reserved for passengers in wheelchairs, on-board equipment, including seats with movable armrests (removable or retractable), on-board wheelchairs (especially regarding their adequacy to aircraft configuration), lavatories, adequate lighting and signaling, except when adequacy is deemed impractical by the authority responsible for certification.

1.1. For the adequacy referred to in item 1, the following parameters shall also be observed:

a) aircraft with 30 or more seats must have at least half of the aisle seats with moveable armrests;
and

b) aircraft with 100 or more seats must have at least one wheelchair on board.

1.2. Air operators are not required to provide aisle seats with moveable armrests in rows where passengers requiring special assistance are prevented from occupying due to compliance with cabin safety requirements issued by ANAC.

1.3. Seats mentioned in subitem “a” of item 1.1 shall be available for all classes of service, proportionally to the number of aisle seats belonging to each class.

1.4. Under this Resolution, air operators are not obliged to modify aircraft to comply with the requirements established in this Annex. However, if aircraft seats are replaced by recently manufactured seats, they must have moveable armrests when in the aisles. Under no circumstances is the operator required to provide seats with moveable armrests in quantities superior to the ones established in subitem “a” of item 1.1.

1.5. National or foreign air operators shall comply with the requirements established in subitem “a” of item 1.1 and in items 1.2 and 1.4 with respect to aircraft ordered after April 5, 1990, and delivered after April 5, 1992. Item 1.3 applies to aircraft ordered after May 13, 2009, or delivered after May 13, 2010.

1.6. Compliance with item 1.4 applies to new seats ordered after May 13, 2009.

1.7. Observing rules established in items 1.1 to 1.6, if it is not feasible to provide seats with moveable armrests in a certain class of service because seat models do not allow (for example, first class seats with retractable tables integrated into the armrest), an alternative method is accepted. It is possible to provide enough space between the seat and the seat/partition immediately in front of it, in order to allow accommodation of the wheelchair provided by the operator. In this situation, the passenger requiring special assistance is transferred to the seat free from obstacles.

ANNEX III TO RESOLUTION No. 280 OF JULY 11, 2013.

TRAINING PROGRAM

1. Training shall comprise an understanding of the diversity of special needs and shall help professionals develop awareness of adequate responses to passengers requiring special assistance. Training content shall include at least:

- 1.1. physical and sensory impairments, intellectual and non-apparent disabilities;
- 1.2. mental disorders;
- 1.3. cognitive deficiency;
- 1.4. people who need technical aids;
- 1.5. people with reduced mobility;
- 1.6. people with hearing impairment;
- 1.7. people with vision impairment;
- 1.8. deafblind people;
- 1.9. people with speech disorder;
- 1.10. people who need traveling companions and the role of companions; and
- 1.11. people traveling with guide dog.

2. For the development of training program content detailed in item 1, air operators and airport operators may consult organizations that represent people with disabilities. Likewise, operators may consider involving organizations in the evaluation of the content or in the training of professionals.

3. The degree of complexity of the content and the training methodology used shall be compatible with the functions to be performed by the professionals being trained.

4. The training program shall consider the need to carry out refresher courses, which shall comprise information on new equipment, procedures, and policies.

ANNEX IV TO RESOLUTION No. 280 OF JULY 11, 2013.
(FINES FOR LEGAL ENTITIES, IN BRAZILIAN CURRENCY – REAL)

IV – AIR TRANSPORT FACILITATION – Airline					
CODE		LEGAL ENTITY			
DCI	1. Failure to provide training programs in compliance with regulations, which ensure the availability of ground and on-board personnel specially trained to give support to passengers requiring special assistance.	10,000	17,500	25,000	
	
	4. Revoked	-	-	-	
	5. Failure to provide priority assistance to passengers requiring special assistance;	10,000	17,500	25,000	
	6. Failure to provide safety devices in addition to the two-point seat belt for the use of passengers requiring special assistance.	10,000	17,500	25,000	
	7. Revoked	-	-	-	
	8. Revoked	-	-	-	
	9. Failure to accommodate passengers requiring special assistance in rows with extra space or seats equipped with specific devices, if available, under the terms of the regulations.	10,000	17,500	25,000	
	10. Revoked	-	-	-	
	11. Revoked	-	-	-	
	12. Revoked	-	-	-	
	13. Failure to provide traveling companions to passengers requiring special assistance who need to be accompanied; or charging companions more than 20% of the air ticket fare purchased by the passenger requiring assistance for their seats.	10,000	17,500	25,000	
	14. Failure to record information about services provided to passengers requiring special assistance.	10,000	17,500	25,000	
	15. Revoked	-	-	-	
	16. Failure to give passengers requiring special assistance information provided for in the regulations.	10,000	17,500	25,000	
	17. Unduly charge for the provision of special services to passengers requiring special assistance.	10,000	17,500	25,000	
	18. Charge more than 20% of the air ticket fare purchased by the passenger requiring special assistance for an additional seat necessary for the service; or fail to offer a discount of at least 80% on the value charged for excess baggage for transporting technical aids or medical equipment.	10,000	17,500	25,000	
	19. Failure to comply with the 48-hour response time for evaluating medical documents or MEDIF.	10,000	17,500	25,000	
	20. Refusal to provide air transport service to passengers requiring special assistance, violating conditions defined in normative documents issued by ANAC, in the general operations manual, or in the operative specifications of the air operator.	10,000	17,500	25,000	
		21. Failure to justify or send a written response about the	10,000	17,500	25,000

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	refusal to provide the air transport service or to provide a companion within established deadlines.			
	22. Failure to provide the airport operator, in a timely manner, the information necessary for offering appropriate services to passengers requiring special assistance.	10,000	17,500	25,000
	23. Prevent passengers requiring special assistance from using technical aid, medical equipment, or restraint device of their own on board, provided that the conditions for the transport are met.	10,000	17,500	25,000
	24. Failure to provide the assistance established in regulations in cases of loss or damage to technical aid or medical equipment.	10,000	17,500	25,000
	25. Failure to keep records about the exchange of information related to procedures to support passengers requiring special assistance.	10,000	17,500	25,000
	26. Failure to make a professional responsible for accessibility available full time.	10,000	17,500	25,000
	27. Failure to preferably allocate passengers requiring WCHC assistance in seats closest to exits.	10,000	17,500	25,000

IV – AIR TRANSPORT FACILITATION – Airport Administration				
CODE		LEGAL ENTITY		
DCI	1. Revoked	-	-	-

	5. Revoked	-	-	-
	6. Revoked	-	-	-
	7. Failure to provide passengers requiring special assistance with access to necessary information and instructions.	10,000	17,500	25,000
	8. Revoked	-	-	-

	13. Revoked	-	-	-
	14. Revoked	-	-	-
	15. Failure to provide training programs in compliance with regulations, which ensure the availability of personnel specially trained to give support to passengers requiring special assistance.	10,000	17,500	25,000
	16. Revoked	-	-	-

	18. Failure to provide priority assistance to passengers requiring special assistance.	10,000	17,500	25,000
	19. Failure to define procedures and deadlines for air operators to provide information about the need for special assistance.	10,000	17,500	25,000
	20. Prevent the use of technical aids by passengers requiring special assistance for mobility purposes in the restricted area.	10,000	17,500	25,000
21. Failure to keep records about the exchange of information related to procedures to support passengers requiring special assistance.	10,000	17,500	25,000	

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	22. Failure to make a professional responsible for accessibility available full time.	10,000	17,500	25,000
	23. When required, failure to provide and operate lifting and lowering equipment or ramp to board or disembark passengers requiring special assistance.	10,000	17,500	25,000

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