

NAPOLI SALERNO AIRPORTS GESAC



Naples International Airport

**SERVICE GUIDE FOR PASSENGERS
WITH REDUCED MOBILITY
OR DISABILITIES.**




The background is a solid blue color. There are several white geometric shapes: a large chevron pointing right at the top, a smaller chevron pointing right at the top right, a chevron pointing left at the bottom left, and a large chevron pointing left at the bottom.

Free special assistance services are granted to passengers with reduced mobility (PRM) or disabilities according to requirement of Regulation 1107/2006.

Before Departure: Plan your trip

In order to receive an on time and efficient assistance service, remember to formally request assistance to your airline or travel agent at least 48 hrs prior the departure.

MOREOVER NOTIFY IN ADVANCE IF:

-  You have an electric wheelchair to be boarded
-  You have a guide dog travelling onboard with you
-  You have mobility devices to have onboard with you.

Parking



45 free dedicated car parking spaces are available at **Parking area P Multipiano**. PRM entering the P Multipiano may call for assistance personnel through the activation point at the entrance barrier.

After parking in reserved areas, PRM will receive from Parking infoPoint (after showing his/her personal disable permit) a special ticket to be left in the car in a visible position, for airport personnel checks.

Transportation

Naples Airport is connected to City Centre thanks to Alibus, which is equipped also for passengers using wheelchairs. An activation point, to call special assistance, is available at the bus stop.

Arriving to the airport

Once you have reached the airport, you can activate special assistance services through one of the following CALL POINTS, from your flight checkin desk, or go for registration to Sala Amica.

CALL POINTS:

- Terminal Entrance/Departure
- Parking Multipiano
- Bus stop Alibus
- Parking P Bus

During assistance not travelling relatives/friends may accompany departing passengers in all airport areas before security checks.

Check the following Map to know where Call Points and Sala Amica are located.



Sala Amica

Lounges for passengers with reduced mobility or disabilities

Two Sala Amica are available in the Terminal/ground floor, before security checks (near to Check in desk 55) and after security checks (near to Gate A1).

IN THE SALA AMICA YOU CAN FIND:

- Qualified staff;
- Dedicated toilettes;
- Flight monitors;
- TV and charging points;
- Refreshment vending machines.

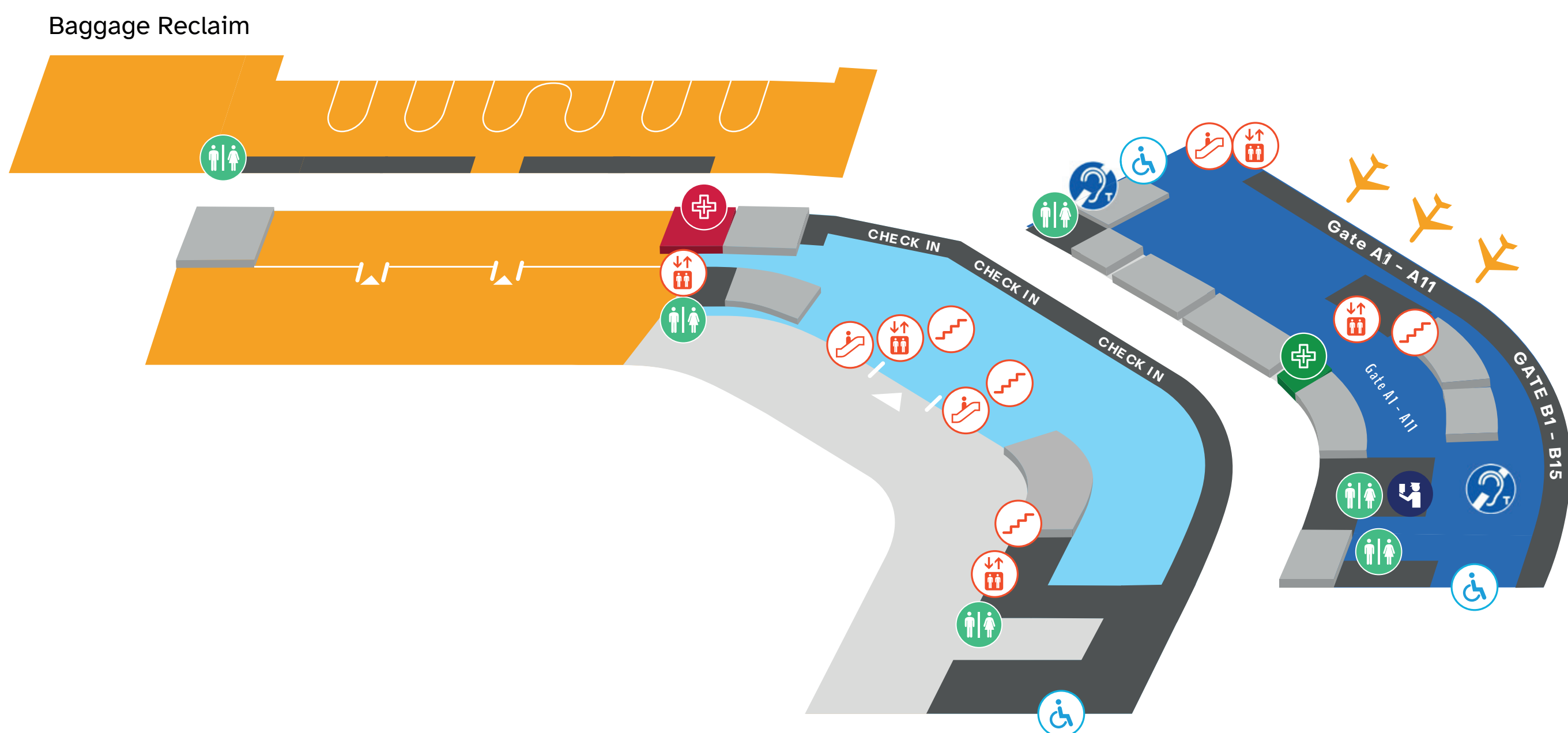
Terminal Map

Ground Floor

● Departures (Before Security Checks)

● Departures (After Security Checks)

● Arrivals



Legenda icone



Toilettes



Pharmacy
Parapharmacy



First Aid



Elevator



Escalators



Stairs



Passport
Control



Audio
induction loop



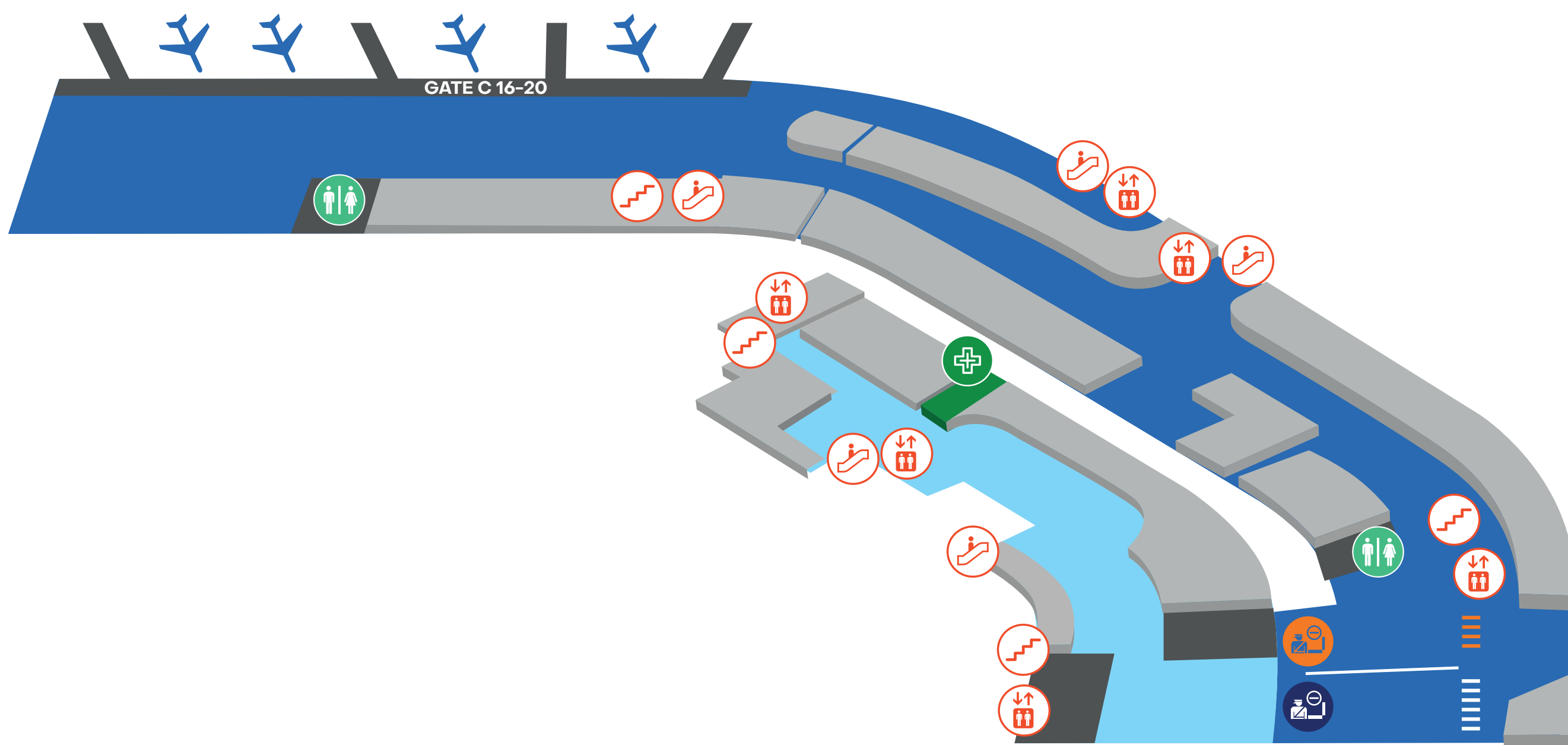
Sala Amica

Terminal Map

First Floor

 **Partenze** (Prima dei Controlli di sicurezza)

 **Partenze** (Dopo Controlli di sicurezza)



Legenda icone



Toilettes



Controllo Sicurezza



Fast Track



Farmacia Parafarmacia



Ascensore



Scale Mobili



Scale

Special assistance is reserved for passengers with reduced mobility or disabilities by supporting them in check-in, security, boarding and disembarking, border controls and baggage collection processes.

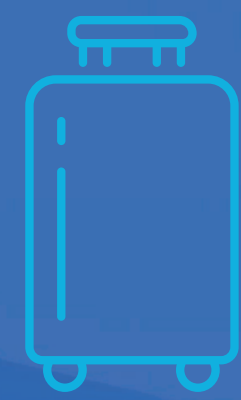
Boarding/Disembarking

As far as possible we'll ensure the presence of any accompanying person at all assistance stages. During boarding/disembarking operations special vehicles with limited seats are used, so in case it's not possible to ensure the accompanying person presence, we'll take care of organizing the service to reduce inconveniences.



Luggage

We kindly invite you to keep on board in the cabin just the necessary luggage and deliver in the aircraft hold any others, as excessive number or load baggage might make more difficult assistance services.



Oxygen on board

Passengers needing oxygen on board during the travel have to notify in advance, while booking the flight and special assistance. The airline will determine if passenger will be authorized to bring it on board.



Visual Impairment



The airport, inside and outside the Terminal, has been fitted with:

- Tactile paths
- Lifts equipped with Braille buttons and audio signals
- Tactile maps in dedicated toilettes



Hearing Impairment

Audio induction hearing systems, are available in the following points:

- SALA Amica before security checks ●
- Information desk at the border controls area ●
- ExtraSchengen Departure waiting area ●

Autism

Naples International Airport joined the project introduced by ENAC (Italian Civil Aviation Authority), called “Autism- Moving through the airport”, aimed at making easier the air travel to autistic persons.



Ente Nazionale per l'Aviazione Civile
Italian Civil Aviation Authority

fish onlus **Campania**

federazione italiana
per il superamento dell'handicap

It is possible to visit the airport on days before your flight, with qualified staff, trying a similar departure journey from check-in to boarding gate.



You can book your Airport visit through our web site:

<https://www.aeroportoedinapoli.it/aeroportoamico>

Airport visits are planned:

Monday to Friday
9.00 A.M. - 16.00 P.M.

Covid-19 Prevention

National and Regional measures against COVID-19 contagion have to be respected in airport areas

REGULAR PREVENTION MEASURE ARE ADOPTED:

- Assistance personnel always wear all protection devices
- All areas, Sala Amica here included, are equipped with sanitizing gel dispenser
- Special assistance equipment and areas are regularly sanitized.

Passenger Rights

Informations about rights of passengers with reduced mobility or disability are available on web site: <https://www.enac.gov.it/passeggeri>



Contacts

For additional information on the services offered to disabled and/or reduced mobility passengers:



Sala Amica specialcare@gesac.it



Customer Service: (+39) 081.7896259 - 081.7896255
e-mail: service_customer@gesac.it



Your opinion counts

Please fill in the [questionnaire to help](#) us improve our services.



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