

INFORMATION MAP FOR PASSENGERS WITH REDUCED MOBILITY

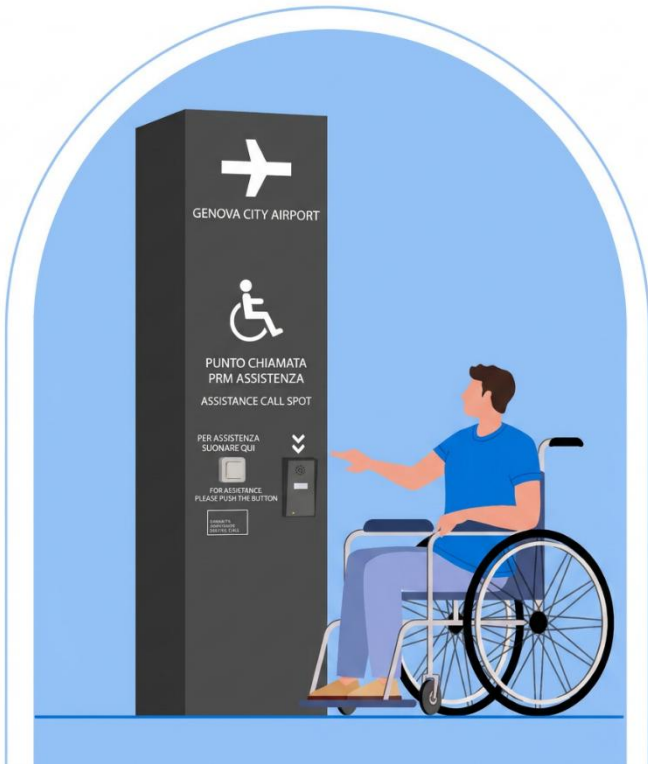
GENOA AIRPORT

WHERE TO REQUEST ASSISTANCE AT THE AIRPORT

- To make your airport experience easier and more comfortable, you can request assistance at several dedicated locations.
- Look for the totems; from there you can submit your request for assistance.

ARRIVAL AT THE AIRPORT – GENOA AIRPORT

Outside the Terminal



Assistance Call Spot – Arrivals



Assistance Call Spot – Departures

BY BUS

If you arrive by bus, the first place to request assistance is the **Assistance Call Spot**, which is **located on the Arrivals Level**, in front of the door, near the AMT bus stops.

BY TAXI

For passengers arriving by taxi, the **Assistance Call Spot** is **located on the Departures Level**. There are two dedicated spaces near this point.

BY CAR

Arriving by car? There are two parking spaces accessible to people with disabilities with a permit **on the Departures Level**, near the **Assistance Call Spot**.

If you arrive with a companion, you can also use the two spaces **in the Kiss & Fly area** (near the display case of the historic aircraft). The **Assistance Call Spot** is also located by the spaces.

ARRIVAL AT THE AIRPORT – GENOA AIRPORT

Inside the Terminal



We recommend that you arrive early at the dedicated contact and waiting point for **Passengers with Reduced Mobility (PRM)**, **located on the Departures Level** near the area where the future Sala Amica* courtesy room will be opened, so that we can better arrange assistance:

At least two hours before departure.

* The Sala Amica courtesy room will be operational by the end of the year; until then, reception and assistance services will be guaranteed at the dedicated PRM contact and waiting point.



IMMIGRATION AND SECURITY CHECKS

If you are traveling with a companion, a priority lane is available.



If you are traveling **with a companion**, a priority lane is available.
For passport control and security checks, you can use the Special Assistance Lane.

At security checks:

- You can go through the **metal detector with personal mobility aids**, such as walking sticks, quad canes, white canes, and crutches.⁹
- If you use a **wheelchair** and can walk, you can go through the metal detector normally.
- If you **cannot walk**, you will go through a side door and the checks will be carried out manually.
- If you **carry liquid medicines over 100 ml**, please present medical certification and/or supporting documentation to security personnel.
- If you wear **implanted medical devices** (e.g., pacemakers), inform the security officer so that the procedure can be adapted to your needs.

BOARDING

If you need the **WCHS/WCHC (wheelchair up to board)** service, and if there is no direct access to the aircraft, a lift (Ambulift) will be used to allow you to board safely and comfortably. In either case, you must use the chairs provided in the Sala Amica courtesy room to take the person on board: due to their size, they can fit through the narrow aisle of the aircraft.

