

Quick Reference Guide PRM Handling

This Quick Reference Guide gives a quick view over the most important information about Disabled passengers and passengers with reduced mobility - PRM assistance.

The service is provided by Falck Danmark A/S under the responsibility of Copenhagen Airport (CPH)

PRM passengers who need assistance – please specify from list below:

- WCHR:** Passenger unable to walk long distances
- WCHS:** Passenger unable to walk long distances and unable to climb stairs
- WCHC:** Passenger is completely immobile and therefore needs to be carried to/from seat
- BLND:** Visually impaired passenger
- DEAF:** Hearing impaired passenger
- MAAS:** Passenger with other special needs (seniors, intellectually disability etc.)

PRM passengers (Passenger with reduced mobility) needing assistance can apply for the service from a call point* or at a check-in/gate counter and can be accompanied through the airport if needed.

Falck will be able to assist with the check-in procedure and packaging of wheelchair and special equipment, assist through security check and with embarkation and disembarkation. Service is also provided to the baggage reclaim area and further to a call point.

PRM have the option of staying in our Assistance centre until departure. It is located opposite the Transfer Centre in the transit area. Shuttle service with el carts is offered to PRMs in terminals and piers airside.

Contact information

Postal address: Falck Danmark A/S
Terminal 3
Københavns Lufthavn
2770 Kastrup

Assistance Centre and office: Terminal 3 transit area
opposite Transfer Centre

E-mail: f-cph@falck.dk

Website: www.cph.dk

Phone H24: +45 **32 31 41 20**

Fax: +45 32 31 41 21

SITA: CPHPR7X

*Call points

1. Terminal 2 west
2. Indoor parking area P4
3. The Arcade between T2 and T3
4. Just after security check point
5. Terminal 3 (near DSB)
6. Metro station

