



ACCESSIBILITY PLAN

2026-2029

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The Accessible Transportation for Persons with Disabilities Regulations (ATPDR) made under ss.170(1) of the Canada Transportation Act apply to Aer Lingus flights to and from Canada.

At Aer Lingus we are fully committed to building and maintaining a fully inclusive experience for all of our customers. We have an internal cross-departmental working group dedicated to ensuring that Aer Lingus is compliant with its regulatory obligations and that we have the appropriate services, policies and procedures to ensure that all our customers have equal and barrier-free access to our services. We consult with disability organisations on our policies and services. Any feedback we receive is received and reviewed by this working group.

Aer Lingus is also proud to be the official airline partner of Special Olympics Ireland and to fly the teams to European and World Games. This partnership has helped Aer Lingus to improve the experience for all of our customers with disabilities.

This Accessibility Plan outlines several of Aer Lingus's actions to comply with or exceed accessibility requirements. However, the Accessibility Plan is not all-encompassing, and we may be engaged in activities beyond those highlighted here.

1 General

*****If you are looking for information about our special assistance and disability services or if you wish to request mobility or other assistance for an upcoming flight, please go to our website [HERE](#)*****

If you wish to contact Aer Lingus to discuss any aspects of this plan, to provide feedback or to request an alternate format of the plan or the feedback process, please contact:

Email: cta.accessibility@aerlingus.com

Tel.: (516) 622-4228 open 24 hours, 7 days or toll free on (877) 351-6882.

Post: Accessibility Officer, Customer Experience Team, Aer Lingus, Level 2 Shamrock House, Dublin Airport, Co Dublin, Ireland.

2 Information and Communication Technologies (ICT)

Aer Lingus is committed to ensuring that all digital platforms are accessible, usable, and inclusive for customers with disabilities. In 2025, Aer Lingus engaged Inclusion and Accessibility Labs DAC (trading as Vially) to deliver specialist digital accessibility services, including comprehensive accessibility audits, gap analysis, and targeted training for internal teams. This engagement enabled Aer Lingus to identify gaps and prioritise accessibility across digital assets and supported the development of a structured accessibility roadmap aligned to WCAG 2.2 standards.

Building on this foundation, Aer Lingus has established a continuous improvement approach, incorporating ongoing testing, validation of remediation actions, and monitoring of new digital releases to ensure sustained compliance as platforms evolve. This roadmap-driven approach ensures that accessibility is embedded within design, development, and delivery processes, supporting compliance with international regulations and enhancing the digital experience for all customers.

2.1 Mobile App Prioritisation Approach

The remediation approach for the Mobile App is being actively prioritised based on a combination of user impact, regulatory risk, and functional concentration of issues.

Priority is being directed towards high-impact customer flows, with particular focus on Booking flow. This enables the team to address accessibility barriers at the most critical points in the customer journey.

From a severity perspective, the approach is structured to:

- Maintain zero critical exposure, preserving the current position
- Prioritise resolution of high severity issues, which represent the most significant accessibility barriers
- Progress medium severity issues in parallel, where they impact core flows or can be efficiently bundled into releases

Remediation is being managed in iterative cycles. In parallel, alignment across iOS and Android platforms ensures that fixes are applied consistently, avoiding platform-specific gaps in compliance.

2.2 Web Prioritisation Approach

The Web remediation approach is focused on reducing risk and managing a volume of issues.

The top priority is resolving critical and high severity issues, especially those affecting key customer journeys. This ensures the most important accessibility barriers are addressed first.

Work is also prioritised by key areas of Booking, loyalty and support. These areas make up a large share of issues and are central to customer interaction. Delivery is managed in stages with focus on completing high-risk items end-to-end, and building progress by resolving issues in key areas together

Overall, the approach focuses on high-risk areas and targeted delivery to progress compliance in a controlled and scalable way.

3 Communication, Other Than Information and Communication Technology

Through ongoing consultation with disability organisations, we have enhanced our training programmes to improve how our people communicate with customers with specific needs, including those living with multiple sclerosis and dementia. These engagements have helped us strengthen our training content, particularly for cabin crew, who spend the most time interacting directly with customers. Dementia training also covers scenarios that may affect customer responses and helps staff recognise potential signs.

Engagement with customers who travel with their own mobility devices has informed clearer, more effective communication practices, with a strong emphasis on obtaining accurate information directly from the device owner prior to disassembly and loading preparation. A training video created with one of our customers and their devices demonstrates the value of collaboration and highlights the importance to customers of direct communication with our people and was distributed to all ground handling staff across Europe and North America.

Aer Lingus continues to use Convo (formerly SignLive) to provide Irish and British Sign Language support for customers who need to contact our customer service teams outside North America. A video explaining how to use this free service is available on www.aerlingus.com before customers sign up for the app.

In parallel, we are actively collaborating with our digital teams to improve the content, structure, and usability of our website for customers requiring special assistance. Additionally, we continue to engage with IAG Airlines and partner carriers to explore and adopt emerging technologies, including AI-enabled solutions, to further enhance communication accessibility for customers who are deaf or hard of hearing.

3.1 Planned initiatives

Short/ Near Term		
New onboard safety video	A new onboard safety video is planned and will include closed captions as standard. Aer Lingus is also evaluating AI technologies that could provide custom sign language videos in the most commonly used sign languages through our inflight entertainment system, allowing customers to view them comfortably from their seat.	In scoping
Special Assistance information webpages	Simplify and consolidate the information available on our website and booking process so customers can find all relevant information and it is communicated in a standardised layout as promoted by the IATA 'One Click Away' Campaign	In planning
Pre-Travel Generic Emails	Add content to pre-travel emails telling customers how to book special assistance in advance and highlighting the benefits of using online forms and dedicated phone numbers.	Not started
Mid/ Long Term		
Pre-Travel Customised Emails	Evaluate the feasibility to send customers preparation emails in advance of travel customised to their specific needs.	Not started
Sign Language training for cabin crew	Evaluate the feasibility of providing sign language to Aer Lingus cabin crew and how to promote those cabin crew who are already sign language trained	Not started

4 Procurement Of Goods, Services and Facilities

Onboard wheelchair

All Aer Lingus aircraft all contain onboard wheelchairs and these are being upgraded with wheelchairs that have enhanced comfort and safety features. A phased rollout of these new wheelchairs is planned to start in 2027. The procurement process has been coordinated with IAG Group Procurement in collaboration with our partner airlines. We also engaged Open Doors Organisation to review the design and features, incorporating their recommendations, including the addition of enhanced strapping, to further improve safety and usability

Anuvu In Flight Entertainment Content Provider

Aer Lingus, together with all partner airlines within the IAG Group, onboarded a new inflight entertainment provider from 1 January 2026. A key requirement within the procurement process was that a minimum of 80% of content includes subtitles or closed captions. This represents a significant improvement on our previous provider, where accessibility levels varied and audio-described content was as low as 19% on some content cycles. Accessibility features were a core decision factor in the selection process, with Anuvu recognised as a leading global content provider in this space.

IAG Innovation Hub

The IAG Innovation Hub and accelerator programmes provide a structured platform for emerging companies, including those specialising in accessibility solutions, to showcase their products and services to IAG airlines. Through initiatives such as the *'IAGi Accelerator - Online Pitch Week'*, startups are invited to present their capabilities, with opportunities to be selected for collaboration and live trials across airline operations. These programmes enable airlines to evaluate innovative accessibility technologies in real operational environments, supporting the adoption of scalable solutions that enhance the customer experience for passengers with disabilities while fostering industry-wide advancement

Mobility Devices Services

Aer Lingus is currently progressing procurement for a specialist service to deliver an end-to-end repair and replacement solution for mobility devices that are damaged or delayed during travel. This service introduces a more coordinated and customer-centric approach, replacing fragmented processes with a single point of contact, 24/7 support, and centralised management of repairs, replacements, and loan equipment. By procuring a specialist provider with proven accessibility expertise, Aer Lingus is strengthening its ability to deliver inclusive, reliable services and ensuring that procured solutions actively remove barriers for customers travelling with mobility devices.

Open Doors Organization

Aer Lingus has extended its partnership with Open Doors Organisation into a second year, leveraging their expertise to enhance accessibility through audits, user insights, and targeted recommendations across the end-to-end customer journey

4.1 Planned initiatives

Short/ Near Term		
New onboard wheelchairs	Replacement of current onboard wheelchairs on all aircraft	Phased roll-out planned to start in 2027
Ground Handling Providers	Continuous engagement with IAG Procurement to standardise supplier selection processes, ensuring that accessibility standards are embedded as core evaluation criteria	Ongoing
New technologies	IAG Innovation Hub	Annual presentations
Mobility Devices Services	Repair/ replacement/ loaner services	At contract review

5 Design And Delivery of Programs and Services

Seating Policy

In late 2025, Aer Lingus conducted a thorough review of its seating policy and procedures for customers requiring special assistance, including those travelling with an accompanying person or service animal as required. This review involved close collaboration with airport and cabin operations teams to ensure that all changes continued to support customer safety. Our Contact Centre teams are fully trained on the updated policy and procedures.

In 2026, customers will also be able to request special assistance seating through our online chat platform, removing the need to contact the Contact Centre by phone and enabling customers to self-manage.

Aircraft Design & Features

Aer Lingus is committed to ongoing improvements in the accessibility of its onboard products and services. Enhancements are being introduced across long-haul aircraft to better support customers with reduced mobility and those travelling with assistive devices.

Cabin upgrades include the introduction of dedicated, more accessible storage options for personal manual wheelchairs at floor level, as well as improved lighting within lavatory facilities to support ease of use. In the Economy Class cabin, seating is being standardised and improved, with updated seat designs featuring armrests that are easier to lift, supporting more comfortable and accessible seating for customers.

In the Business Class cabin, seat design enhancements focus on facilitating easier access for customers who require a full seat transfer, improving overall usability and independence. Additional tactile features are also being incorporated throughout the cabin environment to support customers with visual impairments.

Furthermore, inflight entertainment systems are being upgraded to more advanced, user-friendly technology to improve accessibility and the overall customer experience.

Future Fleet & Development

Aer Lingus actively collaborates with aircraft manufacturers and partner airlines to support the ongoing development of accessible cabin environments. This includes engagement on areas such as cabin layout design, accessible lavatory positioning, and lighting to better meet the needs of customers requiring additional support.

Our teams also participate in key industry forums and events, including international aircraft interiors exhibitions and manufacturer-led accessibility workshops, to gather insights and incorporate best practices into our onboard design and service delivery. Customer perspectives are a central part of this engagement, helping to inform future improvements.

In addition, Aer Lingus actively contributes to industry initiatives such as the '*All Wheels Up*' conference, supporting the exploration of future solutions that may enable customers to remain in their own personal mobility devices on board aircraft.

Contact Centre Training

A comprehensive review of Contact Centre training is currently underway, covering both voice agents and teams managing pre-travel special assistance requests. This review aims to ensure that customers consistently receive skilled assistance specific to their particular needs.

We are also expanding the teams who support the customer journey.

A new refresher training programme is currently in development to reinforce key competencies and drive continuous improvement.

The content of these training programmes, as well as associated cabin crew training, is informed by ongoing engagement with representatives and customers with disabilities. These insights ensure that training remains relevant, practical, and grounded in real customer experiences.

In line with existing practice, specialist teams already receive enhanced training to support more complex special assistance queries.

Onboard Assistive Devices and Equipment

Aer Lingus currently facilitates the use of certain onboard support devices, including Crelling harnesses and the Meru Travel Chair, to support the comfort and safety of customers during travel.

Aer Lingus intends to assess opportunities to expand the range of approved assistive devices, including consideration of additional harness types. This includes alignment with partner airlines to support a more seamless experience for customers travelling on connecting journeys, recognising that some carriers currently accept a broader range of equipment.

All approved devices will first be subject to a comprehensive risk assessment to ensure continued compliance with all applicable safety standards. Final approval will be obtained from the relevant aviation authority where required to ensure regulatory compliance and the safe operation of all onboard equipment.

Trained Service Dogs

Aer Lingus operates a comprehensive notification and acceptance process for customers travelling with trained service dogs. The complexity of this process reflects the varying requirements across multiple jurisdictions, which must be adhered to for international travel.

There has also been an increase in customers travelling with self-trained dogs, which can create challenges where requirements are not met and travel cannot be approved, leading to customer dissatisfaction and distress. In addition, customer feedback and complaints have highlighted points of friction in the journey, both during the pre-booking stage and at the airport, particularly where requirements are unclear or processes require repeated verification.

Aer Lingus is undertaking a review of processes and procedures to identify opportunities to streamline processes and reduce duplication, particularly in relation to the review of documentation both prior to travel and at airport check-in. This aims to improve the overall customer experience while maintaining full regulatory compliance.

The outcome of this review will require alignment across key internal stakeholders and any policy changes will be supported by updated training to ensure consistent and compliant implementation.

5.1 Planned initiatives

Short/ Near Term		
Seating Policy	Special assistance seating to be assigned via online chat platform	In progress
Aircraft cabin upgrades	Enhanced in cabin accessible features and seating	In progress
Contact Centre Training	Current initial training review and refresher training content review (annual)	In progress
Trained Service Dogs	Review and streamline existing process	Not started
Mid/ Long Term		
Future Fleet	Future fleet enhancements & procurement	Ongoing
Onboard Assistive Devices and Equipment	Expand the number of approved devices	Not started

6 Transportation

Accessible Transport & Mobility Support at Dublin Airport

Dublin Airport provides comprehensive accessible transport support spanning arrival, landside movement, and airside boarding. Integrated PRM services, accessible shuttle and bus options, and assisted boarding solutions ensure a continuous, step-free journey for customers with reduced mobility [Special Assistance Advice | Dublin Airport | Assistance for All Passengers](#).

- Dedicated PRM Assistance (End-to-End Transport Support)
 - Passengers can access PRM assistance services supporting movement from arrival (car park, drop-off, or transport zone) through to boarding
 - Services include wheelchair assistance, guided support, and assistance transferring to aircraft
 - Motorised buggies are available in certain areas to transport passengers through the terminal.
- Support Between Airport and External Transport (Bus/Taxi)
 - Assistance staff can support passengers to and from buses, taxis, or pick-up points, ensuring continuity of care beyond the terminal.
 - Dedicated help points and reception desks are positioned across the campus to request assistance on arrival.
- Accessible Bus and Shuttle Services
 - All long-term car park shuttle buses are wheelchair accessible.
 - Airport bus services (e.g. Aircoach) operate low-floor, wheelchair-accessible vehicles.
- Accessible Car Access & Parking
 - Dedicated reduced mobility parking spaces and set-down areas are available close to terminal entrances.
 - Help points are located in car parks to request assistance directly from arrival.
- Assisted Boarding Transport (Airside)
 - For aircraft without airbridges, Dublin Airport provides ambulifts (vehicle lifts) to enable step-free boarding and disembarkation.

Transportation of Mobility Devices

All Aer Lingus aircraft operating between Ireland and Canada utilise ULD (Unit Load Device) systems. A ULD is a specialised container or pallet used to group and secure baggage, freight, and mail for air transport.

Mobility devices are loaded within a dedicated, standalone ULD to ensure safe and secure transportation, minimising the risk of damage during handling and transit.

In addition, the upcoming cabin upgrade will facilitate enhanced onboard space to support the accommodation of customers' personal wheelchairs within the cabin, further improving accessibility and travel experience.

Short/ Near Term		
Aircraft Cabin upgrades	Enhanced onboard stowage for personal wheelchairs	In progress

7 Built Environment

Aircraft Design Features (Summary)

Aer Lingus is committed to continuously improving the accessibility of its onboard environment through both aircraft design enhancements and active collaboration with industry partners. This includes engagement with manufacturers and partner airlines to influence cabin layout, accessible lavatory positioning, and lighting, as well as participation in industry forums and accessibility-focused events to incorporate best practices and customer insights into future developments.

Enhancements to cabin features focus on improving ease of use and independence for customers with reduced mobility and those travelling with assistive devices. This includes more accessible onboard storage solutions, improved lighting, standardised and more accessible seating, enhanced business class access, tactile cabin features, and upgraded inflight entertainment technology. Aer Lingus also supports the exploration of future accessibility solutions through active participation in initiatives such as All Wheels Up. A full description is available here: **Procurement Of Goods, Services and Facilities**

Lounge: JFK Airport T7

Aer Lingus engaged directly with the Open Doors Organization through ongoing consultation, to inform accessibility considerations within lounge design planning for the new Aer Lingus lounge in JFK, T7. This engagement supported the review of design proposals in collaboration with relevant stakeholders, including architectural partners, to ensure that accessibility requirements for both lounge employees and customer needs were considered in the development of new lounge facilities. This included, but not limited to toilet facilities, food serving areas, floor space and turning space capacity for mobility devices and automatic door opening facilities.

Insights provided by Open Doors helped validate design approaches and strengthen alignment with best practices in accessible environments for customers with disabilities.

Dublin Airport Walk Through Audit

In 2025, Open Doors Organisation conducted a full accessibility walkthrough of Dublin Airport in collaboration with the Dublin Airport Authority Accessibility Lead and the Aer Lingus team. The review followed the end-to-end passenger journey from terminal entrance through check-in and security, including inspection of accessible toilet and changing facilities, and a visit to the Aer Lingus Business Lounge.

Overall, Dublin Airport was assessed very positively, with strong availability and visibility of accessibility features across the terminals. Accessible changing facilities were present in all areas and easy to locate, while multiple spacious lifts supported efficient movement across the multi-level terminal.

Recent enhancements include newly refurbished service animal relief areas in both Terminal 1 and Terminal 2, which are conveniently located for Aer Lingus flights to Toronto. Additionally, both terminals offer sensory rooms, which can be booked in advance for private use directly through the airport.

Aviramps

Aer Lingus has partnered with Dublin Airport to introduce Aviramps for use on parking stands without airbridges. This removes the need for customers to board or disembark via aircraft stairs, reducing the risk of slips and falls, and enabling customers to access the aircraft door directly in their own mobility device.

This initiative was delivered collaboratively with Dublin Airport and marks the first time Aviramps have been brought into service at the airport.

Dublin Airport Expansion

Dublin Airport’s South Apron expansion is a major infrastructural project designed to enhance Dublin Airport facilities as part of a multi-billion capital investment programme. Aer Lingus, as the largest airline operating in this area, will actively engage with the airport on planning and accessibility features as the largest airline stakeholder.

7.1 Planned initiatives

Short/ Near Term		
New JFK T7 lounge	Accessible design features	In build
Mid/ Long Term		
Dublin Airport	South Apron Expansion plan	Not started

8 Consultation

Over the past three years, Aer Lingus has engaged a range of specialist organisations to inform training design, operational procedures, and customer experience improvements. This has included collaboration with the Alzheimer’s Society of Ireland, MS Ireland, Open Doors Organisation, and the National Rehabilitation Hospital (including the POLAR programme ‘*The Prosthetic, Orthotic and Limb Absence*’) providing insights into cognitive, neurological, and physical accessibility needs. In addition, Aer Lingus engaged Vially in 2025 to support the review and improvement of digital accessibility across its customer-facing platforms, ensuring that digital services are more inclusive and aligned with recognised accessibility standards.

These engagements have supported the development of targeted training programmes and practical service enhancements aimed at reducing barriers across the customer journey.

In addition, Aer Lingus has worked with multiple service dog training organisations to better understand the needs of customers travelling with assistance animals and to minimise friction throughout the travel experience.

Looking ahead to 2026, Aer Lingus intends to expand this consultation approach through planned engagement with AsIAm (national Irish autism charitable organisation) and Spinal Injuries Ireland to further strengthen awareness, training content, and policy development. Feedback and expertise gathered through these engagements are incorporated into continuous improvement of accessibility policies, training, and service delivery, ensuring that the lived experience of persons with disabilities directly informs organisational decision-making.

Customer Advisory Group

While Aer Lingus set out an ambition within its 2023 Accessibility Plan to establish a formal Accessibility Advisory Group, this has not yet been realised. The absence of a regular, formalised consultation structure with disability groups was identified as a key gap, with a commitment to formalise this approach included as a planned initiative. This remains an important objective, and we continue to progress towards its delivery. In the interim, Aer Lingus has sought guidance on the appropriate structure, membership, and governance of such a group, informed by engagement with representative organisations and industry best practice. This will ensure that when established, the Advisory Group is effective, inclusive, and capable of providing meaningful input into policy development, service design, and the continuous improvement of accessibility across the customer journey

8.1 Planned initiatives

Short/ Near Term		
Engagement	As I Am	Planned
Engagement	Spinal Injuries Ireland	Planned
Engagement Consultation	Open Doors Organisation	Ongoing
Mid/ Long Term		
Advisory Group	Form an external advisory group	Planned/ Not Started