

**Expéditeur:** Pierre Gyselinck <[Pierre.Gyselinck@kvg.be](mailto:Pierre.Gyselinck@kvg.be)>

**Date:** 6 novembre 2015 13:45:12 UTC+1

**Destinataire:** Marie Denninghaus <[marie.denninghaus@edf-feph.org](mailto:marie.denninghaus@edf-feph.org)>

**Cc:** Magritte Olivier <[Olivier.Magritte@minsoc.fed.be](mailto:Olivier.Magritte@minsoc.fed.be)>, Catherine Naughton <[Catherine.Naughton@edf-feph.org](mailto:Catherine.Naughton@edf-feph.org)>, Gunta Anca <[gunta.anca@gmail.com](mailto:gunta.anca@gmail.com)>, Gisèle Marlière <[gisele.marlierep@mutsoc.be](mailto:gisele.marlierep@mutsoc.be)>

**Objet: Rép : Brussels airport**

Dear Marie,

As I told you during my last visit to EDF HQ, there is a WG Brussels Airport within our National Council.

I'll ask Gisèle to look into the possibility for you (EDF) to join at a meeting(s) of this WG.

Regards and fine WE.

Pierre.

Groeten, salutations, regards, Grüße,

Pierre Gyselinck.

Mobile +32 475 586391

Message sent by mobile e-mail service on iPhone.

Op 23 okt. 2015 om 17:17 heeft Marie Denninghaus <[marie.denninghaus@edf-feph.org](mailto:marie.denninghaus@edf-feph.org)> het volgende geschreven:

Dear Olivier,

I'm writing you about an issue concerning Brussels airport.

I heard that last week Yannis had some problems with the assistance at Brussels airport and other travellers with disabilities have reported similar incidents. It is mainly the fact that the company providing assistance at the airport obliges passengers to sit in a wheelchair if they ask for assistance, even if they can walk perfectly fine (mostly blind persons). But they have also made some sub-optimal choices regarding the wheelchairs that they use as Gunta has reported.

I discussed this with Catherine and we thought it might be a good idea to organize a meeting with the service responsible for PRMs at the airport, the contractor who provides the assistance and maybe Brussels airlines to discuss these issues with them and make them aware of it. At the same time, I had already in mind for a long time that it could be useful also to see how they work in practice and let them explain the operational procedures to us on site. This could encourage a better mutual understanding.

What do you think? Would BDF be interested in participating in such a meeting? If you already have contacts with the airport that would of course facilitate things but otherwise I'm happy to approach them and organize something together with Gunta.

Have a nice weekend, best regards,

Marie

**Marie Denninghaus**

Mobility & Transport Officer

**European Disability Forum** | nothing about us without us

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