

- Official Emblem -

REGULATION OF THE CIVIL AVIATION BOARD

NO. 104

DENIED BOARDING OF PASSENGERS

By virtue of Section 41/133, paragraph one and paragraph three of the Air Navigation Act B.E. 2497 (1954) amended by the Air Navigation Act (No. 14) B.E. 2562 (2019) stipulated that the holder of a civil aviation operating license under Section 41/125 who is a commercial air transport operator and a foreign air operator permitted under Section 41/126 shall not deny boarding of passengers and disabled persons under the law on promotion and development of quality of life of persons with disabilities unless for the purpose of safety or security reason or in the case as specified in the Civil Aviation Board regulations, The Civil Aviation Board hereby issues the following regulation determining exemptions for which civil aviation business licensed operators for commercial air transport under Section 41/125 and permitted foreign air operators under Section 41/126, may deny boarding of passengers and disabled persons.

Article 1 This regulation is called the “Regulation of the Civil Aviation Board No. 104 Denied Boarding of Passengers”.

Article 2 This regulation shall come into force after the expiration of ninety days from the date of its publication in the Government Gazette.

Article 3 In this regulation:

"Carrier" means the holder of a civil aviation operating license under Section 41/125 who is a commercial air transport operator, and a foreign air operator permitted under Section 41/126 of the Air Navigation Act B.E. 2497 (1954) amended by the Air Navigation Act (No. 14) B.E. 2562 (2019);

"Passenger" means any person, except members of the crew, carried or to be carried in an aircraft, and includes persons with reduced mobility and disabled persons;

"Person with reduced mobility" means any person with mobility limitations due to physical impairments, whether sensory or motor, temporary or permanent; intellectual impairment; age; illness; or any other causes that reduce the ability to use transport services. This also includes any person whose situation needs special assistance and adaption to the person's needs of the services made available to all passengers.

Article 4 The carrier may deny boarding of passengers in the following cases:

(1) the passenger who is a person with reduced mobility fails to request special assistance service from the carrier in advance within the timeframe specified by each carrier. Despite the carrier making every reasonable effort to provide appropriate facilities to ensure the passenger's safety during transportation, but unable to arrange such services;

(2) the passenger cannot present travel documents issued by government agencies that verify the passenger's identity, or documents required for transit through a country or enter into a destination country to the relevant officers;

(3) the passenger is identified by the immigration authority of the destination country or a transit country as being prohibited from entering or transiting through the above-mentioned country;

(4) a newborn passenger under 14 days of age;

(5) the passenger under 5 years of age traveling alone;

(6) the pregnant passenger beyond the limits of pregnancy age specified in the condition of carriage of each carrier.

Given on the 28th of October B.E. 2567 (2024)

(Suriya Jungrunreangkit)

Chairman of the Civil Aviation Board