

# Disabled passengers

At European Air Charter, it is our top priority to meet the needs of our passengers and thus, we are committed to continuously improving the services that we offer to our disabled passengers or passengers with reduced mobility (PRM passengers) so that everyone can have a comfortable journey with us.

Disabled passengers and passengers with reduced mobility can book their seats by contacting their tour operator and providing them with more detailed information about their request or the medical equipment they will need to carry with them such as the type, dimension or weight of the equipment.

Additionally, passengers will need to present a medical certificate stating the exact weight and dimensions of the medical luggage at both the airport check-in and the gate.

How can I make a service request?

Please make sure to submit your request through your tour operator **at least 72 hours (3 working days) before your flight** so that we can ensure that you will receive the best service and that your needs will be met.

## Disabled Passengers and Passengers with Reduced Mobility

All of our passengers can benefit from the special wheelchair service that we offer at the airport **free of charge**. All you need to do is select the most suitable service level for you on our website and inform your tour operator who on the other side will inform us about your request.

Please make sure to add the wheelchair service request to your booking **at least 72 hours (3 working days) before departure**. This will enable us to ensure that your needs will be met in the best possible way.

Here are the three service levels which our passengers are able to select for a comfortable journey:

- **Service Level 1 (WCHR):** For passengers who have difficulty walking long distances at the airport but do not need help going up and down stairs, this service will bring them to the aircraft and pick them up from the aircraft at the arrival destination.
- **Service Level 2 (WCHS):** For passengers who have difficulty walking long distances at the airport and need help going up and down stairs, this service will bring them to the aircraft door and pick them up from there at the arrival destination.
- **Service Level 3 (WCHC):** For passengers who cannot walk without assistance, this service will bring them to their seat in the cabin and pick them up from there at the arrival destination.

A disabled passenger or passenger with reduced mobility is a passenger whose movements are hindered physically or sensually due to mental inability, old age, disease or any other hindrance and that requires special care and service for that reason.

**Disabled Passengers and Passengers with Reduced Mobility can be defined as follows:**

- Passenger with Slight Mobility Handicap
- Passenger with Severe Mobility Handicap
- Passenger Completely Immobile
- BLIND: Visually impaired passenger
- DEAF: Hearing impaired passenger
- DEAF/MUTE: Speaking and hearing disabled passenger
- DPNA: Mentally or developmentally disabled passenger – example: passengers with difficulty in learning, dementia, Alzheimer, down syndrome, etc.

Please take into account the above-mentioned information and call your tour operator directly to request the service for disabled passengers.

**On the other hand, the passengers that need following medical assistance are also included in this scope and served duly:**

- OXYG: Passengers with need for oxygen during flights should inform their tour operator at least 7 days before departure.
- Passengers whose arms and/or legs are broken and plastered,
- Passengers with need for medical care and special medical device (such as needle) during flight,
- Passengers demonstrating abnormal physical status or behavior due to a disease or inability.

European Air Charter doesn't charge for the services delivered to disabled passengers or passengers with reduced mobility. Please note that passengers with reduced mobility can only reserve windows seats (A/F) in advance. Other seats might be allocated at the airport check-in desk with consideration to the type and/or grade of the physical restriction

**We can transport the following wheelchairs on our flights:**

- Wheelchair Manual Power (WCMP)
- Wheelchair Battery Dry (WCBD): Wheelchair that is operated by power supply with non-liquid gel or dry battery
- Wheelchair with Lithium Battery (WCLB)

We can transport wheelchair with power supply that is operated by only non-flowing gel or dry power supply. The pole heads of the power supply should be dismantled or circuit should be completely turned off due to safety rules. Cables and power supply heads should be prevented from contacting in order to prevent short circuit.

We can't transport the electronic wheelchairs with liquid power supply due to safety reasons since they are not safe against flow.

Please inform your tour operator about weight (max. 35 kg), dimensions (max. 75cm tall x 130 cm wide), and type of your wheelchair. If it is not possible to load the wheelchair due to physical conditions, we regret to inform you that we will have to reject transportation. In case there is a problem in loading of your wheelchair due to inaccurate information or lack of information about the dimensions of your wheelchair, we would like to remind you that we will again be obliged to reject transportation.

- You can use your wheelchair until the aircraft and receive it if possible back after flight.
- Please remember that it is not possible to allocate seats in the emergency exit rows (EXIT) to disabled passengers or passengers with reduced mobility due to safety rules.

## **Medical Materials and Equipment**

You can carry your medical equipment and/or materials that you will need during flight after having received written approval from European Air Charter beforehand if they do not pose any threat to flight safety and security.

**Please provide the following information about your medical equipment and/or materials that you will use so that we can register them on our system:**

- Name, brand and model of the equipment/device used
- Operating method of the equipment/material
- Battery/power supply type if powered
- On which phases of flight the equipment/devices is to be used (landing, take off, cruise, any part of flight, throughout flight)
- Weight of equipment/device
- Dimensions of equipment/device

Please call your tour operator to inform about your wheelchair or any other equipments you will need during your flight at least 72 hours (3 working days) prior to departure.

**The following medical equipment is not included in restrictions however if you are to use such equipment please inform us about your equipment/device before your flight taking into account abovementioned considerations:**

- Medical ventilation device (air cleaning device),
  - Respirator (respiration device),
  - POC (Portable Oxygen Concentrator),
  - 
  - Portable medical devices on battery (following and similar)
1. CPAP (Continuous Positive Airway Pressure: device that is used for keeping upper respiratory tract open),
  2. AED (Automated External Defibrillators),
  3. Nebulizer
  4. Sleep Apnea Device
  5. Dialysis Device

**We can't admit following devices in our flights due to safety rules:**

- Wheelchairs operated by liquid power supply (WCHBW) – due to liquid battery
- Systems operated by liquid oxygen (such as liquid oxygen bottle)

## **Passengers that should travel with an accompanying person**

We are glad to fulfill the demands of our disabled passengers or passengers with reduced mobility during their journeys. However, there may be cases that we may not be able to answer to your requests. We would like to inform you that following passengers should definitely travel with an accompanying person:

- Deaf and Blind passengers,
- Psychosis patients flying alone,
- Passengers that are too psychologically, mentally or physically disabled to understand and/or implement safety information provided before the flight,
- The passengers that cannot fasten and unfasten their safety belts themselves, use the oxygen mask that will drop in case of loss of cabin pressure from overhead bins and put on the life jacket when necessary,
- Any passenger that needs any personal care, medicine taking, eating or child care.

If you need assistance on these issues during your flight, we would like to remind you that you will need to travel with an accompanying person that will assist you.

## **Passengers Excluded From Transportation**

According to the safety rules we are not able to accept the following passengers onboard of European Air Charter flights.

- Passengers with a contagious/ infectious disease e.g. open tuberculosis, infectious hepatitis (type A and E only), scarlet fever, diphtheria, chicken pox etc (unless the medical clearance states clearly that the “infectious period” is over.).
- Passengers who require a pneumatically/ electrically operated apparatus during the flight.
- Passengers in coma.
- Passengers requiring transportation on a special stretcher
- Passengers with plaster cast which prevents the passenger to bend his/her arm/s and/or leg/s so as to sit in a normal position or would apparently restrict the seating comfort of other passengers next to him, unless such handicap can be avoided with the booking of a second seat, chargeable to the passenger. Also the passenger must be able to fasten his/her belt when seated.

## **Services at the Airport**

We always do our best to provide all services you request before your flight according to your disability status. Please inform your tour operator about the type of assistance you need at least 72 hours (3 working days) prior to your flight so that we can ensure a smooth service and your comfort at the airport.

Please be advised of the following:

- all service requests are evaluated according to the limits of our aircraft
- you may be asked to present a medical certificate and other relevant documentation
- the carriage of your mobility aids (including power supply vehicles) is free of charge. It will be labelled separately and transported safely
- we can also greet you at the terminal entrance upon request

Kindly bear in mind that if you arrive at the airport on the day of the flight without a prior reservation, a wheelchair service can only be offered if sufficient capacity and resources are available, both at the airport and on the aircraft.

Please arrive at our check-in counter at least 2 hours before the scheduled flight time so that we can provide you with the best possible service and have sufficient time to complete boarding comfortably and punctually.

We would also like to remind you that delays and disruptions may occur in meeting service requests made under 2 hours.

## Services during boarding

We try to receive you onboard before other passengers so that you can access your seats onboard easily and comfortably.

Our cabin crew greets you and introduces themselves at the gate of the aircraft. They will do their best in order to seat you and meet your demands. They will be responsible for placing your baggage in overhead bins upon your approval and give them back to you on your request.

## Service during the flight

We provide services as follow in order to make sure that you spend a joyful and comfortable journey:

- You will be informed about onboard safety rules according to your disability status. Please read “**Services for Visually Impaired Passengers**” and “**Services for Hearing Impaired Passengers**” sections for more information.
- If you are seated in the emergency exit rows during check-in, our cabin crew will help you for changing your seat due to safety rules.
- Our cabin crew cannot lift or carry you. In case a passenger requires an on-board-wheelchair, please contact your tour operator at least 72 hours (3 working days) before your flight’s departure in order to ensure a barrier free journey.
- Cabin crew may assist disabled passengers and passengers with reduced mobility for going to and returning from WC, by informing the passenger about the lavatory chime, the faucet and flush buttons. Visually impaired passengers are provided guidance through the aisle to and/ or from their seats, helping them feel the door handle and lock pin, as well as the lavatory chime, the faucet and flush buttons.
- Cabin crew may help with any further assistance formulated by the passenger with reduced mobility, as long as it does not include carrying heavy bags or the passenger.

- We would like to remind you that personal care, medicine taking, feeding or child care/assistance will not be provided by cabin crew.
- Our cabin crew will do their best in order to evacuate in case of an emergency.
- Our cabin crew can open the packages and serve upon your request during food and beverage service for the visually impaired passengers.

## **Services Provided for Visually Impaired Passengers**

The visually impaired passengers are given priority to take their seats on the aircraft together with their accompanying person and/or ground services staff. You will be greeted by the cabin crew at the gate of the aircraft. Our cabin crew will introduce herself/himself and accompany you until your seat. If you have hand baggage, she/he will help you placing your baggage on overhead bins.

## **Services Provided for Hearing Impaired Passengers**

Hearing impaired passengers will be given priority to take their seats on the aircraft together with their accompanying person and/or ground services staff. You will be greeted by the cabin crew at the gate of the aircraft. Our cabin crew will introduce herself/himself and accompany you until your seat. If you have hand baggage, she/he will help you placing your baggage on overhead bins upon your request.

Cabin crew will also contact you in writing by means of notepads when necessary for better communication.

## **Guide Dogs**

The trained guide dogs that are certified to belong to our blind or deaf passengers are transported in the passenger cabin for free. Guide dogs can travel next to you outside the cage within the cabin. It is the responsibility of our valuable customers to present rabies vaccination report, passport and other vaccination documents, if any, as well as the permit certificate obtained from the Ministry of Agriculture and Rural or all other documents related to the requirements of the destination country.

We kindly request you to make your special reservations for carriage of guide dogs at least 72 hours (3 working days) before your flight. We recommend you to use dog muzzle during your flight.

We would like to remind you that we can admit maximum 2 guide dogs within the cabin on our flights.

## Emergencies

We provide information about safety rules onboard as well as how to proceed in case of emergency by following means:

- Safety information before flight (cabin crew demonstration),
- Announcements by cabin crew,
- Cards showing the safety instructions in pockets or back of the seat in front of you.

Cabin crew will help you in case of an emergency during flight.

Please listen/watch any instruction by cabin crew in case of an emergency and follow the instructions.

**If you are travelling alone, you need to fulfill following requirements in case of an emergency:**

- Fastening and unfastening safety belt,
- Using the oxygen mask that will drop from overhead panel in case of sudden loss of pressure,
- Putting on the life jacket.

We would like to remind you that someone should accompany you in order to help you if your condition requires help.

## Services after the flight

We continue our services as per the requests of our disabled guests or passengers with reduced mobility at the end of the flight too.

In order to make it easier for you to leave the aircraft, we will help you exit after all passengers have left the aircraft.

After the aircraft has reached the destination, your own assisting equipment (wheelchair, etc.) in cargo hold will be delivered to you at the gate of the aircraft if possible.

Ground services officer can accompany you to relevant passport control points on international flights. Ground services staff will help you collect your luggage and accompany you until the person and/or vehicle that will greet you.

Each airport has facilities to support disabled passengers and passengers with reduced mobility that request help before and after the flight, so-called PRM-Service.

Damages to your luggage and equipment will be compensated with priority. The compensation to be paid for the luggage and/or equipment that is damaged is determined according to international regulations. You can access information about guarantee and compensation for lost and found luggage from "[Baggage loss or damage](#)"

## **Contact information**

Please contact relevant airport for your inquiries and opinions about assistance provided to you in airports.

If you have any question regarding your ticket or reservation, please contact your tour operator.

As European Air Charter, our objective is to provide you with on time and higher qualityfasterservice. Your satisfaction is very important for us. For this reason, your each opinion is extremely valuable for us. You can send your suggestions, requests and claims about European Air Charter to [info@euaircharter.com](mailto:info@euaircharter.com).

***THANK YOU FOR CHOOSING EUROPEAN AIR CHARTER!***