

**TRANSPORT OF DISABLED PASSENGERS & PASSENGERS WITH MEDICAL NEEDS**

FOR FLIGHTS OPERATED BY CARRIER TO AND FROM CANADA:

(A) DEFINITIONS -.

- (1) APPLICABLE LAW  
MEANS ANY LAW, RULE OR REGULATION ENACTED WHICH IS APPLICABLE TO TRANSPORTATION SERVICES TO OR FROM CANADA
- (2) SELF-RELIANT  
PERSON WHO IS INDEPENDENT, SELF SUFFICIENT AND CAPABLE OF TAKING CARE OF ALL PHYSICAL NEEDS SUCH AS FEEDING, TOILETING, MEDICATING AND TRANSFERRING DURING THE FLIGHT , IS CAPABLE OF PHYSICALLY ASSISTING IN THEIR OWN EVACUATION OF AN AIRCRAFT AND WHO REQUIRES NO SPECIAL OR UNUSUAL ONBOARD ATTENTION BEYOND THAT AFFORDED TO THE GENERAL PUBLIC
- (3) SAFETY ASSISTANT  
AN ABLE-BODIED PERSON PHYSICALLY CAPABLE OF ASSISTING A DISABLED PERSON TO AN EXIT IN THE EVENT OF AN EMERGENCY
- (4) CARE ATTENDANT  
AN INDIVIDUAL WHO IS WILLING AND ABLE TO ASSIST A DISABLED PERSON WITH PHYSICAL NEEDS SUCH AS FEEDING, TOILETING, MEDICATING AND TRANSFERRING INTO & OUT OF SEATS WITHIN THE AIRCRAFT CABIN.
- (5) DISABLED PERSON  
MEANS ANY PERSON WHO BY VIRTUE OF A LOCOMOTOR, SENSORY, INTELLECTUAL OR OTHER IMPAIRMENT, HAS A PHYSICAL OR MENTAL IMPAIRMENT AND WHO REQUIRES SERVICES OR ASSISTANCE BEYOND THOSE NORMALLY OFFERED BY THE CARRIER OR HAS THE MEANING DEFINED BY APPLICABLE LAW.

(B) ACCEPTANCE OF DISABLED PASSENGERS

- (1) VS WILL MAKE EVERY EFFORT TO ACCOMMODATE A DISABLED PERSON AND WILL NOT REFUSE TO TRANSPORT A PERSON BASED SOLELY ON HIS/HER DISABILITY.
- (2) VS RESERVES THE RIGHT TO REFUSE TO TRANSPORT OR REMOVE AT ANY POINT ANY PASSENGER WHOSE MENTAL OR PHYSICAL CONDITION IS SUCH THAT HE OR SHE IS NOT SELF-RELIANT UNLESS:
  - (a) HE/SHE IS ACCOMPANIED BY A CARE ATTENDANT WHO WILL BE RESPONSIBLE FOR CARING FOR HIM EN ROUTE, AND
  - (b) WITH THE CARE OF SUCH ATTENDANT HE WILL NOT REQUIRE UNREASONABLE ATTENTION OR ASSISTANCE FROM EMPLOYEES OF THE CARRIER; OR
  - (c) HE/SHE TRAVELS WITH A SAFETY ASSISTANT.

(C) ADVANCE NOTICE

- (1) DISABLED PERSONS ARE STRONGLY ENCOURAGED TO MAKE REQUESTS FOR ASSISTANCE OR A SERVICE AT THE TIME OF RESERVATION AND AS FAR AN ADVANCE OF TRAVEL AS POSSIBLE.

- (2) WHERE A DISABLED PERSON REQUESTS ASSISTANCE OR A SERVICE SET OUT IN THIS RULE AT LEAST 48 HOURS PRIOR TO DEPARTURE, THE CARRIER WILL ARRANGE FOR THE PROVISION OF SUCH ASSISTANCE OR SERVICE. WHERE A DISABLED PERSON REQUESTS ASSISTANCE OR SERVICE LESS THAN 48 HOURS PRIOR TO DEPARTURE VS WILL USE REASONABLE ENDEAVOURS TO MAKE ARRANGEMENTS.
  
  - (D) ASSISTANCE DOGS
    - (1) ONLY ASSISTANCE DOGS MAY BE CARRIED WITHIN THE AIRCRAFT CABIN.
    - (2) ALL ASSISTANCE DOGS MUST HAVE FORMAL IDENTIFICATION AND BE QUALIFIED BY A RECOGNISED ORGANISATION.
    - (3) CARRIER WILL NOT ACCEPT ANY BREED OF DOG WHO PROHIBITED UNDER THE UK DANGEROUS DOGS ACT OR WHO IS NOT CLEARED BY THE CARRIER.
  
  - (E) WHEELCHAIRS/MOBILITY AIDS
    - (1) COLLAPSIBLE MANUAL WHEELCHAIRS ONLY MAY BE TAKEN INTO AIRCRAFT CABINS WHICH HAVE DEDICATED STORAGE SPACE. IF THERE IS NO SPACE, MANUAL WHEELCHAIRS WILL BE TRANSPORTED IN THE AIRCRAFT HOLD.
    - (2) STICKS, CRUTCHES, WALKING FRAMES MAY BE TAKEN INTO THE AIRCRAFT CABIN
  
  - (F) MEDICAL CLEARANCE  
PASSENGERS MUST BE REASONABLY SATISFIED THAT THEY ARE MEDICALLY FIT TO FLY. IF THERE IS DOUBT, PROFESSIONAL MEDICAL ADVICE MUST BE SOUGHT. VS RESERVES THE RIGHT TO REQUIRE MEDICAL CLEARANCE WHERE THE SAFETY OR WELLBEING OF A PASSENGER IS IN DOUBT OR TO DENY BOARDING.
  
  - (G) PREGNANCY  
IF TRAVEL IS TO BE TAKEN FROM THE 28<sup>TH</sup> WEEK ONWARDS CONTACT MUST BE MADE WITH VS TO OBTAIN CLEARANCE FOR TRAVEL
  
  - (H) MISCELLANEOUS INFORMATION  
VS PERSONNEL ARE NOT PERMITTED TO ADMINISTER HYPODERMIC INJECTIONS
  
  - (I) APPLICABLE LAW  
CARRIER WILL ADHERE TO ALL APPLICABLE LAWS IN THE TRANSPORTATION OF DISABLED PASSENGERS AND THOSE PASSENGERS WITH MEDICAL NEEDS.
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