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## RESERVATION AND PRE-FLIGHT PLANNING

Airnorth provide Darwin based passengers with three alternate methods of making a reservation. These are

By telephone 1800 627 474 or 08 8941 4001

By website: [www.airnorth.com.au](http://www.airnorth.com.au) or

in person at our Airport ticketing counter located at Darwin International Airport.

For passengers located outside of the greater Darwin area, in person reservations may be made by contacting our travel partners, various travel agents or Qantas who can assist with making reservations on Airnorth services.

To allow for Airnorth to best facilitate the passengers journey a passenger requiring special assistance through illness, injury or disability should provide Airnorth with sufficient information and notice of intended travel.

### **Passengers with an injury or illness**

Passengers who are travelling with a specific injury or illness that may be affected by flight, altitude or pressurisation should refer to Appendix A. Appendix A outlines specific conditions applicable to the particular illness or injury and the requirements the passenger and Airnorth will meet for the type of aircraft being travelled on.

### **Passengers requiring a carer or assistant**

In some instances Airnorth may request a passenger to travel with a carer or assistant. Airnorth will only make such a request where it considers a passenger would benefit from having a dedicated travel companion to assist with embarkation / disembarkation of the aircraft, toileting, feeding or the administration of medication.

Passengers who fall under this category are identified in Appendix B which outlines the details on the specific conditions applicable to their particular disability and carer or assistant requirements.

Where possible, Airnorth will endeavour to assist passengers with a disability who ask for assistance through the provision of a staff member to act as a guide or the provision of a courtesy wheelchair.

### **Greater Freedom Fare**

Where Airnorth requires self-funded passengers to travel with carers or assistants to travel and assist them Airnorth allows the assistant or carer to travel on a significantly reduced fare. The Greater Freedom Fare allows carers or assistant(s) to pay 10 percent (ID90 positive space) of the Y class fare (economy class) for sector(s) travelled, plus mandatory taxes and charges.

If the special assistance passenger is travelling on a return ticket where the travel dates are three or more days apart, the assistant(s) may return to the point of first uplift and travel forward later to accompany the special assistance passenger on the return journey at the reduced fare.

**Note:** Passengers travelling at Government expense are not eligible for the Greater Freedom Fare.

### **Special assistance information**

Passengers requiring special assistance or travelling with mobility aids may be required to complete the Disability Access Facilitation Information (DAFI) Form (Appendix D). The information contained on this form, enables Airnorth to determine what assistance it is able to provide to passengers with a disability or special requirements. The form requires the following information:

- Passengers name
- Date of birth
- Flight details including date of travel, flight number, departure and arrival points
- Details of assistance required
- Details of assistant or carer including name and primary language
- Details of medical equipment to be carried

Where a medical clearance is necessary, the following information may be required:

- Medical Practitioners name and contact number
- Medical diagnosis, including type of injury, illness or disability. In the case of pregnancy, expected date of delivery and details of any ongoing medical issues surrounding the pregnancy.
- Date of diagnosis and / or surgery
- Requirement for medical aids on board the flight
- Details of specific assistance required

This form may not be necessary in all cases and only those relevant sections should be completed.

Airnorth respects the privacy of its passengers and endeavours to collect this information once per passenger and to retain it for repeat travellers. This information will be retained for a period of 3 months. When making a reservation, passengers should notify reservations and advise if they have travelled and completed a Disability Access Facilitation Information Form within the last 3 months.

### **Access assessment and approval process**

On receipt of a Disability Access Facilitation Information Form, Airnorth Reservations Consultant will conduct an assessment and ensure the following:

- All information has been included
- A medical practitioner's clearance has been provided, where the nature of the illness, injury or disability requires it
- Where medical equipment is required, the equipment is suitable for use on board Airnorth aircraft
- The Disability Access Facilitation Information Form has been approved or contact the passenger for additional information / clarification or where not approved advise the passenger of the decision
- Annotate the booking within the Airnorth Customer Management System (CM) using the identifiers in Appendix C

**Note 1:** If the information available is such that the Reservations Consultant deems Airnorth is unable to safely carry the passenger or their medical equipment, the passenger will be advised as soon as possible and an explanation provided to the passenger.

**Note2:** A passenger may request a reassessment of an inability to carry decision. These requests will be assessed by the Safety and Compliance Department. Contact details are located in Section 11.

**Note3:** If additional guidance regarding the carriage of a passenger or their medical equipment is required, the Reservations Consultant will forward the Disability Access Facilitation Information Form to the Safety and Compliance Department for assessment.

### **Communication Process**

All approved Disability Access Facilitation Information Form information will be included in the passenger booking within the Airnorth Customer Management System (CM). The following information should be included in the booking:

- Reference Code – Appendix C
- Disability Access Facilitation Information Form Approval Number
- Additional information regarding any assistance the passenger may require.

Where the CM system is unavailable a copy of the Disability Access Facilitation Information Form should be faxed to the Duty Movement Supervisor and the arriving / departure port to ensure Customer Service Officers or agents are aware of the passenger's requirements.

### **Mobility Aids Advice**

Mobility aids are devices designed to assist walking or otherwise improve the mobility of people with mobility impairment. Passengers that are travelling with mobility aids, such as wheelchairs or assistance dogs, should advise reservations when making their booking and complete a Disability Access Facilitation Information Form. Further information regarding the carriage of mobility aids and assistance animals can be found in Sections 6 and 7.

Airnorth accepts the following items to be mobility aids.

- Walking aids including canes, crutches, forearm crutch combinations,
- Wheelchairs and scooters
- Walkers

### **Special Seating Requests**

Should a passenger require a special seat within the aircraft or to be located near a specific facility, Airnorth requests that the passenger make the request at the time of booking. Notification of special seating arrangements will enable Airnorth to pre-allocate seating and ensure a smooth transition through the check in process.

These requests may be for preference to be close to the toilet, seated on a particular side of the aircraft for ease of hearing, a carer or friend to be seated in the adjacent seat (where no Disability Access Facilitation Information Form has been completed).