

ACCESS TO, AND ONBOARD THE AIRCRAFT

Aircraft Restrictions

Airnorth operates a fleet of aircraft with varying restrictions due to size. The table below outlines the important aspects of the aircraft and should be read in conjunction with Appendix A or B, dependent on the illness / injury or disability.

| AIRCRAFT TYPE | PASSENGER NUMBERS | ONBOARD FACILITIES | CARRY ON BAGGAGE LIMITATIONS | ONBOARD ASSISTANCE |
|--------------------|-------------------|--|--|----------------------------------|
| FAIRCHILD METRO 23 | 19 seats | No toilet No exit row No meals Access to aircraft via stairs only No aircraft power available in flight | Limited to small items only. | No on board assistance available |
| EMBRAER 120 | 30 seats | One small toilet cubicle (front of aircraft) No hot water. Snacks only Access to aircraft via stairs only No aircraft power available in flight | 4 kgs only 135mm x 410mm x 275mm size | One cabin attendant. |
| EMBRAER 170 | 76 seats | 2 toilets (front and rear of aircraft) Dependant on Airport - Aerobridge - stairs - passenger lifting device Hot water / light meals available No aircraft power available in flight | 9 kgs 400mm x 610mm x 250mm size | 2 Cabin attendants |

Note: Airnorth aircraft are not fitted for providing electrical power to passengers.

Embarkation and Disembarkation

Passengers requiring assistance to board the aircraft will be provided with priority boarding. Where a passenger has completed a Disability Access Facilitation Information Form, the passenger will be required to be at the boarding gate 30 mins prior to the scheduled boarding time or at the meeting spot identified by the Customer Service Officer at the time designated. Passengers must be ready for boarding at this time and are asked to have toileted prior to boarding.



Passengers whose injury or illness is not sufficient for the completion of a Disability Access Facilitation Information Form and would benefit from priority boarding should notify the Customer Service Officer during check in. These passengers may include:

- Senior citizens
- Persons requiring the use of crutches or walking aids
- Passengers suffering shortness of breath or
- Passengers unable to walk long distances

Passengers embarking or disembarking at Darwin International Airport should be aware of potentially being required to walk up to 1km from the aircraft to the terminal, due to the nature of the terminal and aircraft parking bays. Where passengers are unable to walk this distance a wheelchair may be requested.

Passengers with mobility disabilities travelling on Airnorth aircraft (Embraer 120 Brasilia or Metro 23) which has limited stair access may be required to organise a minimum of 2 (two) persons to assist with embarkation and/ or disembarkation. Should this be required, Airnorth will facilitate access airside for the assistants.

Passengers travelling on the Embraer 170 and not being boarded via an aerobridge will be assisted on board the aircraft by the use of a passenger lifting device. Passenger lifting devices for smaller aircraft (Embraer 120 and Metro 23) are not available at any ports. Passengers should refer to Section 3 to identify those ports that have passenger lifting devices available.

Customer Service Officers Role in Embarkation / Disembarkation

Where a passenger has provided persons to assist with the embarkation and disembarkation process, Customer Service Officers will be required to ensure the assistants are issued with Visitors Passes and escorted in accordance with the security arrangements for the Airport.

On Board Access

All passengers who have been priority boarded will be provided with an individual safety briefing by the Cabin Attendant.

Airnorth Safety Briefings are audible briefings. Where a hearing impaired passenger has been boarded, the safety briefing will include the use of safety briefing cards.

On boarding the aircraft, Cabin Attendants will assist the passenger with the stowage of mobility aids or medical equipment for takeoff and landing.

Where a passenger requires assistance to use toileting facilities, Cabin Attendants may assist the passenger to walk to the door of the toilet. Airnorth aircraft do not carry wheelchairs for use on board the aircraft. Cabin Attendants are prohibited from assisting passengers with other toileting activities and from assisting inside the toilet cubicle.

Seating

Passengers requiring special assistance must not be seated in an exit row or in a seat where they may hinder the evacuation of an aircraft in an emergency. However, they may be seated near the main cabin door for ease of embarkation and disembarkation.



Passengers travelling with an assistance animal are generally allocated a seat in the back rows of the aircraft where space is not as limited for the assistance animal. Seat allocation must take into account the size of the animal; aircraft floor space, bulkhead size and amount of room under the seats.

Placement of assistance animals must not hinder the Cabin Attendants ability to undertake their duties.

Seat allocation will be determined prior to boarding in accordance with the information provided on the Disability Access Facilitation Information Form.