

PASSENGERS WITH DISABILITY

<i>PASSENGER CATEGORY</i>	<i>CONDITIONS</i>	<i>AIRCRAFT LESS THAN 30 SEATS (EMB 120 / METRO 23)</i>	<i>AIRCRAFT MORE THAN 30 SEATS (ERJ 170)</i>
<p>VISION IMPAIRED</p> <ul style="list-style-type: none"> A person with a visual impairment of any level. 	<p>Passenger must:</p> <ul style="list-style-type: none"> Where possible advise Airnorth 96 hours in advance of flight. Make the booking by phone or in person. Complete and return DAFI form no later than 24 hours prior the flight. Check in for the flight 60 mins prior to scheduled departure time. Emergency contact details. <p>Airnorth will:</p> <ul style="list-style-type: none"> Carry the passenger and companion at reduced prices. Carry a registered service animal. 	<p>Passenger may (depending on the level of impairment) be required to:</p> <ul style="list-style-type: none"> Organise 1 (one) travel companion. or Provide details of service animal including registration details. Not feed the animal prior to flight. <p>Airnorth will:</p> <ul style="list-style-type: none"> Seat the passenger and companion together. Ensure sufficient area is available for the service animal. Provide an absorbent mat for the service animal. 	<p>Passenger may (depending on the level of impairment) be required to:</p> <ul style="list-style-type: none"> Organise 1 (one) travel companion. or Provide details of service animal including registration details. Not feed the animal prior to flight. Be aware of quarantine requirements for international travel. <p>Airnorth will:</p> <ul style="list-style-type: none"> Seat the passenger and companion together. Ensure sufficient area is available for the service animal. Provide an absorbent mat for the service animal.

PASSENGER CATEGORY	CONDITIONS	AIRCRAFT LESS THAN 30 SEATS (EMB 120 / METRO 23)	AIRCRAFT MORE THAN 30 SEATS (ERJ 170)
<p>OXYGEN REQUIRED</p> <ul style="list-style-type: none"> A passenger who has a respiratory condition. 	<p>Passenger must:</p> <ul style="list-style-type: none"> Provide own oxygen. Complete and return DAFI form no later than 24 hours prior to flight. <p>Airnorth will:</p> <ul style="list-style-type: none"> Carry the passenger. Provide one on one emergency briefings. Provide assistance to secure the oxygen bottles in the aircraft. 	<ul style="list-style-type: none"> Oxygen must be in size 3C cylinders Supplied by BOC Gases Contained in the carrying and securing apparatus provided by BOC gases 	<ul style="list-style-type: none"> Oxygen must be in size 3C cylinders. Supplied by BOC Gases. Contained in the carrying and securing apparatus provided by BOC gases.

PASSENGER CATEGORY	CONDITIONS	AIRCRAFT LESS THAN 30 SEATS (EMB 120 / METRO 23)	AIRCRAFT MORE THAN 30 SEATS (ERJ 170)
<p>HEARING IMPAIRED</p> <ul style="list-style-type: none"> A person with a hearing impairment of any level. 	<p>Passenger must:</p> <ul style="list-style-type: none"> Where possible advise Airnorth 96 hours in advance of flight. Make the booking by phone or in person. Complete and return DAFI form no later than 24 hours prior to the scheduled departure time. Check in for the flight 60 mins in advance. <p>Airnorth will:</p> <ul style="list-style-type: none"> Carry the passenger and companion at greatly reduced prices. Carry a registered service animal. 	<p>Passenger: may (depending on the level of impairment) be required to:</p> <ul style="list-style-type: none"> Organise 1 (one) travel companion or Provide details of service animal including registration details. Not feed the animal prior to flight. <p>Airnorth will:</p> <ul style="list-style-type: none"> Seat the passenger and companion together. Ensure sufficient area is available for the service animal. Provide an absorbent mat for the service animal. 	<p>Passenger may (depending on the level of impairment) be required to:</p> <ul style="list-style-type: none"> Organise 1 (one) travel companion or Provide details of service animal including registration details. Not feed the animal prior to flight Be aware of quarantine requirements for international travel. <p>Airnorth will:</p> <ul style="list-style-type: none"> Seat the passenger and companion together. Ensure sufficient area is available for the service animal. Provide an absorbent mat for the service animal.

PASSENGER CATEGORY	CONDITIONS	AIRCRAFT LESS THAN 30 SEATS (EMB 120 / METRO 23)	AIRCRAFT MORE THAN 30 SEATS (ERJ 170)
<p>Mobility IMPAIRED</p> <ul style="list-style-type: none"> • Full body movement severely limited. • Wheelchair bound persons • Unable to embark / disembark aircraft without assistance of mechanical lifting device. • In event of emergency passenger would require assistance to gain access to an exit. • Severely intellectually impaired. 	<p>Passenger must:</p> <ul style="list-style-type: none"> • Where possible advise Airnorth 96 hours in advance of flight. • Make the booking by phone or in person. • Complete and return DAFI form no later than 24 hours prior to flight • Check in for the flight 60 mins in advance. • Emergency contact details. <p>Airnorth will:</p> <ul style="list-style-type: none"> • Carry the passenger and companion at greatly reduced prices. 	<p>Passenger: may (depending on the level of impairment) be required to:</p> <ul style="list-style-type: none"> • Organise a minimum of 2 (two) persons to assist with embarkation and/ or disembarkation. • Organise for 1 (one) travel companion. • Companion should be able to understand and speak English and aid the passenger in the event of an emergency. <p>Airnorth will:</p> <ul style="list-style-type: none"> • Board the passenger prior to other passengers. • Assist with screening and facilitate movement to and from the aircraft. 	<p>Passenger: may (depending on the level of impairment) be required to:</p> <ul style="list-style-type: none"> • Organise for 1 (one) travel companion. <p>Airnorth will:</p> <ul style="list-style-type: none"> • Arrange for mechanical lifting device to be available. • Board the passenger prior to other passengers. • Assist with screening and facilitate movement to and from the aircraft.
		<p>Note: DPL is not used for the EMB 120 or Metro 23.</p>	<p>Note: Some outports do not have DPL capability.</p>

PASSENGER CATEGORY	CONDITIONS	AIRCRAFT LESS THAN 30 SEATS (EMB 120 / METRO 23)	AIRCRAFT MORE THAN 30 SEATS (ERJ 170)
<p>MILDLY IMPAIRED</p> <ul style="list-style-type: none"> • Mildly impaired or incapacitated passenger travelling without a companion. • Able to embark / disembark with or without some assistance. • If located near emergency exit, can exit without assistance. • A passenger who has recently been discharged from hospital and / or requires medical supervision. 	<p>Passenger must:</p> <ul style="list-style-type: none"> • Where possible advise Airnorth 96 hours in advance of flight. • Make the booking by phone or in person. • Complete and return DAFI form no later than 24 hours prior to flight • Check in for the flight 60 mins in advance. <p>Airnorth will:</p> <ul style="list-style-type: none"> • Carry the passenger. • Provide one on one emergency briefings. 	<p>Airnorth will:</p> <ul style="list-style-type: none"> • Assist the passenger with the embarkation / disembarkation process. 	<p>Airnorth will:</p> <ul style="list-style-type: none"> • Assist the passenger with the embarkation / disembarkation process.

PASSENGER CATEGORY	CONDITIONS	AIRCRAFT LESS THAN 30 SEATS (EMB 120 / METRO 23)	AIRCRAFT MORE THAN 30 SEATS (ERJ 170)
<p>WHEELCHAIR ASSISTANCE</p> <ul style="list-style-type: none"> • Full body movement with limitations. • Walking stick / crutches reliant persons. • Able to embark / disembark with some assistance. • If located near emergency exit, can exit without assistance. 	<p>Passenger must:</p> <ul style="list-style-type: none"> • Where possible advise Airnorth 96 hours in advance of flight. • Make the booking by phone or in person. • Complete and return DAFI form no later than 24 hours prior to flight • Check in for the flight 60 mins in advance. <p>Airnorth will:</p> <ul style="list-style-type: none"> • Carry the passenger • Provide one on one emergency briefings • Where possible provide a staff member to assist the passenger. 	<p>Airnorth will:</p> <ul style="list-style-type: none"> • Provide assistance (mechanical) to move between the aircraft and the terminal. • Board the passenger prior to other passengers. • Assist the passenger with screening processes. 	<p>Airnorth will:</p> <ul style="list-style-type: none"> • Where boarding is not via an aerobridge, provide assistance (mechanical) to move between the aircraft and the terminal. • Board the passenger prior to other passengers. • Assist the passenger with screening processes.
<p>UMNR</p> <ul style="list-style-type: none"> • Unaccompanied minor aged between 5 and 15 years of age. • Unaccompanied minors will only be carried with the express written permission of the minor's parent or legal guardian. 	<p>Passenger must:</p> <ul style="list-style-type: none"> • Complete the Unaccompanied Minor form during check in. • Must have all contact details for persons collecting the Minor. 	<p>Airnorth will:</p> <ul style="list-style-type: none"> • Assist the minor with embarkation / disembarkation processes. • Monitor the minor during flight. • Provide one on one emergency briefing. 	<p>Airnorth will:</p> <ul style="list-style-type: none"> • Assist the minor with embarkation / disembarkation processes. • Monitor the minor during flight. • Provide one on one emergency briefing.