
CHECK-IN

Arriving at the Airport

The Airports Airnorth operate from do not have dedicated check in desks or facilities for passengers with an illness / injury or disability.

Because airport facilities may differ Airnorth suggests that where a lengthy queue is evident or passengers are unable to queue due to their illness / injury or disability, the passenger advise the ticketing or customer service desk of their arrival and request assistance with check in processes.

Assistance with Check In

During the check in process, Customer Service Officers must ask all passengers if they require any additional assistance with any of the following:

- movement through screening
- to the departure lounge
- customs and immigration processing
- Special seating requests on board the aircraft
- Assistance with advice of boarding commencement notification (only if priority boarding is not requested)

Airnorth will provide any assistance required subject to availability of Customer Service Officers at airports as identified in Section 3.

Special seating requests

Passengers should advise the Customer Service officer, during Check In if they have any special seating requests. Refer to Section 8 for facilities and their location, available on board Airnorth Aircraft.

Airnorth makes all attempts to accommodate special seating requests. This process is assisted if during the reservation process, passenger's advice of any special requirements. Please refer to Section 2, Special Seating Requests.

Medical Equipment

Passengers travelling with medical equipment in the cabin will be required to show the Customer Service Officer the equipment. All medical equipment must be approved through the completion of a Disability Access Facilitation Information Form when the booking is made.

Wheelchairs

Passengers may choose to continue to use their own wheelchair up to boarding or transfer to one provided by Airnorth at those airports where they are available. Please refer to Section 6 for further details.

Note: Wheelchairs are not able to be carried in the cabin of Airnorth aircraft.