
CARRIAGE OF WHEELCHAIRS AND OTHER MOBILITY AIDS

Carriage of Wheelchairs

Airnorth do not carry wheelchairs in the cabin. Due to the different aircraft types, space may be limited and the number and type of wheelchairs able to be carried will vary. Passengers should confirm with Reservations the aircraft type they will be travelling on.

The Fairchild Metroliner 23 is limited to one manual wheelchair.

The Embraer 120 may carry up to 2 manual wheelchairs or one electric wheelchair.

The ERJ 170 Jet may carry up to 3 manual wheelchairs or 2 electric wheelchairs dependant on the cargo carried at the time.

The loading of wheelchairs or other battery operated mobility aids as checked baggage is to be conducted in accordance with the Airnorth Dangerous Goods Manual. Airnorth baggage handlers are trained in the carriage requirements for battery operated and electric wheelchairs.

Check In and screening of mobility aids

Passengers using wheelchairs and requiring assistance should arrive at check in 60 minutes prior to the scheduled departure time for domestic flights and 90 minutes prior to the scheduled departure time for international flights to allow Airnorth staff, appropriate time to facilitate passenger's requirements. Passengers choosing to transfer from their wheelchair at check-in will be provided with an airline approved wheelchair for use in the terminal and for embarkation of the aircraft where one is available. Refer to Section 3 for information regarding a particular outport.

All wheelchairs and mobility aids must be screened in accordance with the Transport Security Act and Regulations. Further information on screening is found in Section 5.

Where the passenger has a "specially designed" wheelchair or requires disabled passenger lift assistance, the passenger may elect to remain in their wheelchair until boarding of the aircraft.

Where a passenger has elected to remain in their own wheelchair until boarding, the wheelchair will be loaded into the cargo hold after the passenger has embarked the aircraft.

Passengers electing to remain in their own wheelchair must advise the Customer Service Officer during check in. The Customer Service Officer must advise the aircraft loaders of the requirement to load the wheelchair once the passenger has boarded the aircraft.

The Customer Service Officer will advise the aircraft loader of the wheelchair type and size to ensure the wheelchair is handled correctly.

Note: There may be instances due to airport size and capability, where a passenger may not be able to remain in their own wheelchair. Passengers will be advised by the Customer Service Officer at the time of check in.



Disembarkation Process

On arrival at the destination the passenger's wheelchair may be made available to the passenger on disembarkation of the aircraft and prior to entry to the terminal. At this time the passenger will be disembarked once all other passengers have left the aircraft and the wheelchair is made available by aircraft loaders. Where the wheelchair is unable to be provided to the passenger at the time of disembarkation, a company wheelchair will be made available.

Customer Service Officers at the departing airport will advise the passenger of this option taking into account the destination airport capabilities and advise the arriving port of the passenger's wheelchair requirements.