



Help and advice on organising the journey of a passenger with a disability or special needs

Edition 2024

PREPARING FOR YOUR TRIP

a. Pre-booking assistance

Inform us of your need for assistance at the time of booking and no later than 48 hours before the departure of your first flight, so that we can provide you with the appropriate assistance and inform the airport authorities.

<https://img.static-af.com/m/45d6e1e78f67f8e7/original/PMR-Reglement-europeen.pdf>

To guarantee the best possible assistance, please let us know:

The nature and description of your needs: simple assistance (getting to and from the plane in a wheelchair, with the possibility of getting up and going up or down a few steps) or reinforced assistance (due to partial or total immobility, temporary or permanent).

For simple assistance, when you make your reservation on our website, click on the assistance request option, or make the request through your travel agent.

For enhanced assistance, send us your request before booking your flight by e-mail to supportclient@aslairlines.com or by telephone on 0 825 825 849 (€0.20 per minute), Monday to Saturday, 8am to 6pm.

- Description of any mobility equipment: number, model, type of wheelchair (electric or manual, folding or non-folding), complete dimensions in folded position (length x width x height), weight, type of battery (dry or wet), seat shell (complete dimensions), other equipment.

In addition to the baggage allowance on the ticket, ASL Airlines will carry two items of mobility equipment (wheelchair, walker) and one item of medical equipment free of charge in the hold, subject to there being sufficient space on board the aircraft and without prejudice to the application of legislation relating to hazardous materials.

- The need for specific assistance on board: help or medical care to be provided by the staff or by you or any accompanying person.

b. Need for prior medical authorisation to travel

In many cases, no medical approval is required to travel with ASL Airlines, but it is recommended that you contact your GP or the airport doctor to find out if you are fit for air travel in the following situations:

- Pregnancy
- Recent surgery
- Cast limb

Prior medical authorisation to travel, issued by the ASL Airlines France Medical Department, is compulsory in the following cases:

- Passengers whose state of health may require unusual medical assistance at the airport or on board (different from the above cases)

- Passengers suffering from a contagious disease.

The request for authorisation must be sent by e-mail to supportclient@aslairlines.com in order to obtain authorisation to book your flight. This authorisation request takes the form of 2 questionnaires:

- Annex A of IATA Resolution 700 to be completed by you
- Annex B of IATA Resolution 700 to be completed by your doctor. The medical information contained therein will only be read by our doctor and will remain confidential.

An agreement or opinion will be given by the ASL Airlines approved medical officer, who is a specialist in aviation medicine and has the necessary skills to determine fitness for air travel.

ASL Airlines undertakes to do its utmost to ensure that your trip runs smoothly but may in certain specific cases refuse carriage, make it subject to certain requirements or postpone it (in accordance with the fare rules of the ticket), if all the prerequisites have not been met.

Depending on the configuration of our aircraft, and for safety reasons, the number of passengers requiring specific assistance who can be carried on board our aircraft is limited. Should you require specific assistance and be unable to book it on a given flight, we invite you to change the dates of your flight, or to contact our customer service department.

Newborn babies are allowed to travel from 48 hours, preferably from 7 days.

c. The need to travel with a companion

In some cases, the presence of an accompanying person is compulsory to comply with the applicable safety measures. In other cases, the presence of an accompanying person is recommended for reasons relating to your own comfort.

1. An accompanying adult must be present for safety reasons

For the safety of disabled passengers or passengers with reduced mobility, an attendant may be required by ASL Airlines. The sole role of the attendant is to assist in the event of an emergency, particularly in the event of evacuation from the aircraft. He or she is compulsory only in the following cases:

- a person suffering from a severe intellectual disability that prevents them from understanding and applying safety measures
- A person who is both blind and deaf, and therefore unable to communicate with the crew
- A person suffering from a motor disability that prevents them from physically participating in their own evacuation. Most people who are paraplegic, paralysed or have no upper limbs can therefore travel unaccompanied. However, for most quadriplegics, an accompanying person is compulsory.

A disabled child or a child with reduced mobility may travel alone as an unaccompanied child (UM):

- If they can physically contribute to their own evacuation
- If they are capable of understanding and applying safety measures.

The accompanying person must meet the following criteria:

- Be of legal age and autonomous
- They must not be looking after a disabled person and/or a person with reduced mobility, at the same time as a child under the age of 2, or another disabled person or person with reduced mobility.

For information, there is no special fare for accompanying persons and ASL Airlines does not provide an accompanying service.

2. The presence of an accompanying adult is recommended

ASL Airlines recommends the presence of a companion to assist you during the flight for reasons relating to your comfort.

For reasons of liability, the assistance provided by the company does not include:

- Assistance with meals and drinks
- Assistance to and from the toilets
- Medical assistance (taking medication, injections).

d. Airport pick-up

Depending on the nature of your need, specific assistance is available at all airports to help you:

- Getting around
- Check in your baggage and mobility equipment
- Getting to the aircraft, boarding, and settling in on board
- Leave the aircraft
- Collect your baggage and mobility equipment
- Leaving the airport

In all European Union airports, this assistance is the responsibility of airport authorities, in accordance with European Regulation EC 1107/2006.

Check-in

ASL Airlines advises you to arrive at the airport 3 hours before your flight's scheduled departure time (3.30 hours for flights departing from Algeria), to best organise the assistance you need and give us enough time to prepare your electric or manual wheelchair for loading in the hold, as well as your mobility equipment.

Baggage transport

ASL Airlines will carry free of charge in the hold, in addition to the baggage allowance on the ticket, two items of mobility equipment weighing a maximum of 32 kilos per item (wheelchair, walker) as well as one item of medical equipment, subject to there being sufficient space on board the aircraft and without prejudice to the application of legislation relating to hazardous materials.

We will of course take all necessary steps to avoid damaging your equipment and would therefore ask you to prepare all removable items so that they can be sealed with your wheelchair when it is checked in.

If you are travelling with a cane or crutches, this equipment can be carried in the cabin. They must be stowed in the baggage compartments or handed over to the cabin crew.

Priority boarding

If you use a wheelchair or have requested individual assistance, you will be offered pre-boarding, wherever possible. This priority boarding allows you to settle in calmly before the arrival of the other passengers and to be welcomed individually by the flight staff, who will give you all the information you need to ensure that your flight is as safe and comfortable as possible.

On arrival

For greater peace of mind, we ask you to leave the aircraft after the other passengers. On arrival, your baggage, your wheelchair (if it has been placed in the hold), and your second mobility equipment, if applicable, will be given priority.

We remind you that you must wait for the airport service provider to arrive at the agreed location.

e. Care during the flight

On-board staff

Our flight attendants are highly qualified to ensure the safety and well-being of all our passengers. You can of course tell them about any special needs you may have during the flight. Please note, however, that they are not authorised to help you use the toilet or to help you eat. On the other hand, flight attendants are trained to provide first aid in the event of an emergency. However, they are not authorised to administer medication or give injections. If your state of health requires such assistance, we strongly recommend that you travel with someone who can help you and who will be charged a standard fare.

Seat allocation

Air safety requirements, and in particular access to emergency exits, mean that access restrictions apply to certain seats on board the aircraft. Depending on your mobility, the seat you may have reserved may not be suitable. In this case, the ground staff or crew will assign you the best possible seat,

The aircraft operated by ASL Airlines do not allow the use of 2 seats to have one leg in a horizontal position.

Toilets

All ASL Airlines aircraft have toilets adapted for disabled passengers and/or those with reduced mobility, as well as assistance chairs for passengers who need to be accompanied.

UNDERSTANDING THE SPECIFIC SERVICE TAILORED TO YOUR NEEDS

1. Handicap moteur

Stretcher transport

ASL Airlines does not provide stretcher or incubator transportation.

Airport wheelchairs

The wheelchairs used at the various airports served by ASL Airlines are not suitable for independent manual use and must be handled by ground handling staff. Some airports offer wheelchairs that can be operated by an accompanying person.

Alternative means of boarding

In some cases, the telescopic gangways used to board and disembark passengers are not available. In this case, boarding and/or disembarkation will take place via the stairs or by adapted vehicle, with the help of airport assistance staff.

On board

Please note that, for reasons of liability, cabin crew are not authorised to lift you from your seat, take you to the toilet or assist you in using it. For reasons of comfort, we recommend that you travel with a companion who will be able to provide you with this assistance.

Your own mobility equipment

As a reminder, ASL Airlines will carry free of charge in the hold, in addition to the baggage allowance stated on your ticket, two items of mobility equipment (wheelchair, walker) as well as medical equipment, provided there is sufficient space on board the aircraft and without prejudice to the application of legislation relating to dangerous goods:

- Your wheelchair is a manual wheelchair

Wherever possible, if you wish, we will endeavour to allow you to keep your manual wheelchair until you reach the boarding gate.

At check-in, your wheelchair will be tagged to your destination, but will not be loaded until you board. In this case, we will ask you to present yourself at the boarding gate at the (boarding) time indicated on your boarding pass. Our staff will then ensure that your wheelchair is loaded correctly on the plane.

On arrival at some airports, your wheelchair can be handed over to you at the aircraft door. If this is not possible, your wheelchair will be handed over to you in the baggage reclaim area, next to the belt corresponding to your flight.

- Your wheelchair is an electric wheelchair

Electric wheelchairs must always be checked as hold baggage. This is why we ask you to check in well in advance. The ground staff will then accompany you to the boarding gate.

When it comes to electric wheelchairs, we make a distinction between:

- Non-reversible electric wheelchairs (liquid electrolyte battery). At present, ASL does not authorise the carriage of this type of equipment in the hold.
- Reversible electric wheelchairs ("dry battery" or gel, lithium batteries with a capacity of 2 x 160 Wh or 1 x 300 Wh).

Before handing over your mobility equipment at check-in, please ensure that you:

- disconnect the batteries
- insulate the battery terminals to prevent any risk of short-circuit
- attach the batteries to the wheelchair

NB: in the case of gel batteries, it is not necessary to disconnect the battery if the terminals are insulated to prevent any risk of short-circuit.

2. Sensory disability

At airports, efforts have been made to improve access to information for the visually and hearing impaired. Airport ground staff are also on hand to help you. If you wish, assistance is available to accompany you throughout your journey through the airport, both on departure and on arrival. Simply request this when you make your reservation.

a. Visual impairment

Whether you are visually impaired or blind, ASL Airlines does everything possible to make your journey as safe and enjoyable as possible.

At the airport

If you are travelling alone, an assistance service is available to help you.

- at check-in
- when you board the plane
- when you leave the plane and when you receive your baggage

On board

When you arrive on board the aircraft, the cabin crew will help you settle in and give you information about your immediate surroundings: location in the aircraft (proximity of emergency doors and exits, toilets), location of call buttons, location and use of oxygen mask, etc. If you wish, they will also personally explain safety instructions to you. If you wish, they will also personally explain the safety instructions to you.

Finally, our cabin crew will help you to get to the toilet. However, you will not be given any assistance inside the toilets.

If you are travelling with a service animal

ASL Airlines will carry your guide dog free of charge in the cabin. The conditions of acceptance and carriage are as follows:

- it must meet all the health requirements of the departure, arrival and/or connecting countries
- It must be identified by a tag or harness. Otherwise, you must be able to confirm its function

- It may travel unmuzzled but must always remain tethered
- It must not obstruct aisles and its behaviour must be irreproachable in all circumstances
- You will be offered a seat with as much space as possible, but your dog will not be allowed to occupy a seat (emergency exits are forbidden)

Please note: a dog being trained and not accompanying a blind person cannot be accepted in the cabin.

b. Hearing impairment

The assistance services reserved for people with impaired or no hearing are limited due to their autonomy. However, please do not hesitate to inform us of your disability at the time of booking and no later than 48 hours before your departure, so that we can provide you with the assistance you need.

3. Intellectual disability

It is necessary to consider all the characteristics of air travel, as well as the understanding and application of safety measures, to determine whether an intellectually disabled passenger can travel alone.

It is essential not to overestimate the ability of an intellectually disabled passenger to cope with various hazards. Airport journeys can be complex, long, and difficult, with security, police and customs formalities that can be stressful, as well as language and orientation difficulties. In addition, the flight may be disrupted by turbulence and/or require unusual security requirements. Also, for certain types of disability that lead to memory or orientation loss (Alzheimer's disease), there is a real risk that the instructions given by the crew will not be followed (for example, disembarking without waiting for assistance can have serious consequences, with the person concerned getting lost in the terminal or outside, using inappropriate means of transport or having difficulty finding their way around).

If the person travelling is likely to find themselves in this situation, we strongly recommend that they travel accompanied.

In all cases, we recommend that you inform the airline as soon as possible, before making the reservation, of the specific needs required for the journey, so that the assistance is as adapted as possible to the situation of a person with an intellectual disability.

At the airport

For people with intellectual disabilities travelling alone, assistance is provided at the airport, enabling them to:

- getting around
- check-in
- getting to the plane
- boarding and settling in
- leaving the aircraft
- collect their baggage
- leave the airport

This service accompanies passengers through the various checkpoints and formalities (police, customs, security, etc.) and does not provide personal assistance.

On board

Although no "physical" means of identification (badge, pocket) is provided, it is necessary for on-board staff to be able to identify a person with an intellectual disability so that they can provide the necessary assistance, particularly in an emergency. This is also the case when specific instructions, unrelated to safety, are necessary

(waiting for assistance before disembarking, for example). We therefore strongly recommend that you inform us about the journey of a person with an intellectual disability and the type of assistance they will need.

As a reminder, assistance for people with intellectual disabilities does not include feeding or taking medication, assistance in the toilets or any other personal assistance. It is therefore necessary to ensure that the personal situation of the person travelling alone enables him or her to assume, without outside help, all the requirements of air travel.

4. Respiratory failure

a. ASL does not supply therapeutic oxygen

b. Personal oxygen cylinders

The carriage in the cabin of cylinders of gaseous oxygen or air for medical use is authorised on ASL Airlines flights, subject to certain conditions:

- Their height must not exceed 65 cm
- Their gross weight must not exceed 5 kg
- They must be fitted with a safety system to prevent accidental release of the contents
- You must inform us of the carriage of your personal oxygen cylinders at least 48 hours before your flight.

Important: the use of personal oxygen or air cylinders is not permitted on board. Nor may they be carried in the hold.

c. Use of breathing apparatus

We recommend that you use personal breathing equipment such as "portable concentrators". These devices can be used for the duration of the flight. However, ASL Airlines aircraft do not have electrical outlets for connecting breathing apparatus on board.

We therefore recommend that you check the autonomy of your device and, if necessary, bring additional batteries with a capacity of less than 160 Wh. You must inform us of the transport of your concentrator at least 96 hours before your flight.

Portable oxygen concentrators authorised :

- Aisep Free-Style
- Aisep Free-Style 5
- Airsep FOCUS
- Aisep Life-Style displaying RTCA stickers
- Delphi Central AIRS-00400
- DeVilbiss Healthcare Igo
- Inogen one
- Inogen one G2
- Inogen one G3
- Inogen one G4
- Inogen one G5
- Inova Labs Life Choice

- Inova Labs Life Choice Activox
- International Biophysics Life Choice
- Invacare XPO2
- Invacare XPO100
- Invacare Solo2
- Oxlife Independence Oxygen Concentrator
- Oxus, Inc. RS-00400
- Precision Medical EasyPulse
- Philips Respironics EverGo
- Philips Respironics SimplyGO
- Philips Respironics SimplyGO mini
- Sequale Eclips
- Sequale Eclips 2
- Sequale Eclips 3
- Sequale Eclips 5
- Sequal Equinox Oxygen System model 4000
- Sequal Oxywel Oxygen System model 4000
- Sequal SAROS
- VBOX Trooper Portable Oxygen Concentrator units
- Zen O Lite

5. If you are travelling with medication

We recommend that you ensure that:

- You carry all the medication you need with you in your cabin baggage. We do not recommend that you place them in checked baggage
- You have a prescription written by your doctor, on headed paper, to facilitate security and customs checks
- Please also bear in mind that our aircraft have a limited number of refrigerated areas, which means that we cannot keep your medicines cool
- We advise you to take a small refrigerated container with you, which our on-board staff can supply with ice cubes if necessary.

Advice for diabetics

The Association Française des Diabétiques has produced a guide in partnership with the Direction Générale de l'Aviation Civile and Aéroports de Paris. This guide is available at the following address:

http://www.developpementdurable.gouv.fr/IMG/pdf/doc_diabete.pdf

Its aim is to reconcile the imperatives of air safety while preserving the quality of life of travelers with diabetes.

6. Other situations or disabilities

Certain disabilities or pathologies may require special preparation or the presence of an accompanying person, even if this is not compulsory.

People who are paralysed or have no upper limbs

People who are paralysed or have no upper limbs but have the use of their lower limbs may travel unaccompanied. Assistance will be provided on board to fasten and unfasten seat belts, and to grab and adjust oxygen masks if necessary.

However, this assistance does not include:

- Help with eating or taking medication
- Assistance to and from the toilet
- Or any other personal assistance

CONCLUSION

If you have the slightest doubt about your personal situation or that of your loved ones travelling on our flights, it is imperative that you contact the airline well in advance by e-mail at supportclient@aslairlines.com for any clarification on the formulation of assistance according to your needs and to obtain the best possible help.