

Air Travel Arrangements

Flying is a valuable way of getting around for people with and without disabilities. For impaired people, there are a few things to keep in mind when travelling by air, both privately and professionally.

Regulations for power wheelchairs

Reserve special services well in advance, at least 8 hours before departure.

- Our power wheelchairs are equipped with dry batteries (gel batteries), (except TTS3 Sport model)
- The batteries do not need to be removed from the power wheelchair
- Important! Pull out the main fuse before flight transport (see operating instructions)
- WCBD: Wheelchair Battery Dry, battery-powered wheelchair with non-spillable gel or dry battery. The battery terminals must be disconnected
- Airlines are not allowed to charge extra for the transport of private wheelchairs
- If you wish to have your private wheelchair handed over at the aircraft exit, it is recommended that you inform the airline at check-in or boarding
- The batteries comply with the applicable [IATA](#) transport regulations
- Inform the airline that you are travelling with a power wheelchair
- Special insurance for wheelchair and accessories is recommended
- The sum insured should be between € 10.000 and € 20,000

Codes & Co

The following codes are used by all international airlines to enter various assistance and support in the computer. If one or more of the points apply to a passenger, this should be indicated when making the reservation and at check-in. This will ensure that the check-in staff do not pass on incorrect information and that possible problems during the journey or at the destination are ruled out.

- WCHR:** Passenger with walking difficulties, requires assistance in the airport building to/from the gate or exit, requires a wheelchair or similar assistance after boarding and disembarking, can use an apron bus without assistance, can negotiate stairs by himself/herself, does not require outside assistance in the passenger cabin to/from the seat and to the toilets. Registration up to 8 hours before departure.
- WCHS:** Passenger with severe walking disabilities, limited walking ability, unable to use apron bus, unable to negotiate stairs alone, but does not require assistance in the passenger cabin. Registration up to 8 hours before departure.
- WCHC:** Passenger unable to walk, can use a passenger seat with reclined backrest, but is unable to cover distances alone, e.g. in the passenger cabin to/from the seat and to the

toilets (e.g. paraplegia or multiple sclerosis in an advanced stage, etc.) Registration up to 8 hours before departure.

- BLND:** Passenger is blind.
- DEAF:** Passenger is deaf.
- DEAF/MUTE:** Passenger is deaf and dumb.

What matters on the plane

A passenger with reduced mobility is not allowed to sit at the emergency exit of the aircraft. For flight safety reasons, people with disabilities are also not allowed to sit at an aisle seat. Experience shows that check-in staff very rarely pay attention to this rule. Therefore, if transferring is strenuous, it is recommended to point out even at check-in that you are not allowed to sit on the aisle.

Only in very rare cases there are enlarged toilet areas for disabled people, depending on the type of aircraft. Nevertheless, these do not meet the standards we normally find in public disabled toilets.

On long-haul flights, in many cases an on-board wheelchair is available that is tailored to the aisle dimensions in the aircraft. However, it should be pointed out again at the time of reservation and check-in that you will need to use an on-board wheelchair to get to the toilet during the long flight.

If this is the case, it is recommended to take an accompanying person with you, because for service and safety reasons it is very problematic to request this assistance from the cabin crew during a flight.

Arrived at the destination

Normally, the power wheelchair is provided at the exit so that you can change from the hand wheelchair back into the power wheelchair. Depending on the individual circumstances at the destination airport, the airline may only be able to hand the wheelchair back over at the baggage carousel. In such cases, however, the airline will provide a wheelchair until you can collect your own again.

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