



Dear Customer

## HEALTH

The information you provided during your booking inquiry indicates that you need to read and consider the Travel Clearance Guidelines (a copy of which is enclosed). If, having considered the Travel Clearance Guidelines, you consider it appropriate, you should ask your treating doctor to complete a Travel Clearance Form at your expense (also enclosed).

Please read through the Travel Clearance Guidelines carefully to see which, if any, restrictions may apply to your circumstances and proposed travel arrangements. If you have a condition that requires your treating doctor to complete the Travel Clearance Form or you feel that special consideration applies to your particular circumstances, please give your treating doctor the Travel Clearance Guidelines, the Travel Clearance Form and the letter addressed 'Dear Doctor' that is enclosed.

The purpose of the Travel Clearance Form is to enable Jetstar, in conjunction with your treating doctor and Qantas Aviation Medical Services, to ensure that you are able to travel safely. Qantas Aviation Medical Services is a Department of Qantas Airways Limited ('Qantas') that manages travel clearances on behalf of Jetstar and other companies in the Qantas Group.

Please ensure that your treating doctor completes the Travel Clearance Form and returns it to Jetstar at least 5 business days before the date you wish to travel. If this does not happen, Jetstar may not have sufficient time to process the medical clearance required for you to travel and you may be unable to travel on your booked flight.

Once the Travel Clearance Form has been returned to Jetstar, it will be forwarded to Qantas Aviation Medical Services, to be assessed by a member of the Qantas medical team. Thereafter, you will be contacted by Jetstar to advise whether you have received medical clearance to travel.

In permitting your treating doctor to complete the Travel Clearance Form and provide the information requested in the Travel Clearance Form to Qantas Aviation Medical Services, you understand that, and consent to, the information disclosed by your treating doctor, which contains personal information (including health information about you), being disclosed to, and used by, Jetstar and Qantas. In addition, you acknowledge, and consent to, Jetstar and Qantas disclosing the contents of the Travel Clearance Form to service providers in relation to your travel.

Jetstar and Qantas will not disclose the information contained in the Travel Clearance Form and disclosed by your treating doctor to any other third party without your permission, unless required by law to do so.

Jetstar wish to ensure that all its passengers travel safely. In the interests of your well-being whilst on-board, please disclose all relevant information before travel. If you have any questions about the Travel Clearance Form or your travel clearance generally, please contact Qantas Special Handling on 61 2 9304 7974.

If you are connecting to or from a flight operated by another carrier (other than Jetstar, Jetstar Asia and Valair), you will need to contact the other carrier to organise your travel clearance.

**Important information for passengers travelling with supplemental oxygen:**

If you are travelling on an A320 aircraft and are providing your own size C travel pack oxygen cylinder, please note that we can only accept BOC or Air Liquide oxygen cylinders for carriage. Please see [Jetstar.com/oxygen](http://Jetstar.com/oxygen) for more information.

When providing your own oxygen, it is your responsibility to ensure that you have sufficient oxygen for your intended journey, taking into account the possible impact of any delays (including a diversion). It is also your responsibility to organise the return of the cylinder to its supplier.

If additional seats are required to carry the oxygen cylinders for your travel, you will need to purchase the seats required to carry the cylinders.

Yours sincerely,

Ion Morrison  
General Manager  
Qantas Aviation Medical Services



Dear Doctor

Your patient wishes to travel by air with Jetstar.

The information provided by your patient at the time of his/her booking inquiry has prompted Jetstar to ask that you complete the attached Travel Clearance Form and, if appropriate, certify that your patient is fit to undertake the proposed air travel. This assessment is to be carried out at your patient's expense.

The attached Travel Clearance Guidelines explain the special conditions to which passengers may be exposed during air travel and the restrictions that Jetstar places on air travel. The Travel Clearance Guidelines also list the specific conditions that require consideration by you before you certify that your patient is fit to travel by air. It is important that you consider the Travel Clearance Guidelines very carefully before you complete the Travel Clearance Form.

Once you have completed the Travel Clearance Form please return it to Jetstar by facsimile on 03 9670 3650. If you believe that special consideration should apply to an individual patient, you should contact Qantas Aviation Medical Services on 02 9691 7645 to discuss the particular case.

Yours sincerely,

Ion Morrison  
General Manager  
Qantas Aviation Medical Services

## JETSTAR TRAVEL CLEARANCE GUIDELINES

### Conditions that usually prevent travel

If any one or more of the following conditions apply to you, you will probably be unable to travel. If your treating doctor believes that special consideration should apply to your circumstances, your doctor should complete the Travel Clearance Form and contact Qantas Aviation Medical Services on (02) 9691 7645.

Heart Attack	Within 7 days of intended travel
Stroke	Within 3 days of intended travel
Psychiatric Disorder	Acute or uncontrolled
Contagious or infectious Disease	If this poses a direct risk of infection to passengers or crew
Angioplasty	Within 3 days of travel
Angioplasty with stents	Within 2 days of travel
Pregnancy	Domestic Flight - Multiple pregnancy after 36th week

### Conditions that require travel clearance

If any one or more of the following conditions apply to you, you may be unable to travel. If travel is to be undertaken within the time specified below, your doctor must complete the Travel Clearance Form if your doctor believes that it is safe for you to travel.

Inability to toilet, eat or administer own medication	Subject to the length of the flight, a competent escort (arranged by you) must be available to travel with you. Your escort must sit in adjacent seat.
Asthma	Recent deterioration within 48 hours of travel
Head Injury	Within 2 weeks of travel or where there is air in the cranium
Heart Attack	Within 21 days of travel
Chest surgery	Within 10 days of travel
Ear and or Sinus Pathology	Within 48 hours of travel
Stroke	Within 10 days of travel
Phobias	If doubt about ability to cope with air travel
Abdominal surgery	Within 10 days of travel
Anaemia	Hb < 7.5 d L/L
Infants – newborn babies	Within 7 days of birth
Decompression sickness	Requires clearance from a specialist in hyperbaric medicine
Penetrating Eye Injury	While there is air in the eye or a vitreous leak
Pneumothorax	Within 14 days of resolution
Plaster casts	Plaster cast must be split if the injury is < 48 hrs old
Fractured jaw which has been wired	Must carry wire cutters onboard. Must travel with an escort capable of cutting the wires if necessary. Suitable documentation must be carried because of security issues.
Psychiatric disorder that may deteriorate during flight	Must travel with medical escort. Escort must sit in adjacent seat.
Inability to sit upright	Passengers are generally required to sit upright for take-off and landing.



### **Assisted Breathing during Travel/Supplemental Oxygen**

## HEALTH

\* While the aircraft may be at 40,000 feet, cabin altitude is generally maintained at 6,000 to 8,000 feet. This results in an oxygen level equivalent to an atmosphere with 15% oxygen content. Because of the nature of the oxygen dissociation curve most passengers can tolerate this partial pressure without detriment. However, passengers with pre-existing respiratory or cardiac conditions may need supplementary oxygen.

\* If your patient requires supplemental oxygen during travel, a Travel Clearance Form must be submitted to Jetstar.

\* For flights operated by an A320 aircraft (Domestic and Trans-Tasman flights), the passenger may only use a personal C size oxygen bottle supplied by either BOC or Air Liquide for in-flight use (subject to final approval by engineering / Pilot in Command). Please see [Jetstar.com/oxygen](http://Jetstar.com/oxygen) if you require more information.

\* For flights operated by an A330 aircraft (long haul international flights), the passenger must pre-order supplemental oxygen for in-flight use only. A charge will apply. Personal oxygen bottles cannot be carried on A330 flights. Please contact Jetstar Reservations if you need to confirm what aircraft type you are travelling on.

### **Plug in medical equipment**

No plug-in medical equipment can be carried on Jetstar.

### **Requirement for Stretcher/Humidicrib**

Not available on Jetstar



