



Dear Customer

The information you provided during your booking inquiry has prompted Jetstar to ask that you 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 Health Services, to ensure that you are able to travel safely.

Please ensure that your treating doctor completes the Travel Clearance Form and returns it to Qantas Aviation Health Services at least 5 days before the date you wish to travel. If this does not happen, Jetstar may not be able to clear you for travel and you may be unable to travel on your preferred flight.

Once the Travel Clearance Form has been returned to Qantas Aviation Health Services and been assessed by a member of the Qantas medical team, a member of Jetstar staff will contact you to discuss your medical clearance.

In permitting your treating doctor to complete the Travel Clearance Form and provide the information requested in the Travel Clearance Form to Qantas Health, you are waiving the confidentiality of the information disclosed by your treating doctor. Qantas Health will disclose the contents of the Travel Clearance Form to all carriers associated with this ticket. However Qantas Aviation Health Services will not disclose to any other third party without your permission, unless required by law to do so.

Jetstar wish to ensure that all its passengers fly safely. Please disclose all relevant information before travel. If you do not do so, this may affect your legal rights.

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**.

Yours sincerely

Ion Morrison
General Manager
Qantas Aviation Health 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 are exposed during air travel and the restrictions that Jetstar and Qantas place on air travel. They also list the specific conditions that require consideration by you before you certify that your patient is fit to travel by air. It is very 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 Qantas Special Handling by facsimile on **02 9691 0666**. If you believe that special consideration should apply to an individual patient, you should contact Qantas Special Handling on **02 9304 7974** to discuss the particular case.

Yours sincerely

Ion Morrison
General Manager
Qantas Aviation Health 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 Special Handling on (02) 9304 7974.

Heart Attack	<ul style="list-style-type: none"> • Within 7 days of intended travel
Stroke	<ul style="list-style-type: none"> • Within 3 days of intended travel
Psychiatric Disorder	<ul style="list-style-type: none"> • Acute or uncontrolled
Contagious or infectious disease	<ul style="list-style-type: none"> • If this poses a direct risk of infection to passengers or crew
Angioplasty Angioplasty with stents	<ul style="list-style-type: none"> • Within 3 days of travel • Within 5 days of travel
Pregnancy	<ul style="list-style-type: none"> • 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. You should ask your doctor to complete the Travel Clearance Form if you believe that it is safe for you to travel.

Inability to toilet, eat or administer own medication	<ul style="list-style-type: none"> • 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	<ul style="list-style-type: none"> • Recent deterioration within 48 hours of travel
Head Injury	<ul style="list-style-type: none"> • Within 2 weeks of travel or where there is air in the cranium
Heart Attack	<ul style="list-style-type: none"> • Within 21 days of travel
Chest surgery	<ul style="list-style-type: none"> • Within 10 days of travel
Ear and or Sinus Pathology	<ul style="list-style-type: none"> • Within 48 hours of travel
Stroke	<ul style="list-style-type: none"> • Within 10 days of travel
Phobias	<ul style="list-style-type: none"> • If doubt about ability to cope with air travel
Abdominal surgery	<ul style="list-style-type: none"> • Within 10 days of travel
Anaemia	<ul style="list-style-type: none"> • Hb < 7.5 d L/L
Infants – newborn babies	<ul style="list-style-type: none"> • Within 24hrs of birth
Decompression sickness	<ul style="list-style-type: none"> • Requires clearance from a specialist in hyperbaric medicine
Penetrating Eye Injury	<ul style="list-style-type: none"> • While there is air in the eye or a vitreous leak
Pneumothorax	<ul style="list-style-type: none"> • Within 14 days of resolution
Plaster casts	<ul style="list-style-type: none"> • Plaster cast must be split if the injury is < 48 hrs old
Fractured jaw which has been wired	<ul style="list-style-type: none"> • 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.
Predisposition to DVT formation or other coagulopathy	<ul style="list-style-type: none"> • Must be maximally medically managed
Requirement for Stretcher/Humidicrib	<ul style="list-style-type: none"> • Not available on Jetstar
Psychiatric disorder that may deteriorate during flight	<ul style="list-style-type: none"> • Must travel with medical escort. Escort must sit in adjacent seat.
Inability to sit upright	<ul style="list-style-type: none"> • Passengers are generally required to sit upright for take-off and landing
Assisted Breathing During Travel/Supplemental Oxygen	<ul style="list-style-type: none"> • 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 Qantas Aviation Health Services. Pre-ordered supplemental oxygen is not available on Jetstar. Passenger may use personal C size (440ltr) oxygen bottle (subject to final approval by engineering / Pilot in Command).
Plug in electrical equipment	<ul style="list-style-type: none"> • No plug-in medical equipment can be carried on Jetstar.

