



## Travel for customers who are deaf, blind, who have a hearing or vision impairment, or who are travelling with a Service Dog

We're here to make your journey a smooth one. If you request assistance from us, we can assist you from the airport check-in counter through the terminal, on board the aircraft and to the baggage claim area. We'll also provide an individual safety briefing. Our Disability Access Facilitation Plan at [Jetstar.com](http://Jetstar.com) outlines the ways we can assist you.



### Making a booking

The most important thing to do is make sure you request assistance at [jetstar.com](http://jetstar.com) when you make your booking or through our contact centre before you travel.

Completing this checklist does not guarantee that we'll be able to provide the assistance you've requested. If you don't let us know in advance, we may not be able to accommodate your needs or preferences due to operational constraints.

### Prepare for your trip

If you're travelling with oxygen or need to use an assistive device (e.g. a CPAP or dialysis machine) during the flight, or you have certain types of medical conditions, you may need to get a medical clearance (go to [www.jetstar.com/in-flight-health](http://www.jetstar.com/in-flight-health)).

### Travelling independently

If you're travelling with us, it's important that you can travel independently, which means that you must be able to carry out some important tasks on board by yourself. Make sure you've read our Independent Traveller Requirements at [Jetstar.com](http://Jetstar.com).

If you don't meet our Independent Traveller Requirements you can still fly with us – you'll just need to travel with an accompanying passenger or carer who can assist you.

### At the departure airport

Please give yourself plenty of time for check-in. We recommend checking in at least 1.5 hours before domestic flights and 2 hours before international flights.

And make sure you're at the boarding gate at least 50 minutes before your flight so you can be one of the first to board. We'll provide assistance from check-in to the boarding gate if you request it.

### On your flight

Please identify yourself to staff at check-in and at the departure gate so that we can assist you. You will generally be one of the first to board.

You'll be given an individual safety briefing and if you'd like us to read the in-flight menu to you please let the crew know.

### At your destination

We are happy to assist you with disembarking the aircraft after other passengers and making your way to the baggage claim area.

→ Checklist please see page 2



## Assistance checklist

It's not essential but filling in this checklist and bringing it with you will help us understand your needs on the day you travel. When you complete this checklist, you may be including personal and sensitive information. Please keep a hold of it to protect your privacy, and do not leave it with our staff or on board the aircraft.

You can check out our [privacy policy](http://www.jetstar.com/au/en/privacy-policy) at [www.jetstar.com/au/en/privacy-policy](http://www.jetstar.com/au/en/privacy-policy).

### Are you?

- Deaf or have a hearing impairment
- Blind or have a visual impairment
- Travelling with a Service Dog

### Will you need our assistance to travel within the airport or on the aircraft?

- I do not need a staff member to assist me.
- I need a staff member to assist me.
- I have someone to assist me in the terminal and on the aircraft.

*We can assist you to the baggage claim area after your flight. If you require assistance with onward travel, please make sure you arrange for someone to meet you.*

### How would you like our team to communicate with you?

- Written with pen and paper
- Verbally
- I will lip read – please make sure I can see what you're saying.
- Louder
- At usual volume

**Travelling with a Service Dog:**  
You can find more information about travelling with a [Service Dog](#) at [jetstar.com](http://jetstar.com).

### Are you travelling with a:

- Guide dog
- Hearing dog
- Assistance dog

### Is your Service Dog accredited by an organisation or trainer listed on the [Service Dog](#) page?

- Yes
- No. – but I have a letter of approval from Jetstar to travel with my service dog in the aircraft cabin.

*You need to apply for approval at least 14 days before your flight departs. If you're travelling to or from the US, you'll need to submit your application at least 7 days before travel.*

**Please make sure you've got your Service Dog ID card with you and that your dog is wearing its identifying vest.**

