



## Travel for customers with a wheelchair, mobility aid or reduced mobility

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.

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

**Medical clearance** 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 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.

### 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 and will be provided with an individual safety briefing.

### 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 at [www.jetstar.com/au/en/privacy-policy](http://www.jetstar.com/au/en/privacy-policy).

### What kind of wheelchair or mobility assistance do you need?

- WCHC (wheelchair cabin)** – I need wheelchair assistance between check-in and boarding and within the aircraft cabin, assistance transferring in and out of the aircraft seat, as well as assistance ascending/descending aircraft steps. I travel with a mobility aid.
- WCHS (wheelchair steps)** – I need wheelchair assistance between check-in and boarding as well as getting up or down steps. But, I can make my own way to my seat in the aircraft without assistance.
- WCHR (wheelchair ramp)** – I need wheelchair assistance between check-in and boarding but I can get up or down steps and to and from my seat in the aircraft without assistance.

*We will always do our best to get you on your way as quickly as possible. However there may be some delays in providing assistance, particularly during busy periods.*

### Will you need our assistance to travel from the check-in counter to the boarding gate and the arrival gate to the baggage claim area?

- I do not need a staff member to assist me.
- I need a staff member to assist me.
- I have someone travelling with me to assist me in the terminal.

*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.*

### Are you able to move yourself between wheelchairs and from a wheelchair to your seat?

- Yes
- No
  - If no:**
    - I'll need to be transferred by Jetstar staff with a slide board provided by Jetstar.
    - I'll need to use a sling and my Accompanying Passenger is willing and able to perform my transfers.
    - I am travelling with an appropriate number of Accompanying Passengers who are willing and able to assist with my transfers.

*Jetstar does not use eagle lifts, hoists or manual lifts for customer transfers. If you need or prefer that assistance, you will need to travel with an Accompanying Passenger to assist you, or travel with another airline.*

### Do you meet Jetstar's Independent Traveller Requirements? Please make sure you've checked that you meet these requirements at [www.jetstar.com/independent-traveller](http://www.jetstar.com/independent-traveller)

- Yes I do
- No – I don't meet all of the requirements, so I am travelling with an Accompanying Passenger who can assist me.

### Are you bringing your own mobility aid to be checked in? How much does it weigh?

- No wheelchair
- A manual wheelchair weighing: \_\_\_\_ kg
- A manual wheelchair with detachable battery or smart drive weighing \_\_\_\_ kg
- A battery-powered mobility aid (wheelchair or scooter) weighing \_\_\_\_ kg

*All information about checking in mobility aids/wheelchairs including size dimensions, weight limits and dangerous goods restrictions can be found at [jetstar.com](http://jetstar.com)*

### The battery in your battery-powered mobility aid is?

- Non-spillable (including gel)
- Spillable
- Lithium

### If you're travelling with a spare battery for your mobility aid, is it?

- Non-spillable (including gel)
- Spillable
- Lithium

### Have you obtained dangerous goods approval for your mobility aid batteries?

- Yes
- No – contact us

### Are you or your Accompanying Passenger able to assemble and disassemble your mobility aid or wheelchair if needed?

- Yes
- No – contact us

### If you need to use an upper torso restraint during your flight we will provide one for you. You won't be able to use your own (unless it is a child CARES restraint).

#### Do you need:

- Adult size
- Child size

