



Passengers with reduced mobility and/or travelling with a wheelchair or mobility aid

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, onboard the aircraft and to the baggage claim area.

Our [Disability Access Facilitation Plan](#) outlines the ways we can assist you.

Making a booking

The most important thing to do is to make sure you request assistance at [Jetstar.com](https://www.jetstar.com) when making 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 be unable to accommodate your needs or preferences due to operational constraints.

Prepare for your trip

You may need to get medical clearance if you:

- are travelling with oxygen;
- need to use an assistive device during the flight (e.g. dialysis machine); or
- have certain types of medical conditions.

You can find the medical clearance forms at [in-flight health](#).

Travelling independently

It's important that you can travel independently and be able to carry out some important tasks on board by yourself. If you're travelling with us independently, you must meet [specific travel requirements](#).

You can still fly with us if you don't meet these requirements – you'll just need to travel with an accompanying passenger or carer who can assist you.

At the departure airport

Please make sure to introduce yourself to the staff at the check-in and departure gate.

Give yourself plenty of time to check-in at the airport. We recommend checking in at least 1.5 hours before your flight is scheduled to depart for domestic flights and 2 hours before for international flights.

So you can be one of the first to board, please be at the boarding gate at least 50 minutes before your flight. We'll provide assistance from check-in to the boarding gate if you request it.

On your flight

Once on board, our cabin crew will provide you with an individual safety briefing and will be available if you need any help.

At your destination

We are happy to assist you with disembarking from the aircraft after other passengers have exited and with 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.

What kind of wheelchair or mobility assistance do you need?

Wheelchair assistance in the terminal only between check-in and the boarding gate. I can get up and down aircraft stairs and to and from my aircraft seat without assistance.

- WCHR (wheelchair-ramp)** – Wheelchair assistance in the terminal between check-in and the aircraft door and assistance boarding and disembarking the aircraft via a Passenger Assistance Device. I can get to my aircraft seat without assistance.
- WCHS (wheelchair- stairs)** – Wheelchair assistance between check-in and the aircraft seat, and assistance boarding and disembarking the aircraft via a Passenger Assistance Device.
- WCHC (wheelchair cabin)** – 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 at 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 with the following dimensions ____ (H) x ____ (L) x ____ (W)

All information about checking in mobility aids/wheelchairs including size dimensions, weight limits and dangerous goods restrictions can be found at 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 dg@qantas.com

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

If you have checked baggage, how much does it weigh?

____ kg

Are you travelling with an assistive device? If so, what is it and how much does it weigh?

____ kg

Staff may ask you to check in your carry-on baggage if necessary. Please remove any essential items such as medication before you do so.

