

Oxygen Users Traveling By Air

Last Updated: April 17, 2006

The MEDIF

The MEDIF is divided into two parts. Part one records your additional requirements so that the airline knows what aids and equipment, services and facilities are needed to help you. Part two will need to be completed by your doctor if the airline decides it does want medical clearance. The MEDIF is specific to the flights and dates shown on your travel itinerary and any change in the itinerary will require a new MEDIF to be issued.

Frequent Travelers

FREMEC, the Frequent Traveler's Medical Card, contains important medical information for care, replacing forms otherwise necessary for every flight. Once you have registered the reservations office has your travel requirements on record so that special assistance can be arranged when you fly. The period of validity is dependent on the nature of the symptoms. FREMEC is issued by many airlines but if you fly with an airline other than that which issued your FREMEC card you should check its validity with the new airline.

All Traveling Oxygen Users

You must obtain a signed statement from your physician that includes:

- Your ability to see/hear alarms and respond appropriately
- When oxygen use is necessary (all or a portion of the trip)
- Maximum flow rate corresponding to the pressure in the cabin under normal operating conditions

Some airlines may require that the statement obtained from your physician be printed on his/her official letterhead. This statement needs to be kept with you at all times during your flight. A new statement will not be necessary each time you fly, but the statement should be available during every flight.

Oxygen Concentrators

- When flying with an oxygen concentrator you must inform the airline in advance that you will be using your oxygen concentrator onboard the aircraft.
- Some airlines may equip their aircraft with onboard electrical power. You may have an opportunity to request a seat with a power port which can be used to power your oxygen concentrator. However, availability varies by airline, type of aircraft and class of service. You should check with the airline for availability and always plan on having sufficient battery power for the duration of your flight, plus a conservative estimate of unanticipated delays.
- Because aircraft use different power port configurations, your Mobile Power Charger includes two DC power adapters - a commonly used cigarette lighter adapter, and a less common four-pin adapter. Since it is difficult to determine which type of power supply your aircraft will have, it's a good idea to keep both adapters available when flying.



Inogen One Mobile Power Charger



Cigarette Lighter Adapter



Four-Pin Adapter

- If you will be using your oxygen concentrator during the flight, you may not sit in an emergency exit row or in a seat that restricts other passengers' access to an emergency exit or aisle of the passenger compartment.

Before Your Flight

Here are some things to keep in mind the day your flight departs:

- Ensure your oxygen concentrator is clean, in good condition and free from damage or other signs of excessive wear or abuse
- Bring enough fully charged batteries with you to power your oxygen concentrator for the duration of the flight plus a conservative estimate of unanticipated delays. Contact your equipment provider to obtain additional Batteries.

As of April 2005, the following airlines allow the use of the **Inogen One** onboard their aircraft:

- [Alaskan Airlines](#)
- [Allegiant Air](#)
- [America West](#)
- [American Airlines](#)
- [ATA Airlines](#)
- [Delta](#)
- [Frontier \(Effective April 1st\)](#)
- [Hawaiian Airlines](#)
- [Midwest Airlines](#)
- [Northwest Airlines](#)
- [Qantas](#)
- [Southwest](#)
- [Sun Country](#)
- [US Airways](#)

AirSep Corporation is pleased to announce that the following domestic and international commercial airline carriers have approved the **LifeStyle™ Portable Oxygen Concentrator** for on-board and in-flight use, as determined by an oxygen passenger's valid medical prescription.

Domestic

- ATA–American Trans Air*
- Alaska Airlines
- America West
- American Airlines
 - Colgan Air*
 - Delta Airlines
 - Frontier Airlines
 - Hawaiian Airlines
- Midwest and Midwest Connect
 - North American Airlines
 - Piedmont Airlines
- Southwest Airlines*
 - Sun Country
 - US Airways

International

- ANA Airline
- Air France
- Lufthansa
- Qantas

Airline Oxygen Policies

The following information is correct as of January 2003. This information changes as new laws and policies are enacted, please call the airline concerned *before* making any travel plan.

Aer Lingus

Reservations: 020 8899 4747

Administration: 020 8234 4333

Fares: 020 8899 4747

"Will do everything possible to accommodate people with disabilities provided notified of needs at time of booking". Cabin staff have some disability training. Can provide oxygen. Will carry manual wheelchairs/electric wheelchairs with dry cell batteries in hold. Carer discount available of 25% off highest premier class ticket if booked within UK/Ireland - when there is no premier fare, discount will be on highest economy class fare.

Adria Airways

Reservations: 020 7437 0143

Administration: 020 7734 4630

Fares: 020 7437 0143

Will accommodate passengers with disabilities if accompanied. Medical clearance may be required dependent on disability but usually not required. Will carry manual wheelchairs/electric wheelchairs with dry cell batteries in hold. Cabin staff not trained to assist passengers with disabilities on board. Cannot supply additional oxygen. Standard on-board toilet facilities. Only fly internationally.

Air 2000

Reservations: 0161 745 7000

Administration: 01293 816000

Medical clearance not usually required unless there is a serious health risk. Will carry manual wheelchairs/electric wheelchairs with dry cell batteries in hold. Can provide oxygen with 7 days advance warning (short haul flights only). B757 aircrafts have narrow aisle wheelchairs on board which will also be used when boarding/disembarking.

Accessible on-board toilets on most aircrafts. Passengers with disabilities can arrange pre-allocated seats. Families and friends may pre-book seats so that they are seated together. Where available, an air-bridge is used to board aircrafts, otherwise a lifting vehicle is used if necessary. Passengers with special needs: 0870 7572757.

Air Canada

Reservations: 08705 247 226

Fares: 08705 247 226

Medical clearance required primarily only if breathing related problems. Accompanying person preferred. Will carry wheelchairs/electric wheelchairs with dry cell batteries in hold. Aircrafts have narrow aisle wheelchairs on board which will also be used when boarding/disembarking. Oxygen can be provided but has to be arranged/purchased in advance from Canada HQ. Cabin staff are disability trained. Policies apply to both international and domestic flights.

Air China

Reservations: 020 7630 0919

Administration: 020 7630 7678

Fares: 020 7630 0919

Medical clearance may be required for more severe disabilities. If 747-400 aircrafts are being used (normal for international flights), airline has complete wheelchair user assistance scheme including "at least 2 cabin crew on each flight who are able to provide assistance". Will carry wheelchairs/electric wheelchairs with dry cell batteries in hold. Oxygen can be supplied if notified in advance. Standard on board toilet facilities. Policies may differ on internal flights.

Air France

Reservations: 0845 0845 111

Administration: 020 8759 2311

Fares: 0845 0845 111

Medical clearance may be required required. Accompanying passenger advised. Will carry manual wheelchairs/electric wheelchairs with dry cell batteries in hold. Can supply oxygen - advance notice required. Cabin crew will assist whenever possible on board aircraft. Same policies for domestic/international flights.

Air India

Reservations: 020 8560 9996

Administration: 020 8745 1000

Fares: 020 8495 7950

Medical clearance not usually required unless health risk. Passenger with disability will however be asked to complete a medical form clarifying their needs - form is supplied/completed at time of or shortly after booking. Will carry manual wheelchairs/electric wheelchairs with dry cell batteries in hold. Aircrafts have on-board

narrow aisle wheelchairs. Battery operated equipment such as nebulisers can be carried. Oxygen can be supplied at no charge, subject to advance notice. Standard on-board toilets. Airline operates a flexible seating policy in respect of passengers with disabilities. Where available, air-bridge usually used for boarding otherwise lifting vehicle used if necessary. Same policies on all international flights.

Air Jamaica

Reservations: 020 8570 7999

Administration: 020 8570 9171

Fares: 020 8570 7999

Medical clearance may be necessary. Will carry wheelchairs/electric wheelchairs with dry cell batteries in hold. Oxygen can be supplied if notified in advance. Passengers with disabilities are seated by window/near door. Accessible on-board toilets on larger aircrafts. Air bridge or lifting vehicle is used for transfer on and off aircrafts if necessary. Cabin staff are "highly disability trained and ensure that passengers with disabilities are well looked after". Policies may differ on internal/more localised flights as smaller aircrafts are normally used.

Air New Zealand

Reservations: 020 8741 2299

Administration: 020 8600 7600

Fares: 020 8741 2299

Person with disability would need to be accompanied. Medical clearance not normally necessary unless there's a health risk to others. Will carry wheelchairs/electric wheelchairs with dry cell batteries in hold. Standard on-board toilets. Cabin crew not disability trained or able to assist with personal needs. Oxygen can be supplied if notified in advance. Companion of person with disability would normally qualify for "cheapest available" fare. Slightly wider than usual on-board toilets.

Alaska Airlines / Horizon Air

Reservations: 01992 441 517

Administration: 01992 441 517

Fares: 01992 441 517

Medical clearance not usually required unless health risk. Will carry manual wheelchairs/electric wheelchairs with dry or wet cell batteries in hold. All Alaska Airlines aircrafts have narrow aisle on-board wheelchairs.

Oxygen can be provided on all Alaska Airlines flights given advance notice; Horizon Air only allows use of oxygen on certain flights and passenger must supply their own oxygen. Must be given 48 hour advance notice. Cost of \$50 oxygen fee per segment. Doctors letter required to include passengers need for in-flight oxygen and Alaska Airlines equipment will be sufficient, statement that passenger's health is stable and he/she is able to fly, and the oxygen flow in litres per minute. They can provide an

adjustable flow of 2 L/M to 6 L/M. There is a choice of nasal canula or mask. The passenger is responsible for adjusting the flow meter. Passengers may take personal, portable oxygen to the gate, empty it at the gate. Airline personnel will stow it in a special baggage compartment, and it will be returned to the passenger as he/she disembarks the plane EMPTY. There is no specific seat assignment for passengers using in-flight oxygen. Within the entire Alaska Airline system, only 6 passengers requiring supplemental oxygen will be permitted to fly each day. However, under special circumstances exceptions may be made. Cabin staff are disability trained.

Alitalia

Reservations: 0870 5448259

Administration: 020 8745 8200

Fares: 020 8602 7111

We require medical authorization from passengers who need oxygen therapy to fly. [A Medical Information Form](#) can be downloaded from our website or obtained from Alitalia direct or from one of our travel agents. The form must then be printed out, completed and delivered to us no earlier than 7 days before flying. Oxygen can be supplied if notified in advance at least 48 hours in advance. This will be subject to an extra cost. Medical clearance needed if person will require any assistance. Will carry wheelchairs/electric wheelchairs with dry cell batteries in hold. Will supply wheelchair within airport - passenger's wheelchair has to be booked in with luggage. Standard on-board toilets. Cabin crew not disability trained or able to assist with personal needs.

All Nipon Airlines

Reservations: 020 7224 8866

Administration: 020 7569 0900

Fares: 020 7569 0968

'It's our genuine pleasure to welcome customers with disabilities and to help them experience a safe and comfortable journey.' Advise passenger to be accompanied. Medical clearance not usually required unless health risk. Will carry wheelchairs/electric wheelchairs with dry cell batteries in hold. Oxygen can be supplied if notified 48 hours in advance. We will arrange for oxygen cylinders upon payment of our standard charges. We will require you to submit a medical certificate in which your doctor specifies the need for oxygen inhalation and the oxygen flow required per minute. Standard on-board toilets. Cabin crew not disability trained or able to assist with personal Same policies for international/domestic flights.

America West Airlines

Reservations: 01483 440 490

Administration: 01483 440 490

Fares: 01483 440 490

'It's our genuine pleasure to welcome customers with disabilities and to help them

experience a safe and comfortable journey.' Advised to complete a special needs form, but medical clearance not usually required unless health risk. Will carry manual/electric wheelchairs with dry or wet cell batteries or 3 wheel scooters in hold (48 hours notice required if transporting wet cell batteries). Manual wheelchairs may not be disassembled or stowed in hold if space allows for stowing in cabin (NB Some smaller aircraft cannot accept some larger types of wheelchairs). Narrow aisle on-board wheelchairs available on request given prior notice. Seats with removable armrests available on request. Cannot provide therapeutic oxygen. Can carry gel-battery powered ventilators/other similar equipment - cannot provide electricity. Air-bridge is used for boarding/disembarking wherever available, otherwise lifting vehicle is used if necessary.

American Airlines / American Eagle

Reservations: 020 8572 5555

Administration: 020 8577 9080

Fares: 020 8572 5555

Medical clearance not usually required unless health risk. Will carry manual/electric wheelchairs, wet or dry cell batteries. Wheelchairs may not be disassembled or stowed in hold if space allows for stowing in cabin (NB Some smaller aircraft cannot accept some larger types of wheelchairs). Aircrafts have narrow aisle on-board wheelchairs.

Oxygen can be provided given 48 hours notice (American Airlines only), at a cost of \$75 per segment. A doctors letter is required to include the litre flow per minute and whether oxygen delivery is continuous or as needed. Oxygen arrangements are made by the Special Assistance Coordinator after the flight is scheduled. Equipment consists of an adjustable flow meter delivering 0.5 L/M to 6 L/M. Oxygen is administered through a nasal cannula or mask. Passengers may send EMPTY portable oxygen tanks though baggage. Payment for oxygen can be made 90 minutes before boarding at check in or beforehand at a city ticket office.

Can carry nebulizers and other battery operated medical equipment - clearance needed if electricity is to be used during flight. Bulkheads/seats with removable armrests available for certain special needs. Larger aircrafts have wheelchair accessible toilets. Cabin staff are disability trained however will not assist with personal needs. Air-bridge is used for boarding/disembarking wherever available, otherwise lifting vehicle is used if necessary. Advance boarding available if desired. Same policies for international/domestic flights (American Airlines only). Passengers with disabilities assistance: 020 8577 4855.

American Eagle

Do not provide in-flight oxygen.

Austrian Airlines

Reservations: 0845 601 0948

Fares: 020 7434 7300

Medical clearance normally required. Person with disability would need to be accompanied. Will carry wheelchairs/electric wheelchairs with dry cell batteries in hold. Standard on-board toilets. Cabin crew not disability trained or able to assist with personal needs. Oxygen can be supplied if notified in advance.

Britannia Airways

Reservations: 01582 424155

Medical clearance not usually required, unless health risk. Passengers with mobility difficulties must travel accompanied - cabin staff unable to assist in transportation of disabled passengers to on-board toilets. Will carry manual wheelchairs/electric wheelchairs with dry or wet cell batteries in hold. Oxygen can be provided given advance notice. Aircrafts have standard on-board toilets. Where available, air-bridge usually used for boarding otherwise lifting vehicle used if necessary. Customer services: 0870 6076757.

British Airways

Reservations: 08457 733 377

Fares: 08457 733 377

Medical clearance required from the patients doctor so they can check fitness to fly. Will carry manual wheelchairs/electric wheelchairs with dry or wet cell batteries in hold. Passenger with disability advised to travel accompanied. Oxygen can be provided given advance notice. There is a fee of £100.00 per flight sector for the oxygen. Aircrafts have standard on-board toilets. Where available, air-bridge usually used for boarding otherwise lifting vehicle used if necessary. Narrow aisle wheelchairs available on larger aircrafts on long haul flights. All non domestic flights have at least one member of cabin crew who has disability training.

bmi (British Midland International)

Reservations: 0870 60 70 555

Administration: 01332 854 000

Fares: 0870 60 70 555

Medical clearance not usually required unless health risk. Will carry manual wheelchairs/electric wheelchairs with dry cell batteries in hold. Standard on-board toilet facilities. Can provide oxygen with advance notice. Boarding via air-bridge where

available, or lifting vehicle if necessary. Standard on-board toilets. Same policies for international/domestic flights.

British Regional Airlines / Manx Airlines

Reservations: 08457 256256

Administration: 01624 826000

Fares: 08457 256256

Medical clearance not usually required unless health risk. Accompanying passenger advised. Will carry manual wheelchairs/electric wheelchairs with dry cell batteries in hold. Guide dogs allowed - will allocate additional seating space for dog if possible. Standard on-board toilet facilities. Can provide oxygen with advance notice. Where available/necessary, a mobile lift is used to transfer passengers with disabilities to/from aircraft. Cabin staff disability trained. Same policies for international/domestic flights. Passengers with disabilities cannot usually use Jetstream 41 aircraft due to space constraints.

Buzz

Reservations: 0870 2407070

Medical clearance not usually required unless health risk. Will carry manual wheelchairs/electric wheelchairs with dry cell batteries in hold. Can provide oxygen given advance notice. Standard on-board toilets. If assistance required in boarding/disembarking, passengers will be physically carried onto/off aircrafts. Same policies for all flights.

Cathay Pacific Airways

Reservations: 020 7747 8866

Administration: 020 7747 7000

Fares: 020 7747 8883

Medical clearance not usually required unless health risk. Accompanying passenger advised. Will carry manual wheelchairs/electric wheelchairs with dry cell batteries in hold. Cannot carry guide dogs. Can provide oxygen given prior notice. Have designated seats which are better for passengers with disabilities with removable armrests. Wide on-board toilets. Wheelchair "meet and assist" scheme. Boarding using air-bridges where available.

Continental Airlines

Will carry manual wheelchairs/electric wheelchairs with dry cell batteries in hold - size limitations on smaller aircrafts. Narrow isle on-board wheelchairs available on most flights. Larger aircrafts have an accessible toilet - dependant on aircraft size. Air-bridge normally used for boarding and disembarking where available, but otherwise lifting

vehicle is used for passengers with disabilities if necessary. Continental's domestic hub facilities in Cleveland, Ohio - Hopkins International Airport, Houston, TX - Bush Intercontinental Airport and Newark International Airport, NJ, and various facilities throughout our system all provide electric carts within the terminals for semi-ambulatory customers who need assistance with distance transportation.

Can supply oxygen with advance notice (48 hours). MedLink makes the oxygen arrangement (1-800-786-6006) for the airlines with the physician. Provide doctors name and phone number. Doctors letter required to include litre flow per minute required at 8000 feet altitude and amount of oxygen required per hour (stated in litres per hour). Dates of travel, and letter dated 10 or less days from outbound date. Letter's must be on doctor's letterhead. Your doctor will be phoned for a verbal approval. \$50 fee per segment, \$75 for international flights. Adjustable flow meter of 0.25 L/M to 6 L/M via a nasal cannula. Passengers empty portable tanks can be sent through baggage only. The Airline must know your phone number in both departure and destination cities. Can carry dry cell battery operated nebulizers/other medical equipment. Cabin crew are disability trained. Same policies for domestic/international flights.

Delta Air Lines

Reservations: 0800 414767

Administration: 020 8601 6000

Fares: 0800 414767

Will carry manual wheelchairs/electric wheelchairs with dry cell batteries in hold. Have on board wheelchair. Oxygen can be provided given at least 48 hours notice. We do not supply supplemental oxygen on Delta Express or Delta Connection flights. You will need to present a medical certificate from your doctor upon check-in to verify your need for oxygen and the rate of flow per minute required. Oxygen is supplied at an adjustable flow rate of 0.5 L/M to 8 L/M. using a nasal cannula or mask. There is a charge of \$75 for onboard oxygen service that will be collected at check-in. EMPTY oxygen portable tanks may be checked through in baggage. Passengers destination phone number must be given.

Respirators, nebulisers and ventilators may be brought into the cabin. You must purchase an extra seat at the applicable fare if you need it for your equipment. Aircrafts have wheelchair accessible toilets. Cabin staff are disability trained but cannot assist with more personal needs. Customer services: 020 8601 2328.

EasyJet

Reservations: 08706 000 000

Passenger with disability advised to be accompanied if any assistance required. Easyjet do not supply oxygen to passengers but passengers are allowed to carry a small bottle of oxygen or air (45 litres / 4 cubic feet maximum), required for personal medical use. As to battery operated nebulisers and oxygen concentrating equipment, Easyjet require information about the manufacturer specifications and contact numbers so the technical

team can check it out. Will carry manual wheelchairs/electric wheelchairs with dry cell batteries in hold. No accessible on board toilets. Anyone can sit anywhere but passengers with disabilities are normally given preference over seats at front of cabin.

El AL Israeli Airlines

Reservations: 020 7957 4100

Administration: 020 7957 4200

Fares: 020 7957 4180

Passengers are not permitted to take their own oxygen on the flight. If they have a medical problem that requires oxygen on the flight, EL AL will provide it, however a charge is involved. If the passenger wishes to transport an oxygen cylinder, it must be emptied and has to be sent as cargo.

With regards to disabled passengers, assistance is given to and from the aircraft and a wheelchair can be requested. The reservations department needs to be advised as to a) the passenger can ascend/descend steps and make their own way to/from cabin seat but requires a wheelchair for the distance to/from the aircraft; b) the passenger cannot ascend/descend steps but is able to make own way to/from cabin seat and requires a wheelchair to/from the aircraft; finally c) the passenger is completely immobile and requires a wheelchair to/from the aircraft, must be carried up/down steps and to/from cabin seat. Passengers falling into the latter category require a medical certificate to travel. Finally, if a passenger is travelling with his or her own wheelchair this would need to be advised as previously to the reservations department or travel agent.

Emirates

Reservations: 0870 243 2222

Administration: 020 7808 0033

Fares: 020 7808 0095 Will carry manual wheelchairs/electric wheelchairs with dry cell batteries in hold. Passenger with disability advised to travel accompanied if help required. Aircrafts have standard on-board toilets. Where available, air-bridge usually used for boarding otherwise lifting vehicle used if necessary. Specific seating for passengers with disabilities. Cabin staff are disability trained. Medically required equipment such as nebulisers may be carried subject to written notification from a doctor. Oxygen can be provided with prior warning of 48 hours and a MEDIF form is completed giving details of why the passenger needs oxygen. We can supply this using an "on demand" regulator with nasal cannulae at a rate of 2 or 4 litres per minute on an intermittent or continuous basis. These cylinders are stowed conveniently under the seat and do not hamper foot space. Oxygen at present is provided free of charge to our passengers on request. We only allow use of our own oxygen cylinders on board for safety reasons. Passengers are not allowed to use their own personal ones.

Battery operated nebulisers are not a problem - in fact we are currently looking at several types to consider putting on board along with our extensive Emergency medical kit (We are working with the Royal College of surgeons and the British Thoracic Council on this)
Disabled Passengers: We have excellent procedures for helping make all our passengers

journey more comfortable and pleasant. for those who have disabilities or problems we can provide special check in, special handling, WCH, Meet and Assist at transfer airports or destinations etc. We offer a FREMEC service for those who travel and wish to take advantage of this We train our crew in special needs handling and encourage such passengers to identify themselves to the airline staff as early as possible so we can provide assistance, if that is what they would like, but we do not attempt to be intrusive.

For those passengers with special needs we have on board WCH to assist an escort with managing them to and from rest room. We also have some modified aircraft toilets to make things a little easier.

Air Europa

Reservations: 0870 240 1501

Administration: 0870 608 0727

Deal with people with disabilities and their needs on a case by case basis. Must have accompanying person. "Meet and assist" service at airports. Will carry wheelchairs/electric wheelchairs with dry cell batteries in hold. To be accepted onto a flight, it is absolutely vital to present a medical certificate which confirms the passenger is in a condition to travel. It is also necessary to sign a release of responsibility form before boarding.

Excel Airways

Reservations: 01293 440002

Any assistance required should be agreed with the pre-flight department (telephone 0870 1677 747; fax 0870 1677 757) at time of booking. Can allocate seats to passengers with disabilities in advance on request. Manual wheelchairs and electric wheelchairs with dry cell batteries can be carried in aircraft hold (free of charge) - this must be arranged at time of booking. Meet and assist service can be provided.

Oxygen can be provided if requested up to 7 days prior to departure. A doctors note needs to be obtained and forwarded to our company Doctor for medical clearance. Oxygen is charged at £100.00 per sector (£200 outbound and inbound).

Passengers may use nebulisers onboard as hand luggage free of charge provided clearance from preflight is given prior to departure. We would also require a doctors certificate confirming fitness to travel to be shown at check in.

Passengers carrying oxygen concentrators must also provide the preflight department with a fitness to fly certificate prior to departure. In order to authorize this we would need the passengers to advise dimensions and weights of all medical equipment as the weight restrictions onboard must be adhered to for safety reasons.

Passengers who need to take oxygen cylinders for use in the resort must also obtain medical clearance prior to departure. Cylinders must be emptied to 15 psi and the

regulator may remain attached. Passengers cannot take their own cylinders with oxygen onboard for use during the flight.

Finnair

Reservations: 0870 241 4411

Administration: 020 7629 4349

Fares: 020 7409 3160

Medical clearance not usually required unless health risk. Will carry manual wheelchairs/electric wheelchairs with dry cell batteries in hold. Guide dogs allowed. Can provide oxygen given advance notice. No accessible on-board toilets. Passengers with disability sits in designated seats on aircraft. If necessary, lifting vehicle will be used to assist boarding if air-bridge not used.

GB Airways

Reservations: 01293 664 239

Administration: 01293 664 239

Fares: 01293 664 239

Can provide oxygen given advance notice at a price of £100 per journey up to a maximum of £200. Passengers can use a battery operated nebuliser on board but they cannot use oxygen concentrating equipment. In exceptional circumstances passengers can bring full cylinders, sufficient only for the duration of the flight, but these have to be authorized beforehand. Generally cylinders should be empty.

All passenger requiring assistance to the aircraft should either notify reservations at the time of booking or when they reach the check in desk. A buggy is then requested to assist them to the aircraft side if the aircraft is parked on a jetty served stand. If the aircraft is remotely parked a special bus then takes the passengers out to the aircraft side, where they are then transferred to a vehicle which will high-lift them up to the aircraft. This procedure works on both outbound and inbound aircraft. Will carry manual wheelchairs/electric wheelchairs with dry cell batteries in hold. Accessible on-board toilets on larger aircrafts. Cabin crew disability trained.

Go!

Reservations: 0845 6054321

Administration: 01279 666 333

Fares: 0845 6054321

Medical clearance not usually required unless health risk. Will carry manual wheelchair/electric wheelchair with dry cell batteries in hold - limit of one per flight. Wheelchair bound passengers normally have to be physically carried on to/off plane. Cannot supply oxygen. No accessible on-board toilets.

Gulf Air

Reservations: 020 7408 1717

Administration: 020 7411 4440

Fares: 020 7491 8403

Passengers with asthma or lung disease require medical clearance to travel on Gulf Air. This is done by obtaining an Application for Carriage of Medical Passengers. This form should be filled in by the passenger's doctor and then submitted to Gulf Air Senior Manager Medical Services (SMMS) who is based at Gulf Air Headquarters in Bahrain, for approval through our local Reservations Manager in your city . Please bear in mind that the clearance process can take up to 3 days. Can provide oxygen given advance notice either at time of reservation, at least 3 days before travel. Passenger with disability is seated at front of cabin. Will carry manual wheelchairs/electric wheelchairs with dry cell batteries in hold. Same policy for international/domestic flights.

Hawaiian Airlines

Reservations: 01256 862 594

Administration: 01753 664 406

Fares: 01256 862 594

Will carry manual wheelchairs/electric wheelchairs with dry cell batteries in hold. Can provide oxygen at a flow rate of Min. 2 litres/min. The passenger will be required to give at least 48 hours notice that in-flight oxygen will be needed. A written statement from the passenger's doctor is required which will verify the need for in-flight oxygen service, the max usage per hour, and the oxygen blow rate per minute. The charge for the oxygen service is \$75.00 per flight coupon. This charge is not refundable, nor subject to any discounts. Caution: for paediatric use, prescription must be based on administration by blow-by method. Risk of severe injury. A physician, medical technician, parent, or guardian must accompany child and be responsible for administration of prescribed blow-by oxygen. HA will not be liable for administration of or for any injury caused by the administration of the oxygen service. In-flight oxygen service will not be provided on code share service. If air-bridge not used, lifting vehicle is used. No accessible on-board toilets. Cabin staff disability trained. Same policies for international/domestic flights.

Iberia Airlines

Reservations: 020 7830 0011

Administration: 020 7413 1201

Fares: 020 7830 0011

Medical clearance may be required. Will carry manual wheelchairs/electric wheelchairs with dry cell batteries in hold. Can provide oxygen given advance notice - passenger must be accompanied by a doctor/nurse.. If air-bridge not used, lifting vehicle is used if necessary. Specific seating for passengers with disabilities. No accessible on-board toilets. Same policies for international/domestic flights.

Japan Airlines

Reservations: 08457 747 700

Fares: 020 7408 7770

Advise passenger with disability to be accompanied. Will carry manual wheelchairs/electric wheelchairs with dry cell batteries in hold. Have on board wheelchair - available on request at time of booking. Larger aircrafts (747-400s or 777s) have wheelchair accessible toilets. Cabin staff are disability trained. For passenger with lung disease we can provide medical oxygen bottles with 2-8LPM but any other requirement will have to be provided by the passengers themselves. The charge for one additional seat to which oxygen bottles are tied down is 75% of the applicable full one-way adult fare for the class of service used. A maximum of TWO bottles can be secured to one passenger seat.(JAL does not charge for the use of O2 bottles but for each seat blocked off to secure them). But passengers travelling whose medical condition requires oxygen supply (inhalation) carriage and use of medical equipment and instruments and any medical treatment on board the flight.will be requested to prepare a Medical Information Form (MEDIF) and submit it when making a reservation so JAL can assess the passengers fitness and determine the acceptability to travel by aircraft.

And in case of needing to bring and to use medical electronic equipment in the cabin please consult with the information below.

- a. Type of apparatus
- b. manufacturer
- c. name of number
- d. size(length+height+width) and weight
- e. Manual or Electronic move

We must check EMI(ELECTROMAGNETIC INTERFERENCE) STANDARDS and type of battery as this may interfere with the flight operation.

Please call and consult to JAL reservation center in London when need booking as time and technical reasons.

European Reservation Center in London:

0845 7 747 700

Business hours/UK time:

Mon.-Fri. / 08:00-18:30

Sat.-Sun. / 08:00-16:30

KLM Royal Dutch Airlines

Reservations: 08705 074 074

Administration: 020 7750 9200

Fares: 08706 055 685

Medical clearance usually required. Will carry manual wheelchairs/electric wheelchairs

with dry cell batteries in hold. Oxygen can be provided given advance notice - 10-15kg and standby oxygen free of charge; pay for extra seat if required for the oxygen. Larger aircrafts have wheelchair accessible toilets. Cabin staff are disability trained.

KLM uk

Reservations: 08706 055 685

Administration: 01279 660 400

Fares: 08706 055 685

Medical clearance usually required. Will carry manual wheelchairs/electric wheelchairs with dry cell batteries in hold. Oxygen can be provided given advance notice.

Lufthansa German Airlines

Reservations: 08456 030 747

Administration: 020 8750 3500

Fares: 020 8750 3535

Medical clearance may be required. Medical form has to be completed as this not only informs airline of the passenger's disability but also determines cabin staffing because appropriately specifically trained staff will then be allocated to that passenger/flight. Will carry manual wheelchairs/electric wheelchairs with dry cell batteries in hold. Oxygen can be provided given at least 2 days notice before departure. Can cater for range of special dietary requirements. Air-bridge usually used for boarding where available, otherwise lifting vehicle is used if necessary. Same policies for international/domestic flights.

Customer care: 020 8750 3500.

Malaysian Airlines

Reservations: 020 7341 2020

Administration: 020 7341 2000

Fares: 020 7341 2040

Medical clearance not usually required unless health risk. Advise passenger with disability to be accompanied. Will carry manual wheelchairs/electric wheelchairs with dry cell batteries in hold. Oxygen can be provided given advance notice - chargeable including an extra charge if journey includes a natural stop-over. Aircrafts have accessible toilets. Air-bridge usually used for boarding. Same policies for international/domestic flights.

Martinair

Reservations: 0031206011222

Medical clearance not usually required unless health risk. People with disabilities should travel accompanied. Wheelchairs/electric wheelchairs with dry cell batteries may be carried in hold. Narrow aisle wheelchairs are available on board aircrafts. Can provide

oxygen - advance notice required. Standard on-board toilets. Lifting vehicle used to assist in boarding/disembarking, where necessary. Any necessary medical equipment that may be required in-flight must be provided by airline - passenger's personal equipment carried in hold.

Monarch Airlines (Crown Service - scheduled flights)

Reservations: 01582 398 333

Administration: 01582 400 000

Fares: 01582 398 333

Medical clearance not usually required unless health risk. Will carry manual wheelchairs/electric wheelchairs with dry cell batteries in hold. Staff have disability training. Oxygen can be provided given advance notice - free of charge; passengers may also carry their own oxygen. vehicle used for boarding if necessary. Wheelchairs available on-board all aircrafts.

Northwest Airlines

Reservations: 08706 055 685

Administration: 020 8750 9200

Fares: 08706 055 685

Passengers cannot bring their own oxygen onboard our aircraft. Oxygen can be made available upon request on all Northwest/KLM flights and with specific Airlink flights.

Oxygen is not made available for layovers. Passengers should consult their doctor for a list of oxygen supply firms that may provide service at connecting cities.

Please know that oxygen are **requests** only. These requests should be made as far in advance as possible (minimum 48 hours) through our reservations department (800-225-2525), due to the limited supply. We will contact passengers to advise whether oxygen can or cannot be confirmed.

We require that passengers have a doctors statement verifying oxygen need and rate of flow per minute. The doctors statement should be dated as close to the departure date as possible.

Passengers wishing to bring their own oxygen tanks, must have tanks purged and freed of all pressure. These will be transported in the hold of the aircraft.

The fee for onboard oxygen is \$75.00USDper flight coupon, and is applicable to domestic and international flights. i.e. MSP/MEM/IAH would be \$150.00USD.

Nebulizer:

Northwest accepts passengers who require the use of respirators/Nebulizer/life support systems or incubators. No charge is applied for transportation of the equipment unless an

extra seat is purchased. Intravenous, IV, equipment is accepted only when stretcher service is provided.

Passengers traveling in an incubator or on a stretcher and on life support system must be accompanied by another passenger to attend to their needs.

Aircraft Restrictions:

Incubators/respirators/Nebulizer/ and life support systems can be battery operated or may run on inflight power. If inflight power is required incubators/life support systems may be accepted on A320/727/757/DC10 only.

Systems that require electric hookup during the flight must be compatible with 115 volt 400 HZ power.

standard household power is 115 volt/60 hertz

The 115 volt/400 HZ cycle outlets look identical to the standard home electrical outlet. Do not use any 120 volt/60 HZ device without an adaptor. Passengers should be seated in rows with electric outlets. Passengers should bring a backup battery as electric power is not available at all times and is subject to extreme surges during aircraft hookup/unhooking to ground power. Dry or Gel cell batteries only. Wet cell batteries are not permitted in the cabin.

If an extension cord is needed to reach the outlet, the passenger will be responsible for providing the extension cord. The cord must be 12 feet long with a 3 point adaptor. Reservations MUST be made at least 48 hours prior departure. Will carry manual wheelchairs/electric wheelchairs with dry cell batteries in hold. Oxygen can be provided given advance notice at a cost of US\$75 per flight ticket. Larger aircrafts have wheelchair accessible toilets. Cabin staff are disability trained. Same policies for international/domestic flights.

Qantas

Reservations: 08705 726 827

Administration: 020 8846 0466

Fares: 020 8600 4321

Medical clearance not usually required unless health risk. Will carry manual wheelchairs/electric wheelchairs with dry cell batteries in hold. 747 and 767 aircrafts have narrow aisle on-board wheelchairs. Oxygen can be provided given 7 days advance notice. Can carry nebulizers and other battery operated medical equipment - clearance needed if electricity is to be used during flight. Larger aircrafts have wheelchair accessible toilets. Cabin staff are disability trained. Air-bridge is used for boarding/disembarking wherever available, otherwise lifting vehicle is used if necessary. Same policies for international/domestic flights. Passengers with disabilities assistance: 020 8600 4353.

Royal Air, Canada

Reservations: 0800 3287724

Fares: 0800 3287724

Medical clearance not usually required unless health risk. Passengers with disabilities who may require assistance are advised to travel accompanied. Will carry manual wheelchairs/electric wheelchairs with dry cell batteries in hold. Narrow aisle wheelchairs available on board aircrafts. Can supply oxygen. Passengers' own empty oxygen cylinders can be carried in hold. Cannot carry passengers' medical equipment. Pre-selected seats are offered for people with disabilities up to 24 hours prior to departure. Cabin crew are disability trained. 80% of aircrafts have wider toilets. Same policies for international and domestic flights.

Ryanair

Reservations: 0870 156 9569

Fares: 0870 156 9569

Ryanair can make available additional oxygen on board, which can be requested, in advance of travel, subject to availability and a fee of £100. The fee is set up per reservation, irrespective of this being a one way or return journey. The fee must be paid at the time of booking. Fees for oxygen will not be accepted at the departure airports. Fees are not refundable, even if oxygen is not used. Oxygen must be booked in advance of travel. Requests are limited to one bottle of oxygen per flight. Bottle size is 11 cubic feet. Ryanair does not permit passengers to bring their own oxygen on board our aircraft.

Ryanair provides full assistance to wheelchair passengers free of charge. In order to qualify for assistance, the passenger must be traveling in his or her own wheelchair. It is imperative that such passengers advise Ryanair directly by calling their local reservations centre, at the time of reservation as not to do so, due to the limitation of 4 wheelchairs per flight, may result in Ryanair being unable to accept the passenger for the flight reserved. Passengers requesting assistance, who do not have their own wheelchair, will be directed to the wheelchair service provider at the relevant airport. Ryanair flies to 56 destinations throughout Europe, at 50 airports wheelchair service is provided entirely free. Currently there are only 6 airports (Dublin, Stansted, Gatwick, Luton, Shannon and Leeds Bradford) that charge for this service.

Sabena

Reservations: 020 8780 1444

Administration: 020 8780 2270

Fares: 020 8780 1444

Doctor's letter/medical clearance normally required. Will carry manual wheelchairs/electric wheelchairs with dry or wet cell batteries in hold. Oxygen can be provided given advance notice - free of charge. Aircrafts have standard on-board toilets. Wheelchair using passenger usually has to be physically carried onto/off aircraft. Specific seats for passengers with disabilities. Same policies for international/domestic flights.

Scandinavian Airline System

Reservations: 08456 072 7727

Administration: 020 8990 7000

Fares: 08456 072 7727

For any passenger requiring oxygen on an SAS flight, they would have to travel as a medical case. A medical form will have to be completed by the passenger's physician, this form will then have to be faxed back to us in time to request the medical case and to get it authorized SAS does provide oxygen on all routes for its passengers and there is no charge for this, the only exception to this is on flights out of Russia where oxygen is not provided. Passengers can bring and use their own oxygen, however the cylinders must not exceed the maximum permitted weight or dimensions for cabin baggage. These are 115cm/46in, and 8kg/18lbs. Please note that when a passenger is using their own oxygen in the cabin, it must be strapped to the passenger by a strap provided by the passenger.

The exception to the above is on flights to, from, or via USA, where air or oxygen cylinders are forbidden, i.e. must be sent as cargo. Oxygen required during these flights must be requested before hand and provided by SAS. With regards to the question of battery operated nebuliser's, please be advised that we would need information in advance of the name, number and manufacturer of the nebuliser before we can authorise for a passenger to travel.

Will carry manual wheelchairs/electric wheelchairs with dry or wet cell batteries in hold. Aircrafts have standard on-board toilets. Wheelchair using passenger usually has to be physically carried onto/off aircraft. Facilities include seats with foldable arm rests and in-flight wheelchairs (on intercontinental routes). Policies can differ depending on routes/size of aircraft used. Medical Department - 0870 600 7757

ScotAirways

Reservations: 0870 6060707

Administration: 0870 6060707

Deal with people with disabilities and their needs on a case by case basis. Cannot provide assistance in helping wheelchair users onto aircrafts if they cannot leave the wheelchair. Operate a meet and assist service within airports. Can carry manual wheelchairs in aircraft hold. Note that the airline uses Fairchild Dornier 328 aircrafts which are small and have narrow entry steps. Contact the airline for further assistance.

Singapore Airlines

Reservations: 0870 60 88 886

Administration: 020 8563 6767

Fares: 020 7439 8111

SIA provides oxygen on board for no extra charge on certification by an SIA appointed medical doctor. However, an extra seat is required and the charge is half the applicable airfare. Passengers may bring their own oxygen cylinders but they must be empty.

Passengers are allowed to bring battery operated nebulisers but the use of oxygen concentrating equipment on board is not allowed.

Will carry manual wheelchairs/electric wheelchairs with dry cell batteries in hold. Narrow isle wheelchairs on-board aircrafts. Aircrafts have wider, accessible toilets. Lifting vehicle used to transfer wheelchair users on and off aircrafts if necessary. Cabin staff are disability trained. Same policies for international/domestic flights.

South African Airways

Reservations: 0870 747 1111

Administration: 020 7312 5005

Fares: 020 7312 5001

Medical form needs to be completed. Will carry manual wheelchairs/electric wheelchairs with dry cell batteries in hold. Narrow isle wheelchairs on-board aircrafts. Larger aircrafts have wider, accessible toilets. Lifting vehicle used to transfer wheelchair users on and off aircrafts if necessary. Cabin staff are disability trained. Same policies for nearly all international and most domestic flights - depends on size of aircrafts. Oxygen can be provided for all customers who require this service for a fee of \$150.00. If cylinders are carried for passengers they should be empty irrespective of size.

Southwest Airlines

Reservations: 01293 596677

Administration: 01293 596678

Fares: 01293 596677

Medical clearance not usually required unless health risk. Will carry manual wheelchairs/electric wheelchairs with dry cell batteries in hold. Narrow isle wheelchairs available on board aircrafts. Passengers with disabilities advised to travel accompanied if assistance will be required. Cannot supply oxygen. Cannot carry other medical equipment.

Thai Airways

Reservations: 020 7499 9113

Administration: 020 7491 7953

Fares: 020 7491 7953

May need medical clearance before flying. Will carry manual wheelchairs/electric wheelchairs with dry cell batteries in hold. Guide dogs not allowed. Oxygen can be provided given advance notice. Narrow isle wheelchair available on international flights. Passengers with disabilities will be seated where most comfortable, if possible.. Air-bridge where available/lifting vehicle used to transfer wheelchair users on and off aircrafts if necessary. Standard on-board toilets. Same policies for international flights/may differ on domestic flights depending on location/size of aircraft.

THAI provides a supply of extra oxygen during flights at no additional charge. The request must be made at the time of making the reservation at least 3 working days before departure. Passengers are not allowed to take their own gaseous or liquid oxygen for use in the cabin during the journey. Moreover the power supply for the use of medical equipment is prohibited in all our aircraft fleet. However, acceptance of dry battery operated equipment may be confirmed on a case by case basis.

United Airlines

Reservations: 0845 847 7777

Administration: 0845 847 7777

Fares: 0845 847 7777

Will carry manual wheelchairs/electric wheelchairs with dry or wet cell batteries in hold. Narrow aisle wheelchairs available on most aircrafts. Can provide oxygen with 48 hours notice at a cost of \$75 per segment. At the time of reservation you must give your doctor's name and phone number. Medical desk number 1-800-825-6331, will call your doctor to confirm need, flow rate, continuous flow or as needed. The medical department will confirm your oxygen arrangements. Adjustable flow meter from 1 L/M to 8 L/M. Special seating arrangements will be made. The passenger may check empty oxygen through as baggage or bring onboard.

Electricity for personal respirators and other medical equipment may also be available by advance request at no extra charge. May be able to provide electricity for respirators/other medical equipment with prior notice. Larger aircrafts have accessible on-board toilets. Where available an air-bridge will be used for boarding, otherwise a lifting vehicle will be used if necessary. Same policies for international/domestic flights.

United Express

Do not provide in-flight oxygen.

US Airways / MetroJet

Reservations: 0800 783 5556

Administration: 020 7484 2100

Fares:

Medical clearance not usually necessary unless health risk. Will carry manual wheelchairs/electric wheelchairs with dry cell batteries in hold. No accessible on-board toilets. Where available an air-bridge will be used for boarding, otherwise a special liftable wheelchair will be used if necessary. Cabin staff are disability trained. Passengers with disabilities do not have to travel accompanied. Can provide oxygen on mainline US Airways flights, but it is not offered on flights operated by US Airways Express or the US Airways shuttle. Oxygen orders must be placed more than 48 hours before scheduled departure. We determine the number of oxygen bottles for a customer based on criteria that will supply sufficient oxygen for the duration of the flight or flights.

We require a form from the customer's physician, which indicates the necessary flow rate. The number of tanks needed is then calculated, factoring in an additional 45 minutes of oxygen per flight to guard against running low in case of a flight delay.

The oxygen supplied by US Airways is furnished by a supplier to fulfill each customer's request. The tanks are filled at the time of request and, to ensure customer safety, are not used again without being emptied and refilled. The cost of shipping the oxygen to the departing city is considered in our charges of \$100.00 per tank. US Airways does not refund the cost of unused or partially used oxygen tanks.

Customers may use their own personal oxygen, or oxygen purchased from an outside vendor, in the airport to and from the aircraft door, provided an attendant is present to retrieve or bring the oxygen tanks. This is not allowed when remote boarding is used.

Personal oxygen supplies are not permitted as carry-on baggage. Customer- owned oxygen equipment may be transported as checked baggage if the tanks are empty and capped or packed in containers that protects against damage. Regulators must be detached. Our Reservations center personnel can refer callers to our Oxygen Desk for more detailed information about our in-flight supplemental medical oxygen policies and procedures.

With regard to nebulizers, respirators, ventilators, and oxygen concentrators, we will accept most devices that operate on non-spillable batteries and do not require the use of an electrical outlet. These devices must comply with in-cabin baggage stowage rules established by the Federal Aviation Administration (FAA). US Airways does not, however, transport customers who require life support equipment, and will not accept any device that includes a supply of personal oxygen. Oxygen generators and liquid oxygen devices are not allowed.

If you have any questions after reviewing this information, please feel to contact us. As our toll-free number may be unavailable from your location, please feel free to call 336-661-0061 and ask for a representative on the Passenger Assistance and Regulatory Compliance team.

Varig Brazilian Airlines

Reservations: 0845 603 7601

Administration: 020 7287 1414

Fares: 020 7478 2105

Passengers with chronic respiratory problems must have medical authorization to fly, with consideration to the possible need for oxygen on board, and a MEDIF form should be completed and submitted at point of check-in. VARIG airlines offers extra oxygen on board as a free service. We have oxygen bottles of 2 and 4 litres per minute flow rate for continuous use or for emergency use. Only VARIG supplied oxygen is allowed on board. This service must be booked 3-4 days before the flight and VARIG cannot guarantee confirmation.

VARIG do not permit the battery permitted nebulisers on board.

Will carry manual wheelchairs in hold. Narrow aisle wheelchairs available on all flights. Oxygen can be provided - free of charge. Specific seating for passengers with disabilities. Where available an air-bridge will be used for boarding, otherwise a lifting vehicle will be used. Standard on-board toilets. Same policies for international/domestic flights.

Virgin Atlantic Airways

Reservations: 01293 747 747

Administration: 01293 562 345

Fares: 01293 747 747

Special Assistance Department: 01293 747 911.

Medical clearance not usually necessary but it is advisable to let our medical co-ordinators know. Will carry manual wheelchairs/electric wheelchairs with dry cell batteries in hold. Narrow aisle wheelchairs available on all aircrafts. Can provide oxygen with prior notice - currently free of charge but subject to change. Certain privately owned medical equipment can be carried on board. A340 aircrafts have accessible on-board toilets. Where available an air-bridge will be used for boarding, otherwise a lifting vehicle will be used - facilities in Barbados necessitate use of airport steps. Cabin staff are disability trained.

Virgin Express

Reservations: 020 7744 0004

Medical clearance not usually necessary unless health risk. Will carry manual wheelchairs/electric wheelchairs with dry cell batteries in hold. Can supply oxygen if notified in advance. Specific seats for people with disabilities - usually in bulkhead. Standard on-board toilets. Air bridge used for boarding where available.

Additional Information