

## General

On selected routes, Eastern Air Services (EAS) offer various types of special assistance for Passengers who are travelling whilst pregnant, or travelling with children or infants, or are Unaccompanied Minors.

To assist, EAS provide the following information:

- [Check-In, Boarding and Disembarking Procedures](#)
- [Tips to Make a Child's Flight Comfortable](#)
- [Travelling while Pregnant](#)
- [Unaccompanied Minors \(UM\)](#)
- [UM Procedures](#)
- [Infant Seatbelts and Child Restraint System](#)
- [Strollers](#)

If you have any questions about the information in this document, please contact us at:  
[office@easternairservices.com.au](mailto:office@easternairservices.com.au).

If you require assistance with travelling whilst pregnant or with infants/children, in order to provide the best possible service, we require advance notice of the type of assistance required prior to confirming your booking. If you elect to book with EAS via an Authorised Agent, the Authorised Agent can give us notice of the type of special assistance you require prior to confirming your booking.

**Exit Rows:** Due to Civil Aviation Safety Regulations EAS are unable to allocate exit row seats to anyone who cannot assist with the evacuation of the aircraft in the event of an emergency. This may include women who are pregnant, and also precludes children under the age of 15 years from occupying an exit row.

## Check-In, Boarding and Disembarking Procedures

Where possible EAS will endeavour to board Passengers travelling with infants and children before other Passengers. We ask you arrive at the nominated boarding gate for your flight no later than 30 minutes before the scheduled departure so we have adequate time to assist you with boarding the aircraft, the provision and demonstration of the use of infant and child restraints and the stowage of your Cabin Baggage.

If you fail to arrive at the nominated boarding gate early, we may be unable to assist you with boarding the aircraft early.

If you are pregnant and would like to board the aircraft early, please let our crew know when you arrive at the nominated boarding gate for your flight and we will endeavour to accommodate you with your request for early boarding.

Pregnant Passengers and Passengers travelling with infants and children are generally able to disembark the aircraft with other Passengers. If you require assistance to disembark the aircraft with your infant or children, we will provide this to you after all other Passengers have disembarked. Please advise our Flight Crew when you board the aircraft if you will require assistance with disembarking.

## Tips to Make a Child's Flight Comfortable

Flying can be daunting for some children and EAS aircraft are not equipped with in-flight entertainment systems so, in order to make your child's flight comfortable we recommend

- you plan to bring your child's own entertainment system or else other activities suitable for the flight.
- dress your child in comfortable clothes for the flight; as it can sometimes be cool in the airport terminal buildings or aircraft cabin, consider packing a light cardigan or jumper which your child can put on if necessary. You may also wish to pack your child a spare set of clothes in their cabin baggage in case they might need them; and
- encourage your child to bring a favourite small toy or doll on the flight to help them feel secure and comfortable. Reading books, drawing and personal entertainment devices are also useful items to consider packing in your child's cabin baggage

## Travelling while Pregnant

This information is identical to the information found in the Pregnancy section on our *Medical Fitness to Fly* document and the *Getting Ready to Fly* section in our Conditions of Carriage. Both can be found on the EAS website. For passengers intending to travel when pregnant, or after delivery, the following precautions must be observed:

- **For travel after the first 28 weeks of your pregnancy:** You need to carry a certificate or letter from a registered medical practitioner or registered midwife confirming the estimated date of delivery, whether it is a single or multiple pregnancy, and that there are no complications with your pregnancy. The certificate or letter must be available on request and be carried with you at the airport and during the flight in your cabin baggage;
- **For flights of four hours or more:** If you are having no complications with your pregnancy you can travel up to the end of the 36<sup>th</sup> week of your pregnancy for single pregnancies or up to the end of the 32<sup>nd</sup> week for multiple pregnancies (for example, twins). A *Medical Information Form* (incorporating a doctor's clearance) is required if you are having complications with your pregnancy;
- **For flights of less than four hours:** If you are having no complications with your pregnancy you can travel up to the end of the 40<sup>th</sup> week of your pregnancy for single pregnancies and up to the end of the 36<sup>th</sup> week for multiple pregnancies (for example, twins). A *Medical Information Form* (incorporating a doctor's clearance) is required if you are having complications with your pregnancy; and
- **If you wish to travel within seven days after delivery:** A *Medical Information Form* is required. Infants cannot travel for 48 hours after delivery and also need a *Medical Information Form* (incorporating a doctor's clearance) in order to travel between three and seven days after delivery.

**Note:** A *Medical Information Form* (incorporating a doctor's clearance - found on the EAS Website) is required

EAS do not represent that travel is safe for you at any particular point during your pregnancy. You must seek advice from your own medical practitioner prior to your flight. The periods referred to above, and our minimum requirements are set out in the *EAS Conditions of Carriage* (found on the EAS Website).

## Unaccompanied Minors (UM)

EAS are pleased to offer services to assist your family with the travel needs of Unaccompanied Minors (UM). However, in order to provide the best possible service to your family and child/children, we require advance notice of your needs before your booking can be confirmed. You can give this notice to us directly, or via an Authorised Agent, by completing the *EAS Unaccompanied Minor Form* (found on the EAS Website) and submitting it to [office@easternairservices.com.au](mailto:office@easternairservices.com.au). Despite the cost of providing additional services and care to unaccompanied minors, we do not charge an UM fee per Passenger, per booking.

Our rules for the carriage of unaccompanied minors follow:

Age	Restriction
Under 5 years	Children under 5 years of age cannot travel as Unaccompanied Minors and therefore must be accompanied by a person 15 years or over who is an immediate family member or who has written permission from the child's parent, guardian or responsible adult (carer).
5 to 11 years (inclusive)	Children between 5 years and 11 years of age can be booked as Unaccompanied Minors – EAS must be advised and the <i>Unaccompanied Minor Form</i> completed.
12 to 15 years (inclusive)	Children aged between 12 and 15 years can travel as normal Passengers or as Unaccompanied Minors. EAS must be advised and the <i>Unaccompanied Minor Form</i> completed. If no request is made, no special arrangements will apply.

If you do not advise us that your child is travelling as an UM at the time of booking, your child may not be accepted for travel alone and may be denied travel at the airport. Should this occur, your booking may be cancelled and any applicable Fare Rules (including Fees) may be applied.

For operational and Flight Crew availability reasons, we do not carry UMs who have connecting flights with any other airline.

## UM Procedures

### 1. At the Airport

EAS suggest you arrive at the airport least **60 minutes** prior to your child's scheduled departure time. Please ensure that you present to the check in counter no later than **60 minutes** prior to your child's scheduled departure time so as to ensure adequate time for you and your child to comfortably complete your child's Check-In procedures.

When you arrive at our Check-In counter, we will adequately identify your child as an UM. Please ensure you provide adequate documentation to identify your child's age and identity. Once the Check-In process is complete, make your way to the boarding gate as indicated on the boarding pass (if applicable).

EAS require that you stay with your child at the nominated boarding gate, your child will be one of the first to board and will be escorted by one of our friendly staff from the boarding gate to the aircraft.

After your child has boarded the aircraft we require you to remain at the departure gate until 10 minutes after the flight has taken off (i.e. is in the air). As you are the primary contact don't forget to keep your phone on until the child would be at the destination and into the care of the person meeting them.

### 2. In Transit

Our Flight Crew will NOT be able to check on your child throughout their flight to ensure their wellbeing.

### 3. On Arrival

On arrival at your child's destination, our staff will escort your child off the aircraft and into the care of the person nominated by you to meet them. This person will be required to provide valid photographic proof of their identity before your child will be passed into their care.

If the person nominated by you to meet your child is not present upon arrival of our aircraft and we cannot contact either the person nominated or the main contact, we may take any action we deem necessary to ensure the child's safe custody. This may include returning the child to the airport of departure. If this is the case and unfortunate as it is, EAS will seek reimbursement for any costs or expenses incurred in ensuring the child's safe custody

## Infant Seatbelts and Child Restraint Systems

**General:** The fitment and use of a car type infant seat and/or bassinet is generally not permitted.

Our aircraft are not equipped with bassinets and baby capsules or baby booster seats and these items are not permitted in the cabin of our aircraft.

**Infant Seatbelts:** Infants (children who at least 6 months old but have not reached their second birthday) may travel on an adult's lap at no charge. An infant seatbelt will be provided and only one infant on the lap of each accompanying adult passenger is permitted. In this case:

- The infant is seated on an adult passenger's lap and restrained by an infant seat belt.
- The infant seat belt, when required to be worn, shall be fastened around the passenger nursing or carrying the infant, and the infant seat belt, placed around the infant.

Alternatively, an adult with one lap-infant is allowed to purchase an additional seat for one additional infant but the following conditions apply:

- the infant must be able to sit upright (without assistance) in an aircraft seat; and
- restrained under a seat belt provided this can be achieved satisfactorily, and
- no more than two infants can be accompanied by the one adult; in these circumstances, one infant may be nursed and the other must be able to sit upright in a seat at all times.

Due to regulatory requirements, there are limits on the total number of lap-infants permitted on a single flight and we require advance notice prior to confirming your booking. If you elect to book with us via an Authorised Agent, the Authorised Agent can give us notice prior to confirming your booking. Please contact us at [office@easternairservices.com.au](mailto:office@easternairservices.com.au)

## Strollers

If you require the use of an infant or child stroller to board the aircraft, you may do so up until boarding after which it will be placed in the aircraft Baggage hold and made on available arrival.