

Special Assistance

Eastern Air Services (EAS) understand that some Passengers may require special assistance to enable them to travel with the airline. On selected routes, EAS offer various types of special assistance for Passengers with reduced mobility and other specific needs.

If you require special assistance, in order to provide the best possible service, EAS require advance notice of the type of special assistance required prior to confirming your booking. If you elect to book with EAS via an Authorised Agent, the Authorised Agent can give EAS notice of the type of special assistance you require prior to confirming your booking.

If you have any questions or concerns about your travel on EAS Aircraft especially with regard to any of the operational limitations or constraints in this document, please contact EAS 1300 359 327 or email office@easternairservices.com.au.

EAS respect the privacy of your information. Unless you ask specifically not to, EAS will endeavour to obtain information about your special assistance needs once, and to retain it securely in accordance with our Privacy Policy. Refer to the EAS Website for details of the EAS policy.

In this document you will find the following additional information:

- [Operational Restrictions](#)
- [Check-In, Boarding and Disembarking](#)
- [Accompanying Passengers](#)
- [Medical Aids](#)
- [Mobility Equipment](#)
- [Oxygen Assistive Devices](#)
- [Oxygen Cylinders](#)
- [Assistance Animals](#)
- [Passengers In Lawful Custody](#)

Alternatively learn more about EAS Policies on the EAS Website

Operational Restrictions

The dimensions and features of our aircraft mean EAS are subject to operational restrictions not applicable in larger aircraft. These limitations include:

- not all mobility devices can be accommodated in the cabin of our aircraft due to space restrictions;
- our aircraft do not have sufficient cabin height to allow for safe manual lifting of some mobility devices;
- all passengers must be able to embark and disembark our aircraft with minimal assistance; and since entry to our aircraft may not be via an aerobridge, as such **all passengers must be able to safely walk up and down aircraft entry stairs**;
- where necessary and with discretion, our staff will provide assistance by supporting the passengers arm to aid balance.

Unfortunately, the effect of these operational restrictions is that EAS may not be suitable for all passengers requiring special assistance for travel.

EAS are unable to allocate an exit row seat to people with a disability due to Civil Aviation Safety Regulations.

There may also be Dangerous Goods restrictions prohibiting the carriage of battery powered mobility aids. Refer to the *EAS Dangerous Goods Policy* on the EAS Website.

Check-In, Boarding and Disembarking

If you require special assistance, EAS recommend you arrive at the airport in order to complete your Check-In procedures at least 90 minutes before your scheduled departure time, and no later than the Check-In deadline of 30 minutes prior to your scheduled departure time.

Passengers with special assistance requirements will generally board our aircraft before other Passengers. EAS ask you arrive at the nominated boarding gate for your flight no later than 30 minutes prior to your

scheduled departure time so EAS have adequate time to assist you with boarding the aircraft, stowing any mobility aids (if applicable), providing safety briefings and ensuring you are comfortable and ready to fly.

Passengers with special assistance requirements will generally be assisted with disembarking the aircraft after all other Passengers have done so.

Accompanying Passengers

EAS may require Passengers with special medical or mobility needs to travel with an Accompanying Passenger. An Accompanying Passenger is a full fare paying Passenger who, in our reasonable opinion, can travel independently and is able to and will provide assistance, supervision, or both as is required for the particular customer they are accompanying. EAS do not generally consider Passengers under the age of 15 years to be an appropriate Accompanying Passenger for a child.

In certain circumstances, EAS will require an Accompanying Passenger to escort a passenger who is unable to self-care during a flight. An Accompanying Passenger may be needed if:

- the Passenger is unable to self-toilet;
- the Passenger requires assistance to eat and drink during the course of the flight;
- the Passenger will require medication during the flight but is unable to administer it themselves; or
- there are cabin crew or operational limitations which may affect our ability to assist a Passenger with special medical or mobility needs.

Please refer to the Medical Fitness To Fly Policy on the EAS website then, if you are unsure whether you will need to travel with an Accompanying Passenger or to make a booking, please contact EAS.

Medical Aids

Passengers who require the use of medical aids on board our aircraft are requested to provide EAS with notice of their requirements at the time of booking. Any applicable policies EAS may have in relation to the Passenger's medical aids will be discussed with the Passenger at the time of booking but could include such things as:

- policies in regard to authorisation for use in flight;
- pre-departure inspection of any aids to be used in flight; and
- policies requiring the use of battery-operated medical aid equipment.

Note: Hearing aids and heart pacemakers are allowed.

Passengers who require the use of medical aids on board our aircraft are required to supply all of their own medical equipment, and to do so, subject to any applicable EAS policies may have in place in relation to the use of same on board our aircraft.

Mobility Equipment

Hand propelled mobility equipment such as walking sticks, crutches and a prosthetic device may be used from Check-In through to boarding of the aircraft. Likewise fully collapsible walking frames, and in some instances, wheelchairs may be used from Check-In through to boarding of the aircraft.

For operational reasons, not all of our aircraft have the cabin space to safely stow collapsible mobility equipment. EAS will advise you at the time of booking, or at Check-In, if your mobility equipment can be accommodated in the cabin of the aircraft or whether it will be required to be Checked Baggage. Normally, upon boarding, the mobility equipment will be stowed by the EAS Crew within the aircraft cabin or the hold and will be returned to you on arrival.

Non-collapsible mobility aids are not permitted in the cabin of our aircraft. You will be required to check all non-collapsible equipment as Baggage at Check-In and will be transferred to the nominated boarding gate for your flight in accordance with any special assistance arrangements discussed with you at the time of booking. Alternatively, you may choose to use your mobility equipment through to the nominated boarding gate for your flight, where it can be surrendered prior to boarding for stowage in the cargo hold of the aircraft.

Oxygen Assistive Devices

EAS is pleased to accept the following assistive devices onboard: ventilators, respirators, continuous positive airway pressure (CPAP) machines, portable oxygen concentrators. Only those ventilators, respirators, or CPAP machines that are labelled by the manufacturer as "approved for air travel" can be operated aboard the aircraft. The following portable oxygen concentrators will be permitted to be operated aboard EAS aircraft: AirSep Life Style, AirSep Free Style, Inogen One, SeQual Eclipse, Respironics, and EverGo.

Please note the following prior to travel:

- your medical practitioner will need to complete and sign a Medical Information Form, indicating your fitness for travel in accordance with our Medical Clearance Guidelines;
- you must email the completed form to office@easternairservices.com.au at least 72 hours before your intended travel;
- if you do not have an approved Medical Information Form you may be denied boarding;
- you (and or your Accompanying Passenger) must know how to operate the equipment and ensure there is sufficient oxygen and battery life for the duration of your flight (including unscheduled delays);
- EAS regret that it is unable to provide onboard electrical power; and
- except for medical emergencies, our Flight Crew cannot provide inflight treatment.

Spare batteries must be transported in Cabin Baggage and individually protected to prevent damage and short circuits. In addition, each spare battery must not exceed the following quantities:

- for lithium metal or lithium alloy batteries, a lithium content of not more than 2 grams; and
- for lithium ion batteries, an aggregate equivalent lithium content of not more than 8 grams.

Lithium ion batteries with an aggregate equivalent lithium content of more than 8 grams but not more than 25 grams may be transported in Cabin Baggage if they are individually protected to prevent short circuits and are limited to two spare batteries per person.

You must comply with the following conditions to use the assistive device on board the aircraft:

- you must be capable of hearing the unit's alarms, seeing the alarm light indicators, and have the ability to respond to the various caution and warning alarms and alarm light indicators, or be traveling with someone who is capable of performing those functions for you;
- you must ensure that the assistive device is free of oil, grease or other petroleum products and is in good condition free from damage or other signs of excessive wear or abuse;
- only lotions or salves that are oxygen approved may be used by you when using the assistive device;
- you must ensure that all assistive devices adheres to the EAS Baggage Policy restrictions (a copy of this can be found on the EAS Website). Batteries must be protected from short circuit and damage. When a battery-powered assistive device is carried onboard aircraft as Cabin Baggage and is not intended to be used during the flight, the battery must be removed and packaged separately unless the assistive device contains at least two effective protective features to prevent accidental operation during transport.

Oxygen Cylinders

Note: Personal medical oxygen devices that utilise liquid oxygen are forbidden on the person, in Checked or Cabin Baggage.

Gaseous oxygen or air cylinders required for medical use may be carried as Cabin Baggage. Each cylinder must not exceed 5 kg gross weight. Cylinders, valves and regulators, where fitted, must be protected from damage that could cause inadvertent release of the contents. This provision also applies where the cylinders are being carried by medically trained persons. EAS must be informed of the number of oxygen or air cylinders you intend to carry onboard the flight.

EAS strongly recommend the cylinder is contained in a BOC Oxycare Travel Pack, Supagas Airline Travel Bag or Air Liquide Travel Pack which can be hired or purchased from these various companies. If more than 1 cylinder is required inflight, each cylinder must have its own regulator fitted and liquid oxygen may not be carried.

Please note the following prior to travel:

- your medical practitioner will need to complete and sign a Medical Information Form, indicating your fitness for travel in accordance with our Medical Clearance Guidelines and if you do not have an approved Medical Information Form you may be denied boarding;
- you must email the completed form to office@easternairservices.com.au at least 72 hours before your intended travel;
- you (and or your Accompanying Passenger) must know how to operate the equipment and ensure there is sufficient oxygen for the duration of your flight (including unscheduled delays); and

- except for medical emergencies, our Flight Crew cannot provide inflight treatment.

If an oxygen cylinder is to be carried in the cargo hold the cylinder and any attached equipment such as the regulator must be protected from damage which could cause inadvertent activation or otherwise the cylinder must be empty with no regulator attached.

Assistance Animals

Guide and/or hearing assistance dogs trained to assist Passengers with vision or hearing limitation respectively are permitted to travel on EAS but certain provisions govern their carriage. At the time of your booking you must email office@easternairservices.com.au the following information:

- confirmation that the assistance animal is registered as an assistance animal at the time of booking;
- documentation that confirms that the assistance animal has been trained to an acceptable level or standard;
- evidence of your disability and how the assistance animal assists to alleviate the effect of that disability.

You must carry and present at Check-In a recognised assistance animal ID card or documentation. For the assistance animal to travel with you in the aircraft cabin the animal must be:

- placed on a moisture absorbent mat as near to you as practicable and restrained in a way that will prevent it from moving from the mat;
- is not in a control seat nor is situated at an emergency exit row;
- does not occupy a passenger seat and where possible, EAS will hold the adjacent seat vacant, and
- the assistance dog has been trained or is being trained as an assistance dog by an approved organisation such as Assistance dogs International and has completed a public access test (PAT) showing it is suitable for travel on public transport or for an assistance dog being trained.

Please prepare your animal for the journey by exercising and limiting its fluid intake for several hours before boarding the aircraft.

Passengers In Lawful Custody

For further information in relation to the booking of passengers in lawful custody, please contact EAS on 1300 359 327 or email office@easternairservices.com.au