



## Air Canada Airlines Accommodations

(taken directly from the Air Canada's website)

### Customers with Special Needs

To help you sit back and enjoy your flight, Air Canada is dedicated to your safety and comfort. We have [services for customers with special needs](#). We also have In-Flight Special Services such as [Special Meals](#) or services for [unaccompanied minors](#).

### Customers with disabilities

Air Canada offers a number of services for customers with disabilities. The identification of your special needs, at the time of booking, will enhance our ability to offer the services that best meet your requirements. Our customer service personnel will gladly describe services available and help make arrangements.

Although we ask for 48 hours notice, we'll make every effort to accommodate requests made within that time frame. Customers should arrive early at the airport to allow ample time for check-in and boarding.

For any special requests, please contact [Air Canada Reservations](#).

Special services include assistance in:

- Registering at the check-in counter
- Proceeding to the boarding area
- Proceeding to the general public area on arrival, or if in the same terminal, to a representative of another carrier
- Boarding and deplaning
- Stowing and retrieving luggage and mobility aids

At your request, we will:

- Make periodic inquiries about your needs and attend to them;
- Arrange for the use of your own wheelchair until boarding the aircraft and for the delivery of your wheelchair at the gate upon arrival;
- Disassemble and package batteries on your motorized wheelchairs, unpack the batteries and reassemble the wheelchair on arrival;
- Stow your small mobility or other aid in the cabin;
- Provide refrigeration free of charge for baby's milk, insulin, or other temperature-sensitive medications. Please request this service at time of boarding.

We will also:



- Assist you in transferring between mobility aids or onto and from the aircraft seat
- Assist you in moving to and from the aircraft washroom (except by carrying) with the use of the on-board wheelchair
- Arrange for alternate transportation for your large mobility aid when travelling on an aircraft with less than 60 seats that cannot accommodate the aid.

**Note:**

If any of the following conditions apply to you, please [call Air Canada Reservations](#) as you will require medical approval before flying. **Air Canada requires 48 hours' advance notice to process your boarding in the following cases:**

- You have an unstable medical condition (physical or psychological).
- You had a recent major medical incident such as a heart attack, heart failure, stroke, respiratory failure, etc.
- You have chronic obstructive lung disease and/or a chronic heart condition.
- You have undergone surgery in the last 2 weeks on your brain, eyes, ears, sinuses, chest or abdomen.
- You have anemia or leukemia.
- You require oxygen.
- You have an infectious or contagious disease such as the chicken pox, tuberculosis, etc.
- You require an assistant to travel with you (attendant must be over the age of 16 years or older and capable).
- You have thrombophlebitis.
- You have had an incident onboard a previous flight or at the airport and may require medical attention.
- You have caused a flight diversion on any past flights you have taken.
- You are an unaccompanied minor and have a medical problem.
- You have an intellectual disability (Down's syndrome, Alzheimer's, etc) and you request our Adult Unaccompanied Minor service.
- You suffer from epilepsy.
- You are traveling with an infant 7 days or less or a premature infant or infant with a medical condition.
- You have a cast that was placed on a part of your body less than 72 hours ago.

**Please also note** that not all Air Canada Jazz aircraft have an on-board wheelchair able to access the plane's washrooms. If this is an important consideration for you, please contact Air Canada Reservations and ask for the Medical Assistance Desk to make the necessary arrangements for your flight.



**Extra seat for comfort**

If an extra seat is required for comfort, please contact [Air Canada Reservations](#). A single reservation & ticket are required in the name of the person travelling. Duplicate bookings under the same name are not permitted. Identical bookings made under different names or pseudonyms are not permitted. Charges for the extra seat vary by destination & by applicable fare at time of booking.

You can pre-select your seat when you make your reservation. To choose one that best suits your needs, Air Canada's computer system has information on the location of seats:

**Aircraft seating**

- with liftable or removable armrests for ease of transfer to and from an on-board wheelchair and passenger seat
- with additional floor space to accommodate a service animal
- close to the washrooms and exits
- with extra legroom

**Executive First Class cabin**

Non-self-reliant passengers requiring accompaniment can not be accommodated in an Executive First Suite in our newly refurbished Executive First Class cabin. Visually impaired passengers, however, may be seated in an Executive First Suite and may travel with a service animal such as a seeing-eye dog, provided the animal travels under the Suite's footstool and/or seat at all times. Please contact [Air Canada Reservations](#) whenever booking travel for passengers with special needs in the Executive First Class for full information on safety precautions.

**Attendant fares**

An attendant who accompanies and cares for a customer with a disability during a flight may be able to travel on a reduced fare within North America. The customer with disabilities can take advantage of the web fare. The attendant discount is based on a published fare and can only be booked through the Air Canada Call centres or by a travel agent. Ask your travel agent or call us for more details.

Air Canada will carry the following aids as priority baggage without charge and in addition to the free baggage allowance:

**Carriage of Mobility aids**

- Wheelchairs
- Walkers, canes, crutches and braces
- Communication devices
- Prosthesis or medical device
- Segway

**Baggage identification tags**

Due to special handling of mobility aid battery powered equipment, please be sure to mention when making your reservation if you wish to transport an battery powered equipment.

Tags are supplied to all our customers at check-in counters and we ask that you use them to identify your luggage and any equipment, including a wheelchair. A specially-designed tag for wheelchairs alerts our customer service agents whether your chair must be delivered to the aircraft door or the baggage room.

**Boarding cards**

The special needs or condition of a person can be identified by customer service employees



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|  | through a special notation on the customer's boarding card.  |
| <b>Oxygen service</b>                      | "Medipaks" of oxygen for customers with respiratory conditions are available at an extra charge with 48 hours advance notice. Please contact <a href="#">Air Canada Reservations</a> directly.   |
| <b>Safety briefing in alternate format</b> | In addition to an individual safety briefing provided by a crew member prior to flight departure, flight attendants on all aircraft will also offer braille and large print safety cards for passengers who are blind or have a visual impairment.   |
| <b>Passenger lifts</b>                     | A passenger access lift available at certain airports allows customers in wheelchairs to safely board smaller connector aircraft.  |
| <b>TDD - Reservations</b>                  | If you have a Telecommunications Device for the Deaf (TDD), in Canada and the United States call 1-800-361-8071 toll free.   |
| <b>Service animals</b>                     | Certified, professionally trained service animals which are assisting customers with disabilities are carried, free of charge, in the passenger cabin at the customer's feet. Please see the Pets page for more details.   |
| <b>Special meals</b>                       | Air Canada offers specially prepared meals, available on 24 hours notice. If requested, flight attendants may assist by opening packaging, identifying items and cutting food. Click <a href="#">here</a> for more info.   |
| <b>Stretcher service</b>                   | In view of the limited demand for stretcher services, Air Canada no longer accepts stretcher bookings. Requests for this special service will be referred to government approved air ambulance operators.  |
| <b>Washrooms on board</b>                  | Most aircraft have facilities which are accessible to customers with disabilities. Door handles, grab bars, soap dispensers, faucets, flush controls and call buttons are designed to be operable with minimal single effort. Washrooms on some aircraft are fully accessible to passengers using the on-board wheelchair. |
| <b>Wheelchairs on board</b>                | All Air Canada flights have an on-board wheelchair which can be used to move around the cabin if required. Wet cell and dry cell battery operated wheelchairs are not permitted on flights that are not operated by Air Canada (Codeshare flights).  |
| <b>Personalized computer profile</b>       | Frequent travellers who require medical approval prior to air travel will appreciate this special feature. One call to Reservations will eliminate the need for medical approval each time you fly.  |
|  | In addition to the special services outlined above we will provide, onboard our aircraft, the following services to visually impaired customer, even if accompanied by an attendant and/or a service animal:   |
| <b>Visually Impaired</b>                   | <ul style="list-style-type: none"><li>• Please also make periodic inquiries about the passenger's needs and attend to them</li><li>• assist in unwrapping foods and beverage, describe the food and location on the tray</li><li>• assist in moving between seat and the lavatory</li></ul>                                |

Please also see provisions on Service Animals and Safety briefing in alternate format