



Air France Airline Accommodations

(taken directly from the Air France's website)

With Saphir, we do our utmost to make trips for reduced mobility passengers as easy as possible. Personalized welcome at the airport, improved aircraft access, medical services: discover Saphir, a range of free services to make your trips easier.



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Saphir: services dedicated to reduced mobility passengers

Discover the advantages of Saphir. With this service, traveling gets easier!

- **Accompaniment for your entire trip**
With Saphir, you can take advantage of a personalized welcome at the airport, easier access to the aircraft, medical services and the possibility of reserving 2 seats.

Saphir services are provided free of charge, unless you have to travel with respiratory aid or if you need a second seat (if your leg is in plaster, for example).

- **Dedicated agents who are there to help**
Saphir agents are at your service to:
 - tell you about our services,
 - make reservations, accounting for your specific requirements.



- **The Saphir card for frequent travelers**

If you travel regularly, we invite you to request this card from our Saphir service. It allows our agents to identify you immediately when you make a reservation. This way they offer you services that are tailored to your needs, at every step of your trip.

Valid for 5 years, the Saphir card can be used on all Air France routes. It is free and non-transferable.

Who can benefit from Saphir services?

Saphir is available to you if you:

- are blind or deaf,
- are ill and need medical help onboard,
- wish to benefit from specific help,
- wish to travel with your guide dog,
- are traveling with a group of disabled passengers.

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Using Saphir

To benefit from Saphir services, all you need to do is make your reservation **at least 48 hours prior to departure:**

- by calling Air France or via your travel agency,
- notifying the person in question of your disability and your requirements.

This 48-hour time period* is necessary so we can give you all the information needed for the smooth completion of your trip. In this way we can ensure you travel in the greatest comfort, from your departure airport to arrival at your destination.



→ [Find Saphir contacts by country](#)

The French Civil Aviation Authority (DGAC) defines a disabled passenger as any person:

- "whose mobility is reduced due to:
 - an incapacity (sensory or motor)
 - a mental disability
 - age
 - illness
 - any other cause that creates a handicap to using air transport,

- and whose situation requires:
 - special attention
 - tailoring of the service offered to all other passengers to suit the person's needs".

Reservation: by telephone, at least 48 hours prior to departure

Remember **to reserve your flight at least 48 hours prior to departure**. This length of time is required so that we can prepare your trip and ensure that you travel in optimum comfort.

Saphir contact details in **mainland France and in the French overseas territories**:

- Telephone: 0 820 01 24 24 (€0.12 incl. tax/min), from 9 AM through 7 PM, Monday through Friday and from 9 AM through 6 PM Saturday
- Fax: 04 93 18 53 50
- E-mail address: mail.saphir@airfrance.fr

When you call, your Saphir agent will ask you for:

- your **Saphir card number**, if you have one,
- the **nature of your disability or your requirements**. Do feel free to describe your requirements in as specific a way as you need to.

A few examples:



- **If you are traveling in a wheelchair:** be sure to indicate the weight, size, battery type and all other useful information about your wheelchair.
- If you need a **wheelchair in order to get from the airport gate to the aircraft itself, and while inside the airport**, but you are able to go up and down stairs and move around inside the aircraft cabin.
- **If you cannot go up or down stairs.** If you need a wheelchair in order to get from the aircraft to the airport gate as well as in the airport, but you can move around inside the cabin.
- **If you need help as soon as you arrive at the airport, right up until you are in your seat on the aircraft.** If you need a wheelchair and you need an onboard transfer wheelchair in the cabin in order to move around.
- **If you need respiratory support during the flight:** Notify our staff of this when you make your reservation at least 48 hours prior to departures (and 5 days prior to departure for flights taking off from the United States). In the event of a cancellation less than 24 hours before departure, Air France will not be able to refund you the cost of any additional seat(s) reserved.
- **If your vision is impaired or you are hard of hearing:** you can get help for the duration of your flight. If you would like specific help as soon as you arrive at the airport, please ask for this when making your reservation.
- **If you have to follow a specific diet.** notify us when making your reservation, at least 48 hours prior to departure. On most of our flights over
- 2 hours 30 minutes long, a special meal is prepared for you (salt-free or sugar-free meals etc.).

* Otherwise, the same services cannot be guaranteed

Upon arrival at the airport, as soon as you check in, you benefit from the care provided by our qualified staff. You are accompanied to your seat, your wheelchair is transported free of charge, and you are helped with pre-boarding: we want to make your trip as comfortable as possible.



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Check-in

Go to the check-in counter at least 30 minutes before the Check-in Deadline for your flight.



If you are traveling with an electronic ticket, give your Saphir card number when you check in. If you do not have a Saphir card, you may show any other form of ID.

You can benefit from the services you require easily.

- You are cared for by qualified staff.
- Your wheelchair and baggage is checked in with a special label. They are given priority delivery upon arrival of long-haul flights.
- Your wheelchair is transported free of charge (in the hold, up to 2 wheelchairs).
- Your wheelchair is labeled and protected by specially-designed packaging, prior to being placed in the aircraft's hold until your arrival at your destination or until you transfer to a connecting flight.
 - Remember to indicate how your wheelchair functions when you check in (battery, etc.).
- We accompany you with an Air France wheelchair until you are safely inside the aircraft. You may keep your own wheelchair right up until you board when departing from:
 - Paris Charles de Gaulle 2 if you have a manual wheelchair weighing less than 20kg.
 - Paris Orly West, regardless of your wheelchair type.

Depending on your disability, you will be allocated a specific seat, so that your trip is as comfortable as possible.

Seats in our aircraft are equipped with movable armrests which make getting into your seat easier.

Boarding

We do our utmost to ensure that you board in the most comfortable conditions possible.

You benefit from pre-boarding before other



passengers, on request, when you check-in or board. This pre-boarding is automatically offered if you have a motor-based disability – whether you are traveling alone or accompanied – or if you are an unaccompanied mentally disabled person. If you are in a wheelchair, you are accompanied onto the aircraft right to your seat, on an Air France wheelchair.

Specific cases

- You can access the boarding hall in your own wheelchair if you are departing from airports in:
 - Paris Charles de Gaulle 2 if you have a manual wheelchair,
 - Paris Orly West, regardless of wheelchair type.Your wheelchair is then placed in the aircraft's hold until you arrive or it is sent on to a connecting flight.
- If you need respiratory assistance until you board the aircraft, during transit and transfer, you are asked to order an ambulance or the airport's medical service. This service is at your own expense.

Note

If you are traveling with your guide dog, you must present a training certificate for your dog at check-in.

→ [Consult Check-in Deadlines](#)

Boarding

Upon boarding, you are given specific assistance. Everything is done to ensure you enjoy optimum comfort.

You are automatically offered pre-boarding if you have:

- a motor-based disability, whether you are



- alone or accompanied,
- a mental disability and are not accompanied.

In all other cases, you can of course take advantage of pre-boarding if you request this at check-in.

If you need respiratory help until you board the aircraft, during transit and transfer, you are requested to contact the airport's medical service or to order an ambulance. This service is at your own expense.

Home-Airport transportation

In partnership with the Age d'Or company, Saphir gives you the option of transportation between your home and the airport (on departure and arrival) in appropriate vehicles.

This service specifically includes:

- care of your baggage (maximum 3 items), your guide dog or a small accompanying animal, on departure and arrival,
- accompaniment to the check-in counter of your flight.

It is available in mainland France and in Fort de France.

To take advantage of this, find out more from your travel agency at least **7 days before your flight**. A 10% reduction will be given upon presentation of your:

- Saphir card
- trip summary,
- Air France ticket.

Transportation between airports for wheelchair users

If you have a transfer between Paris-Charles de Gaulle and Paris-Orly, you can enjoy a free transfer by taxi.



We also think of your well-being onboard. Appropriately-equipped restrooms, safety advice in Braille, meals adapted to your dietary requirements... You can travel with peace of mind. Upon arrival, you are also accompanied by an agent who knows about your requirements.



- ↓ [Staff that are here to help you](#)
- ↓ [Upon arrival](#)

Staff that are here to help you

All onboard staff are attentive to your safety and comfort.

The entire onboard staff is attentive to your comfort and safety. Please do not hesitate to contact them if you have any questions during your flight.

We also make available to you:

- meal service that is tailored to your dietary requirements, on request when you make your reservation,
- an onboard transfer wheelchair for movement in the cabin on long-haul flights,
- suitably-equipped restrooms,
- therapeutic oxygen in the event of respiratory difficulties (special price rate: please ask for information from your travel agency or the Saphir service),
- safety advice in Braille

Upon arrival

You disembark after the other passengers if you have a motor-based disability or if you are an unaccompanied



mentally disabled person (in this case, your personal attendant disembarks with you).

Upon arrival, if you are in a wheelchair, you will be helped by an Air France agent who knows what type of help you requested.

He or she will accompany you to:

- your baggage delivery location,
- taxi, bus or any other means of transport,
- the people waiting for you,
- the departure gate for your connecting flight.

If you are traveling on a long-haul flight, your personal wheelchair checked into the hold is given priority handling.

For your information

- If you have a motor disability, you will be seated in a corridor seat, so as to make any moving around easier.
- You can travel with a personal oxygen bottle onboard (maximum contents 310 liters and maximum height 65cm), on the condition that you have consent from Air France and that you do not use it during the flight.
- Personal ventilators and concentrators are also accepted on board, and may be used. Their use is permitted as long as the size dimensions for cabin baggage are respected, and consent has been obtained from the Air France medical service.
- If you are traveling with your guide dog, he or she must be attached by harness to the seat structure.