



## **Alitalia Airlines Accommodations**

(taken directly from the Alitalia Airline's website)

### **Passengers assistance**

Giving passengers the chance to enjoy a tranquil and comfortable journey has always been a top priority for Alitalia. For this reason, we have arranged a series of special assistance services.

#### **At the airport**

Alitalia starts to take care of you before your trip. At the Terminal A at Rome Fiumicino Airport (near preferential gates), you can find a 'Dedicata' Lounge. Opening hours 05.30-23.00, ph. number +39 06 65636277/78.

#### **Oxygen therapy**

Oxygen therapy equipment is not available on all Alitalia flights and must be booked in advance. Please [click here](#) to learn more.

#### **Stretcher service**

This service must be requested by passengers who need to travel on a [stretcher](#) for either part of or their entire journey.

#### **Wheelchairs service**

Wheelchair assistance can be provided up to the aircraft's access ramp, up to the cabin entrance (for people unable to climb steps) or even to the passenger's seat on board. Passengers who wish to transport their own wheelchairs (electric and/or folding) can register them free of charge at the check-in desk, as regular baggage.

#### **Special assistance for blind and deaf travelers**

The 'Sala Amica' ('friendly lounge') at Rome Fiumicino and Milan Malpensa airports have special services available, such as newspapers and magazines in Braille.

In this case a caregiver must travel with the passenger to look after personal needs at all times during the journey.

Guide dogs can travel in the aircraft hold (with their own beds), or they can travel in the cabin (as long as space is available) with muzzle and leash.

Transporting guide dogs is free, and does not depend on the dog's weight. Space for the dog must be requested when the flight is booked. The dog's owner must provide all the necessary equipment for travelling,



such as a muzzle, leash and bed, if required.

### **Syringes on board**

In order to carry syringes (maximum 4) on board, the passenger must:

- inform the Alitalia Call Center representative about the need to travel with syringes at the time of booking;
- present a doctor's note (written within 30 days prior to the departure date) at the time of check-in that explains the necessity to carry syringes on board;
- ensure that the container is in proper condition to guarantee the safe transport of the syringes.

### **Form to be printed and filled**

All the person who need those special assistance services must fill the [Medical Information Form](#) (MEDIF). This form should be printed, completed and handed in at the check-in desk. The Medif must not be dated more than seven days prior to departure. In place of the MEDIF the passenger can show the FREMEC (Frequent Traveller's Medical Card) a medical card recognised by IATA as medical authorisation to fly.

For more info and reservations, contact your nearest [Alitalia office](#).