



British Airway Airline Accommodations

(taken directly from the British Airway's website)

Additional needs

We need to know if you have additional needs before you travel with British Airways, so that we can provide you with the necessary assistance throughout your journey.

We need you to contact us if you:

- have a disability
- need to book a wheelchair
- want to check if you are fit to fly
- wish to order a special meal

Tell us in advance

To ensure that we can make the necessary arrangements, you must tell us about your needs at the time of booking or no later than the day before you travel.

If you have booked at ba.com, please call your local British Airways office immediately after you have purchased your ticket to tell us about your additional needs.

Assistance at the airport and in-flight

Wheelchairs and buggies provided by the airport

Please let us know a day in advance, or preferably at time of booking if you need a wheelchair or buggy to help you through the airport. We will try our best to ensure that the airport provides this service for you.

Travelling with your own wheelchair

- We can usually arrange to carry your wheelchair or mobility aid on your flight.
- Please tell us your wheelchair's measurements and weight at the time of booking.
- If space is available, we will store collapsible wheelchairs and mobility aids in the aircraft cabin. If we cannot do this they will be carried in the hold.
- One mobility aid e.g. a wheelchair will be carried free of charge in addition to the applicable checked baggage allowance.
- Special permission must be requested when bookings are made for mobility aids over 30kg because of weight and space restrictions.
- If you have a battery-powered wheelchair, you need to take certain safeguards before you travel. Please ask for details when you contact us.



- We will try our best to ensure that, if you wish, you can stay in your own wheelchair until you arrive at the boarding gate. However, all airports are different and sometimes it is not practical.
- At some airports we may have to check wheelchairs or mobility aids into the aircraft hold and give them back to you in the arrivals baggage hall of your destination airport. If we do this we will transport you from check in to the aircraft in another wheelchair and, on arrival, from the aircraft to the baggage hall.

Facilities on board

We provide the following facilities to help you when on board our aircraft:

- on board wheelchairs on all longhaul twin-aisled aircraft
- adapted toilets with handrails on some twin-aisled aircraft, however cabin crew cannot assist in the toilet
- a number of seats with lifting armrests for ease of access

Restrictions on certain aircraft

- On Airbus A319 aircraft we cannot carry wheelchairs or mobility aids weighing more than 60kg due to limited space and weight restrictions.
- If you are travelling on a flight operated by one of our airline alliance or franchise partners, please contact us to find out if you will be flying on one of the aircraft types mentioned.

Visually impaired passengers

- A meet and assist service can be provided, if you need to be guided to and from the aircraft.
- Transport to and from the aircraft can be provided from the airport terminal building when necessary.
- Braille cards are available on some flights and assistance is given to visually impaired and blind passengers.

Hearing impaired passengers

- We offer separate briefings about safety procedures for deaf and hard of hearing customers.
- The English version of the in-flight safety video includes sign language.
- Induction loop facilities are available at most airports and on board through our in-flight headphones.
- Headphones are compatible with standard hearing aids switched to the 'T' position.

Companions providing assistance

- If you are not capable of taking care of all your physical needs independently in-flight, we ask you to travel with a companion who can assist you.
- We cannot assume obligation for providing on board assistance, which might contravene health, safety or hygiene requirements.

On board seating

We always try to accommodate and assist all our customers with additional needs. Safety regulations stipulate that passengers with additional needs should not be seated at emergency exits or in cross aisles that form part



of emergency exit routes.

We will do our best to allocate you a seat that is most suitable to your needs.

Special meals

We offer a variety of special meals to meet both dietary and religious needs on the vast majority of our routes. These must be requested at the time of booking or no later than 24 hours in advance of travel.

Travelling with Guide/Assistance Dogs

Certified Assistance Dogs for blind, deaf or disabled passengers travel free of charge in the aircraft cabin on all British Airways services within the UK. In addition Assistance Dogs that are compliant with the Pet Travel Scheme may be carried in the cabin of the aircraft on certain international routes.

Travelling on Codeshare and Franchise partners

SUN-AIR of Scandinavia A/S

Travelling on a flight operated by SUN-AIR of Scandinavia A/S following precautions are valid.

Please contact us if you:

- Have a disability
- Need to book a wheelchair
- Require special assistance

To ensure that we can make the necessary arrangements, you must tell us about your needs at the time of booking or no later than 48 hours before you travel. Please contact your local BA office or your ticket office in Billund on phone +45 7533 1611 or by email bllooffice@sunair.dk

Wheelchairs and buggies provided by the airport

- Please let us know 48 hours in advance, or preferably at time of booking if you need a wheelchair or buggy to help you through the airport. We will try our best to ensure that the airport provides this service for you.

Travelling with your own wheelchair



- We can usually arrange to carry your wheelchair or mobility aid on your flight. Due to the limited space in the hold on our Dornier 328 and Jetstream 31 aircrafts we are only able to carry manually collapsible wheelchairs.
- We request you to check-in half an hour before regular check-in time to give us sufficient time to properly prepare your wheelchair for loading.
- Please tell us your wheelchair's measurements and weight at the time of booking.

Health and medical information

Most people with existing medical conditions are able to fly on a commercial aircraft without difficulty. However in-flight the cabin air is pressurised and precautions are sometimes needed if you have a respiratory or heart problem.

We only request medical clearance when fitness to travel is in doubt.

Passengers with disabilities

- If you have a stable disability, you do not require formal clearance.
- Wheelchair assistance can be provided on request at no extra charge.
- You should make your requirements known to British Airways when you make your reservation.
- You must be able to look after your own needs during the flight; this includes eating, transferring from wheelchair to seat, and going to the toilet.
- Cabin crew will do what they can to assist you in-flight; for example they will help you to the toilet door with the in-flight wheelchair on longhaul routes but they cannot lift you or assist you inside the toilet cubicle.
- If you can't manage on your own then you will need to travel with an able-bodied escort who is willing to help you.
- If you have a stable condition and do a lot of travelling with British Airways, you can apply for a Fremec card through the British Airways Passenger Medical Clearance Unit, outlining your specific request, which will avoid the need to make special arrangements each time you travel.

Medical clearance and fitness to fly

Most people with existing medical conditions are able to fly on a commercial aircraft without difficulty. However in-flight the cabin air is pressurised and precautions are sometimes needed if you have a respiratory or heart problem.

Medical clearance is required when:

- fitness to travel is in doubt as a result of recent illness, hospitalisation, injury or surgery
- you have an existing unstable medical condition
- special services such as oxygen or the use of medical equipment on-board is needed
- you are travelling for medical reasons or treatment



We strongly recommend that you check any vaccination requirements at least six weeks before you fly and ensure that you have adequate travel insurance to cover any medical costs should you become ill whilst you are away from home.

Most medical cases are straightforward but others require individual assessment. In some cases, we may ask that you travel with a medical escort or with supplementary oxygen (for which a charge is made).

We, in common with most airlines, assess your fitness to fly based on internationally accepted criteria, the aim being to ensure that you have a safe, comfortable and uneventful journey.

Passenger Medical Clearance Unit (PMCU)

If you are flying with us and you have a condition that may affect you in-flight, contact the PMCU. The PMCU deals with over 650 medical clearance cases every month and will be able to advise you, your doctor or other healthcare professionals about fitness to fly on all British Airways and associated aircraft.

Medical clearance is only considered upon receipt of the following medical information (MEDIF) forms. Please fill in part 1 yourself and get your doctor to fill in parts 2 and 3.

- [Download MEDIF form parts 1, 2 and 3 \(PDF – 605KB\)](#)

If you have any queries you can contact the PMCU team by:

Tel: +44 (0)20 8738 5444

Fax: +44 (0)20 8738 9644

Email: PMCU.PMCU@BA.COM

Cabin environment

The aircraft cabin environment differs from that on the ground and this can have an effect on any health issues you may have.

- Modern commercial aircraft fly at an altitude of between 6000 and 8000 feet which means that the cabin air pressure is lower and the amount of oxygen in the blood can drop. This is not a problem for most people, but if you have respiratory problems (such as chronic bronchitis, emphysema or Chronic Obstructive Pulmonary Disease (COPD)) you may need to book supplementary oxygen. There is a charge for this and it can be arranged via the Passenger Medical Clearance Unit (PMCU).
- Any trapped gas in the body will expand which can lead to pain and perforation of the eardrum. If your sinuses are blocked then quite severe pain can result. This is often worse on landing than take off but can happen at both times.
- Cabin air is relatively dry which can lead to a sensation of dryness in the mouth, nose and eyes, though studies have shown that it does not lead to whole body dehydration.



Flying after an illness or an operation

You must be extra careful about flying if you've had an operation or a serious illness, as travel can be stressful. It is wise not to travel if you don't feel up to it.

The following guide outlines the minimum time before it is advisable to travel if you have had some treatment or if you need to highlight your condition to us before travelling.

Travelling after surgery

Type of surgery	Travel allowed after (number of days)
Major chest, abdominal or cranial surgery middle ear surgery	10 days
Cataract or corneal laser surgery, all other eye surgery	1 day
Introduction of gas into the eye for retinal detachment	6 days Contact the PMCU*
Tonsillectomy	6 days
Appendectomy or abdominal keyhole surgery	4 days
Heart conditions	
Angioplasty	If the procedure is straightforward you can usually fly after three to five days but you should discuss it with the PMCU.
Heart surgery	If you feel well enough and really need to fly you can travel after 10 days but four to six weeks is preferable.
Heart attack	You should not fly within seven days of a heart attack and only then if it's essential (i.e. if you need to be repatriated from overseas). Ideally it's probably sensible to delay travel for up to four weeks or longer if there are any complications.
Angina sufferers	As long as you don't have frequent attacks, there is no restriction. Remember to take your medication into the cabin with you.

Chest conditions



Type of surgery

Travel allowed after (number of days)

Stable asthma	This is not usually a problem, as long as you take your inhalers with you.
Chronic bronchitis, emphysema or other forms of chronic obstructive pulmonary disease	If you can walk (without extra oxygen) for 50 metres without getting breathless, you should be fit to fly. If you can't walk this far, you may be able to travel with supplementary oxygen. There is a charge for this and it must be booked in advance through the PMCU. We will need to discuss your condition with your doctor.
A pneumothorax (where the lung "deflates")	Has to be fully resolved for at least a week before flying but you must contact the PMCU if you've had one in the month before you fly.

Neurological conditions

A stroke	If your symptoms are stable or improving and you feel well enough, you can travel after 3 days. Please talk to the PMCU if you have had a stroke within the last 10 days.
Epilepsy	You should not travel within 24 hours of a grand mal fit.

Ear conditions

An ear or sinus infection	If there is any possibility that your sinuses or the tube between your middle ear and the back of your mouth (the Eustachian tube) are blocked, you should not fly until the condition is better. A blockage can cause severe pain, perforation of the eardrum or other long-term damage. Under normal circumstances the air in your middle ear and sinuses is able to enter and escape, as it expands and contracts, without i.e. when your ears pop.
A broken bone	Due to the risk of swelling, if you have broken a bone and have been fitted with a plaster cast you cannot fly for 24 hours (if your flight is two hours or less) and for 48 hours (on longer flights). You may not be accepted to fly with a full leg plaster cast. All these requirements can be lifted in certain circumstances following discussions with the PMCU.
Anaemia	If you have a haemoglobin below 7.5g/dl, particularly if it is of recent onset, it must be discussed with the PMCU.
An infectious disease	The World Health Organisation prohibits an airline from carrying a passenger suffering from an infectious disease whilst they are contagious. Infectivity periods vary from illness to illness and further information can be obtained from your doctor or through the PMCU.
Travelling with a medical escort after a serious illness and injury	In some situations patients who are quite ill are able to travel with appropriate medical escorts, although we no longer carry stretchers on our mainline operations. We prefer such cases to be organised by a recognised medical assistance company because of the



Type of surgery

Travel allowed after (number of days)

specialised nature of this work.

***Please contact the PMCU** if you have had gas introduced into the body after an operation or for treatment purposes and which hasn't been resolved. Air retained in body cavities expands in-flight.

Diabetes

As long as your **Diabetes** is stable there are no restrictions:

- if you are crossing time zones you may want to discuss how to manage your insulin regime with your healthcare professional
- insulin does not generally require refrigeration and the cabin crew are unable to look after it for you onboard
- it should be carried as hand baggage and not in the aircraft hold where it is possible that it may be frozen
- insulin and all other medicines should be identifiable, preferably in original packaging and you should also carry a prescription or a supporting written statement from your doctor to avoid problems with security and customs
- dispose of needles safely and not in seat pockets or toilets - sharps boxes are available on all flights on request from our cabin crew

Notice for peanut allergy sufferers

British Airways does not include peanut products within aircraft meals or snacks in any cabin except on longhaul flights to/from the Far East where Peanut Satay may be included on the menu.

Please be aware that other passengers may bring their own peanut products on board.

Other types of nut may be included on the longhaul aircraft menu, for example as snacks in Club World and FIRST.

Travelling with medicines or medical equipment

- We advise you to carry the medication you may need during the flight in your hand baggage.
- We cannot refrigerate medication for you. If your medicines need to be kept cool, a cool bag or vacuum flask may be appropriate or you should discuss options with your pharmacist.
- If you are travelling with medical equipment you may need to let us know in advance, it will depend on the type of equipment in question (see below).
- Medical clearance is required for the use of most medical equipment including nebulisers (used in some cases of asthma) and ventilators, as we need to ensure that you are fit to fly.
- It is not possible to guarantee power supply on-board our aircraft, so equipment must be capable of being battery operated.



- In normal circumstances, medical equipment which has been authorised, can be used on board except during taxi, take off, approach and landing. Please contact the Passenger Medical Clearance Unit (PMCU).

Nebulisers

Battery operated nebulisers can be used in-flight with the exception of take off and landing. It is not possible to supply mains power and you need to notify the PMCU before you travel.

CPAP machine

- Medical clearance is not required for the carriage or use of CPAP machines, (which are used in the treatment of sleep apnoea, a condition associated with severe snoring) as fitness to travel will not be in doubt.
- CPAP machines can be plugged into a laptop power point, where available, with a suitable adaptor.
- Maximum power output from the laptop points is 75 Watts, and if your equipment draws more than this, the outlet will be automatically deactivated.
- We cannot guarantee that any of the laptop points will be serviceable. If you intend to use one in-flight, we prefer that you use a dry-cell battery operated device.

Travelling with a portable dialysis machine

In most circumstances you can take equipment with you. If it is likely that you will exceed normal baggage allowances, you should discuss it with Reservations or the PMCU in advance of travel and **well before** you arrive at the airport, otherwise you may be liable for excess baggage charges.

Medical equipment for use at your destination

Special arrangements exist for the carriage of essential medical equipment for use at your destination, such as portable dialysis machines. This can be arranged through your booking agent.

Medical care in the air

We carry millions of passengers each year on more than 400,000 flights, yet medical incidents are fortunately rare. The most common in-flight medical incidents are fainting and stomach upsets.



Cabin crew medical training

We train our cabin crew in advanced first aid and intermediate life support and they undergo annual refresher training. The standards required exceed those laid down by the regulatory bodies. In addition they have access to the MedLink service, allowing them to receive immediate advice from an experienced physician.

On board medical kits

Our medical kits contain additional drugs and medical equipment far in excess of the minimum regulatory requirements, and are recognised worldwide as a benchmark. The kits include drugs, which can be administered by cabin crew, as well as drugs and equipment for use by an assisting doctor or nurse. The content of the kits is regularly reviewed. Aeromedic Innovations Ltd, who track and replenish the kits and their contents, supplies our kits under contract.

Download the list of content in the following British Airways kits:

- [First aid \(PDF - 45KB\)](#)
- [Medical \(PDF - 68KB\)](#)

Defibrillators

All our aircraft are equipped with Automated External Defibrillators, which are used in the event of cardiac arrest. Cabin crew members are trained in their use, using the protocols of the European Resuscitation Council.

MedLink

The MedLink service has been managed for us since June 1998 by MedAire Inc, of Phoenix, Arizona. MedLink provides us with the following:

- direct and immediate contact between the aircraft crew and a physician
- knowledge about the flight environment and experience in providing remote medical advice, via satellite telephone or radio 24 hours a day
- advice on the management of the medical incident
- assist the Captain in deciding whether to divert and, if so, which of the available diversion airfields has the most appropriate medical facilities
- able to make the arrangements for the aircraft to be met by medical services on the ground when it lands



Good Samaritans

A Good Samaritan is a doctor or other health professional who offers assistance with a medical emergency. Occasionally cabin crew may ask if there are any health professionals on board who are willing to volunteer to assist if the situation appears serious and beyond the experience or training of the crew, or if specifically requested by the MedLink physician.

We will indemnify a 'Good Samaritan' health professional against any legal liability that might arise from their assistance with a medical emergency on the aircraft. In addition, some countries, such as the USA, have enacted legislation, which protects health professionals from litigation in 'Good Samaritan' situations.

Travellers' thrombosis

Traveller's thrombosis (DVT) Clotting of blood, usually occurring in the lower legs - is known as deep venous thrombosis (DVT). DVT can occur in anyone at any time, although some individuals are more at risk than others. Recent research has confirmed that anyone seated in an aircraft; car, bus or train for more than four hours may also be at increased risk.

Factors increasing the risk of DVT include:

- age over 40, (risk continues to increase with age)
- previous DVT or pulmonary embolism
- history of DVT or pulmonary embolism in a close family member
- use of oestrogen therapy-oral contraceptives ("the Pill") or hormone replacement therapy (HRT)
- pregnancy
- recent surgery or trauma, particularly to the abdomen, pelvic region or legs
- cancer
- some inherited blood-clotting abnormalities and other blood disorders

Following our advice to reduce the risk of DVT:

- drink adequate fluids
- avoid smoking
- avoid beverages which contain alcohol and/or caffeine both before and during the flight
- avoid crossing legs when seated
- walk around the cabin whenever you can
- stand up in your seat area and stretch your arms and legs
- carry out the foot and leg exercises advised in the Well Being section of the Highlife in-flight magazine, on the in-flight entertainment system and the Well Being section on ba.com
- wear loose fitting comfortable clothes when travelling



If you have any of the additional risk factors listed, you should seek medical advice before travelling. In particular, you should discuss whether compression stockings would be appropriate and whether anti-coagulant medication is necessary.

Spraying the aircraft for insects (disinsection)

We are required by the World Health Organisation (WHO) to spray the cabin of aircraft at certain destinations, to prevent the risk of insects spreading disease such as malaria and dengue fever that are highly dangerous.

On routes where we are required to spray, cabin crew will read out a brief statement advising you that spraying is about to take place. This will give you the opportunity to cover your eyes and nose if you wish. The spray clears from the aircraft in a few minutes.

Contents of the insecticides

The sprays contain synthetic pyrethroids which are widely used in sanitation products.

The WHO assesses the safety of insecticides and recommends the use of the following synthetic pyrethroids:

- D-phenothrin which has lethal effects on domestic insect pests. It is used against mosquitoes, houseflies and cockroaches
- Permethrin is a broad spectrum insecticide used against a variety of pests

Disinsection is mandatory for the following routes:

Flights into the UK from:

Abidjan	Harare
Abuja	Hurghada**
Accra	Islamabad
Alexandria*	Johannesburg
Bangkok	Kolkata (Calcutta)
Bangalore	Lagos
Cairo	Luanda
Cape Town	Lusaka
Chennai	Mumbai



Dar-es-Salaam

Nairobi

Delhi

Tehran*

Dhaka

Sharm El Sheikh**

Entebbe

Flights out of the UK to:

INDIA

Bangalore

Chennai

Delhi

Kolkata (Calcutta)

Mumbai

NB. All aircraft entering India are required to undergo disinsection.

CARIBBEAN

Barbados

Kingston

Flights Outside the UK

From:

To:

Bangkok

Sydney

Singapore

Sydney

Singapore

Melbourne

Khartoum*

Amman*

Antigua

Grenada

Antigua

St Lucia

Antigua

Tobago



NB. Aircraft entering Australia and New Zealand need to be sprayed twice, initially with Permethrin residual insecticide, and secondly with a Phenothrin spray.

*Flights operated by BMED. **Flights operated by GB Airways.

Travelling when pregnant

Pregnancy is not considered a medical condition, so you are able to travel until quite late into your pregnancy. Please note that:

- You can travel up to 36 weeks for single pregnancies and 32 weeks for twins, triplets etc.
- You will need to carry a doctor's certificate after 28 weeks confirming the estimated date of delivery, that there are no complications that you are fit to fly.

Travel clinics

British Airways Travel Clinics have now closed due to the closure of the British Airways Travel Shops with which we were co-located.

We have transferred our Travel Clinic business to MASTA (Medical Advisory Services for Travellers Abroad), who have become British Airways Preferred Partner for travel health services.

MASTA – British Airways Preferred Partner for travel health services

MASTA is a travel health provider with a network of travel clinics across the UK. They provide expert travel medicine advice and treatment to the travelling public, including a comprehensive immunisation service and a wide range of anti-malarial drugs.

- MASTA's central London travel clinic is located close to Oxford Circus at 52 Margaret Street.
- The clinic is open six days a week and operates an appointment and walk-in service.
- To make an appointment at MASTA's Oxford Circus Travel Clinic, please phone 0845 600 2236.

Vaccination records

British Airways will retain copies of customers' vaccination records. If you require a letter confirming these, please write to the address below stating your name, address, date of birth, contact number and enclose a stamped, addressed envelope. Please note that information will only be traced back as far as 2002.

However, we do provide duplicate current Yellow Fever certificates. Please also write to the address below stating your name, address, date of birth, contact telephone number, month and year of your Yellow Fever vaccination and enclose a stamped, addressed envelope. An administrative charge of £10 is made for this service which should be paid by cheque made payable to British Airways Health Services.