



## **Continental Airlines Accommodations**

(taken directly from the Continental Airlines' website)

### **Customers with Disabilities**

#### **Access at Continental Airlines and Continental Express**

Continental Airlines is dedicated to providing convenient and comfortable service to all our customers. The following information is provided to assist customers with disabilities in planning a trip with us. Every person with a disability is different, and you are the best judge of the service you require. If we were doing more or less than you need, please communicate your preferred level of assistance to our employees.

Along with requesting special assistance in your reservation, please let our airport employees and in-flight crew members know of your special needs during your travel. Also, friendly reminders to our employees are always appreciated and will help us place a face with a request for assistance.

If your travel includes a carrier other than Continental Airlines, Continental Micronesia, Continental Connection or ExpressJet Airlines, Inc. dba Continental Express, check directly with that carrier for your travel needs as different policies and procedures apply.

#### **Access at Continental's Codeshare and Alliance Partners**

Some Continental designated flights are operated by our global Alliance Partner airlines. Services presently provided by Continental may not be available to certain destinations. Check with your travel agent or Continental directly so we can verify our Alliance Partners process and try to accommodate your needs.

#### **Advance Notice**

Continental recommends that all customers make their reservations as early as possible. We do not require information concerning the extent of disability, however, the more information we have about you, the better prepared we are to meet your needs. We ask for at least forty-eight (48) hours advance notice and airport check-in within the published processing time of your originating airport if you:

- Need onboard medical Oxygen inflight
- Require disassembly and/or packaging of a wheelchair battery
- Are traveling with a group of ten (10) or more people with disabilities

Special meals require a minimum of twenty-four hours advance notice, however we appreciate as much advance notice as possible.



## **Continental Wheelchair Equipment**

### **Airport Wheelchairs**

Continental has available wheelchairs for use at each of its locations. Most stations will start their day with several wheelchairs at curbside and replenish these throughout the day. If no wheelchairs are in view upon arrival, a verbal request should be made to the skycap or agent who will secure one as soon as possible. The standard width of these wheelchairs is nineteen inches (19").

Electric carts are also available at Cleveland, Houston, Newark and several other airports. These carts are for use by our semi-ambulatory customers when walking longer distances is a problem. These carts will pick up and drop off several customers throughout the terminal.

### **Aisle Wheelchairs**

Continental has a newly designed wheelchair for our non-ambulatory customers use in reaching their seat when boarding and deplaning our aircraft. We sought the help of the experts at The Institute for Rehabilitation and Research in Houston, which provided us with valuable feedback. The chair features four swivel wheels, a low curved bar on the back for easier handling, a full back bar brake system, movable armrests, strategically located belt buckles to ensure a safe and secure transport and a lower seat for easier transfers to and from a customer's personal wheelchair. Most stations have these chairs available in each jetway where the transfer from a customer's personal chair can be made.

### **Onboard Wheelchairs**

Every Continental aircraft with more than 60 seats has an onboard wheelchair. These wheelchairs are specially designed to fit the aisle of our aircraft and may be used by our semi-ambulatory customers to move to and from the lavatory. Our inflight personnel are trained in the use of this wheelchair and will assist you. This chair is not used outside the aircraft and will always remain onboard since our fleet cannot takeoff without this equipment.

### **Stair Chairs**

Some Continental Express flights utilize stairs for customer boarding. This is done at airports that do not have mechanical lifts. In these instances boarding is arranged by utilizing a stair chair physically carried by airline personnel. Continental Express ExpressJet (ERJ, SRJ) aircraft will utilize jetway boarding whenever available.

### **Electric Cart (E-cart) Service**

Continental's domestic hub facilities in Cleveland, Ohio - Hopkins International Airport, Houston, TX - Bush Intercontinental Airport and Newark International Airport, NJ, and various facilities throughout our system all



provide electric carts within the terminals for semi-ambulatory customers who need assistance with distance transportation.

## **Customer Wheelchair Equipment**

Continental Airlines accepts one wheelchair or other assistive device per customer in addition to the free baggage allowance at no additional charge. Continental accepts all types of wheelchairs including folding, collapsible, non-folding, unpowered or electric. Continental also accepts electric carts.

Advance notice of forty-eight (48) hours and one hour check-in is needed for any electrical equipment as we want to ensure meeting all dangerous goods handling requirements.

### **Checking your equipment**

Your wheelchair can be checked at the ticket counter and/or gate. Continental appreciates your arriving at the airport at least an hour before departure if powered equipment requires disassembly. This time helps ensure proper handling is accomplished. Customers may use Continental's wheelchair equipment after checking personal wheelchairs. Checking and returning your wheelchair at the gate can be arranged. Please advise in advance if you request use of your equipment at airports for connecting flights. Depending upon the connecting airport, time constraints may prohibit this access, especially for heavier powered wheelchairs where normal ramp stairways cannot be used to physically carry your equipment up to the customer area.

### **Manual Wheelchairs**

Customers who avail themselves for preboarding have priority to have their folding wheelchair stowed in an onboard closet upon request. All Continental aircraft have a closet large enough to accommodate most folding wheelchairs.

Customers' manual wheelchairs can be checked for stowage in the Cargo bin at either the ticket counter or gate. Please provide as much information as possible to our employees to ensure proper handling and loading. Detachable items such as seat cushions and footrests can be carried in the cabin or tagged and stowed with the chair in the cargo bin.

### **Powered Equipment / Carts and Wheelchairs**

Powered equipment will not be disassembled, including leaving the batteries attached, whenever the cart and/or wheelchair will fit upright through the aircraft bin door. If the size of the aircraft bin door prohibits this, airport personnel may ask you for instructions on how to disassemble your equipment. It's helpful to have the assembly/disassembly instructions with you along with the type of battery used.

Helpful suggestion: if written instructions are available, bring 2 copies to the airport; one can be attached to the chair for use at the destination and the other is kept in your possession.



**Maximum bin door width:** 737 Series: 34"

Batteries on powered equipment will remain attached whenever the cart and/or wheelchair will fit upright through the aircraft bin door. Batteries must be identified as either spillable or non-spillable so the airline can establish proper dangerous goods handling. Dry cell and gel cell batteries are considered non-spillable and fewer handling requirements are necessary. It's helpful if you have this information ready and available for our employees. Battery packs showing cracks and/or damage must be packaged, handled and transported as a spillable battery.

**Spillable Battery:** Wet cell batteries are considered spillable and special preparation must be made before being transported by air. The battery must be disconnected and terminals protected against electrical shorting. If the equipment cannot fit upright through our cargo bin door or if the battery appears cracked or damaged the battery must be removed. It will be shipped in Continental's battery box to meet all dangerous goods handling requirements.

**Non-Spillable Battery:** Dry cell and/or gel cell batteries are considered non-spillable and fewer requirements are necessary for air transportation. Batteries will remain attached to a customer's powered equipment when the equipment fits upright through the aircraft bin door. Continental personnel will disconnect the battery post connectors and wrap each post connector with tape to prevent electrical shorts during shipping.

## **Assistance at the Airport**

### **Flight Information Display Systems (FIDS)**

Flight Information Display Systems (FIDS) are available at numerous Continental airport facilities. Gate agents also provide verbal flight information including boarding announcements and any flight irregularity. We ask any customer with a sensory disability to relay any special needs directly to our gate agents. They will ensure proper communication is established and maintained.

### **Telecommunication Device for the Deaf (TDD)**

Each Continental and Continental Express airport facility has at least one TDD. Airport signs clearly mark its location. Continental provides the following Reservations TDD phone number: 800.343.9195. This is not a voice telephone. A voice number for an adjacent voice phone at the TDD position is 713.789.4827.

### **Security Screening**

Airport security screening is required for all customers. A hand search can be performed for people with disabilities and private screenings are available upon request.



## Airport Facilities

General information regarding each airport facility can be obtained from [Continental's Reservations](#).

## Assistance on the Flight

### Braille Safety Cards

Each Continental aircraft has a safety card in Braille available for vision impaired customers. Please advise the gate agent of your need for this information so he may relay this request to the flight attendants.

### Individual Safety Briefings

Customers may receive an individual safety briefing to ensure they are properly advised of safety issues. These individual briefings can include an explanation of where and when to exit and an inquiry to the most appropriate manner in which the customer may be assisted.

### Enroute Assistance

Flight attendants will offer assistance to semi-ambulatory customers in getting to/from the seat during boarding and/or disembarkation and to/from the onboard lavatory. They may assist with loading and retrieving carry-on items and other assistive devices stowed on board the aircraft. They will also assist with meal preparation such as opening packages and identifying items. They cannot assist with any medical services, assistance inside the lavatory, or in actual feeding.

## Accessibility of Continental Aircraft

### Movable Aisle Armrests

Economy Class seats with movable armrests are identified by aircraft type, tail number and location. All new Boeing aircraft will incorporate movable armrests in the Economy Class section, except rows designated as an exit row and the bulkhead. The fleet type is indicated in our reservation system. Actual aircraft number assignment is usually available 48 to 24 hours in advance of scheduled departure.

| Fleet Type         | Aircraft Number | Location of Movable Armrests             |
|--------------------|-----------------|--|
| 737-300 Series All |                 | Rows 6 through 10,<br>Rows 15 through 23 |
| 737-500 Series All |                 | Rows 6 through 8,                        |



|                    |  |
|--------------------|--|
|                    | Rows 11 through 20   |
| 737-700 Series All | Rows 6 through 24  |
| 737-800 Series All | Rows 6 through 28  |
| 737-900 Series All | 7D Rows 8 through 12, Rows 14 through 31                       |
| 757-200 Series All | Rows 9 through 14,<br>Rows 17 through 34                       |
| 757-300 Series All | Rows 9 through 18,<br>Rows 21 through 31<br>Rows 33 through 40 |
| 767-200 Series All | All rows except rows 16, 19, 20D & 20F                         |
| 767-400 Series All | All rows except rows 16 & 31                                   |
| 777 Series All     | Rows 17 - 28, 33 - 45  |

Armrest release mechanisms vary by type of seats used on the aircraft. Continental currently has three types of movable aisle armrests. All release mechanisms are discretely hidden as a safety precaution to prevent unwanted release during takeoff and landing.

The model "990" armrest release is used on some 737-500, and 757 aircraft. The release is located underneath the rubber armrest cover at the bottom edge near the pivot point where the armrest is attached to the seat frame. To find the release, feel for an indent on the bottom edge of the rubber armrest cover, press the button and move the armrest upward. To lock back into place, move the armrest back into its "down" position.

The "Koito" seat release mechanism is used on some 737 and most 757 aircraft. It is located between the seat back cushion and the inside of the armrest. To locate, place your hand between the armrest and the seat back cushion at the armrest pivot point. Once located, it is easy to operate. Press the button and move the armrest upward. It will lock in place when returned to the original position.

## **Closets**

Customers who avail themselves for preboarding have priority to have their wheelchair stowed in an onboard closet upon request. When requested during preboarding, stowage of the first wheelchair presented takes priority over other customer, crew or company materials. All Continental aircraft have a closet large enough to accommodate most folding wheelchairs.



## Lavatories

Our new widebody Boeing 767 and 777 aircraft, are equipped with an onboard wheelchair accessible lavatory. The following chart is a list of our single aisle Boeing aircraft with lavatory curtain and handrail accommodations for our customers with disabilities.

| Fleet Type     | Aircraft Numbers     | Lavatory Accommodations    |
|----------------|----------------------|----------------------------|
| 757            | All                  | Privacy Curtain, Handrails |
| 737-900 Series | All                  | Privacy Curtain, Handrails |
| 737-800 Series | All                  | Privacy Curtain, Handrails |
| 737-700 Series | All                  | Privacy Curtain, Handrails |
| 737-500 Series | All                  | Privacy Curtain, Handrails |
| 737-300 Series | 380 through 386 Only | Privacy Curtain            |

## Accessibility of Continental Express Aircraft

### Movable Aisle Armrests

ExpressJet Airlines, Inc. dba Continental Express fleet consists of Embraer regional jet aircraft. The following chart shows the location of the movable aisle armrests along with the maximum seating capacity.

| Fleet Type     | Maximum Seats | Location of Movable Armrests                           |
|----------------|---------------|--|
| EMB 135 Series | 35 Seats      | All rows, except Bulkhead 1A, 3BC and Exit rows 1 & 12 |
| EMB 145 Series | 50 Seats      | All rows, except Bulkhead 1A, 3BC and the Exit row (9) |

### Cargo Bins

Powered equipment will not be disassembled, including leaving the batteries attached, whenever the cart and/or wheelchair will fit upright through the aircraft bin door. If the size of the aircraft bin door prohibits this, airport personnel may ask you for instructions on how to disassemble your equipment. The following chart shows the maximum bin door width of our current fleet.



| <b>Fleet Type</b> | <b>Bin Door Width (in.)</b> |
|-------------------|-----------------------------|
|-------------------|-----------------------------|

|                |      |
|----------------|------|
| EMB 135 Series | 39.4 |
|----------------|------|

|                |      |
|----------------|------|
| EMB 145 Series | 39.4 |
|----------------|------|

## **Lavatories**

Continental Express aircraft do not have any wheelchair accessible lavatories nor onboard wheelchairs.

## **Onboard Medical Oxygen – Continental Provided**

Continental provides limited onboard medical oxygen throughout our domestic system, including Alaska and Hawaii. We recommend your travel plans be confirmed as far in advance as possible. All travel must be approved by your personal physician. A minimum of forty-eight hour (48) advance notice request must be made so we can guarantee shipment of the appropriate medical oxygen canisters to your origination point.

The Federal Aviation Administration (FAA) requires oxygen on airplanes be dispensed only from FAA approved containers available through the airlines. Specific certification must be obtained by Continental that mandates the type of container utilized. All requests and reservations for this service are handled through the Oxygen Desk. Customers in the U.S. can contact the Oxygen Desk directly at 800.228.2744. Customers outside of the U.S. should contact [Reservations](#). There is a charge for this service.

The following will assist you in preparing for your upcoming travel arrangements:

1. If you have not already contacted Continental Reservations to request oxygen service, you or your travel agent should do so immediately. Oxygen service must be arranged a minimum of 48 hours in advance by calling (800) 525-0280 and requesting to speak with the Oxygen Desk. This is necessary in order to reserve oxygen equipment and to ensure all medical and regulatory regulations have been met. Failure to do so could result in a delay or cancellation of your travel plans.
2. Once your reservation has been completed, our medical advisory service, MedLink, will be contacting you by phone. MedLink will then gather all necessary information for coordination with your personal physician.
3. The required physician's statement must be signed and completed within 10 days of travel and by your attending physician. While traveling, you must keep the Medical Release form with you at all times. Continental will not allow you to fly without a current signed, approved medical release form.
4. MedLink will contact your physician within 10 days of travel to discuss your current medical condition. Within 48 hours for your scheduled departure, a Continental Airlines representative will attempt to contact you to verify travel arrangements. Please call us you if must cancel your flights and/or dates of travel.
5. Please report to the ticket counter at least one hour prior to departure, and perhaps even sooner depending on the published processing time at your originating airport.
6. If you require oxygen in the terminal, at the connection city or at your final destination, you will need to make separate arrangements. Continental is unable to provide oxygen to customers within the airports. If you plan on



bringing your own personal oxygen tank, it must be completely empty prior to checking-in and traveling as checked baggage.

## Certificate

A statement or legible written prescription from your physician must be obtained within approximately 10 days of your departure. The Oxygen Medical Release form must be completed prior to departure. This statement or prescription requires the following information:

- Liters Per Hour (LPH) specify the maximum quantity of oxygen needed per hour
- Liters Per Minute (LPM) specify the maximum flow rate
- Validity Dates
- Attendant information if needed



### [Oxygen Medical Release Form](#)

(PDF: 22KB)



Documents may require the [Adobe Acrobat reader](#), available for free from Adobe for Windows, Macintosh, UNIX and other platforms.

## Medlink

Continental's own medical advisory team, Medlink, will contact the customer's personal physician approximately ten days prior to your travel. They will confirm your special health needs ensuring each physician is aware of the physical changes high altitude (8,000 feet) present. They will notify the physician of the requirement for written approval. If already written, any changes will be recorded by our advisory team.

## Incubators, Respirators, Nebulizers and Ventilators

Incubators, Respirators, Nebulizers and Ventilators are accepted for use inflight provided they are operated by a dry/gel cell battery. Wet cell and machines which require the use of an electrical outlet will not be accepted. They cannot generate or operate with any type of radio transmission. These units must be secured under the seat or you may purchase an additional seat for use enroute. We request our customers book reservations through the Oxygen Desk at 800-228-2744 to ensure all safety and personal health requirements can be met.

## Onboard Medical Oxygen – Customer Provided Oxygen Concentrators

Generally the Federal Aviation Administration (FAA) prohibits the use of personal oxygen units during flight because they contain compressed gas or liquid oxygen which are defined as hazardous material. However, the FAA has recently issued guidelines permitting the onboard use of certain portable oxygen concentrators.



Effective September 5, 2006, portable oxygen concentrators (POC), approved by the FAA may be carried and used on board Continental flights worldwide, at no charge, in accordance with specific FAA guidelines.

**Note:** When connecting to or from any other airline, including codeshare flights other than those operated by Continental Express, Continental Connection or Continental Micronesia, the customer is responsible for notifying and making independent arrangements directly with the other airline. The current FAA authorization enables, but does not require, airlines to accept POCs. Some airlines may not accept them or may require a fee. Please note that not all Continental Connection carriers permit use of oxygen concentrators and/or only accept specific types. Contact Continental Reservations at 1-800-525-0280 for acceptance.

Currently, specific POCs approved by the FAA are:

- The Airsep "Lifestyle," manufactured by the Airsep corporation
- The Inogen One, manufactured by the Inogen corporation
- The Airsep "Freestyle", manufactured by the Airsep corporation
- SeQual Eclipse, manufactured by SeQual Technologies Inc.
- Respironics Evergo, manufactured by Respironics Inc.

Other POC brands and models may be carried in the cabin with the batteries removed, if they meet Continental's carry-on size and weight requirements, or they may be transported as checked baggage. Continental may accept other models for use on board in the future as they become approved by the FAA.

Portable oxygen concentrators are considered assistive devices. They do not count toward carry-on limits, whether or not they are used on board. They must be able to fit underneath the seat or in an overhead compartment.

Customers wishing to use a POC on board must satisfy the following requirements prior to boarding the aircraft:

- The customer must notify Continental he or she is planning to use a POC on board the aircraft.
- The customer must have a signed written doctor's statement. Continental suggests printing the [Medical Verification Statement](#) (PDF: 32KB) available on this website.
- The doctor's statement must:
  1. State the user of the POC has the physical and cognitive ability to see, hear and understand the device's aural and visual cautions and warnings and is able, without assistance, to take appropriate action in response to those cautions and warnings
  2. State whether or not oxygen use is medically necessary for all or a portion of the flight(s) listed on the customer's itinerary
  3. Specify the maximum oxygen flow rate in liters per minute corresponding to the pressure in the cabin of the aircraft under normal operating conditions
  4. State the expected total operating time (duration) of the POC in hours and minutes
  5. Be reviewed at the airport prior to boarding and must be kept by the customer and provided upon request to Continental personnel at any time during travel



- The customer must ensure that he or she has ample batteries to power the POC for the duration of the flight, any ground connection time where the POC is planned to be used, plus 3.0 additional hours to allow for unanticipated delays. Continental does not have electrical power available for customer use on most of its aircraft.
- The customer must ensure that all extra batteries are properly protected from short circuiting by having recessed battery terminals or by packaging the batteries so they do not contact metal objects, including the terminals of other batteries.



### [Medical Verification Statement](#)

(PDF: 32KB)

Customers needing medical oxygen should advise the airline of their oxygen requirement when making reservations with Continental. Customers needing medical oxygen who make reservations with a travel agent or on the Internet are strongly encouraged to contact [Continental Reservations](#) in advance of travel to ensure that Continental has all the necessary information and can assist the customer in meeting travel requirements. Failure to meet the requirements will result in denied use of the POC during travel. Customers in the U.S. can contact the Oxygen Desk directly at 800-228-2744.



Documents may require the [Adobe Acrobat reader](#), available for free from Adobe for Windows, Macintosh, UNIX and other platforms.

## Other Information for Customers with Disabilities

### Service Animals

Service animals, canines and monkeys trained to assist customers with mobility, visual and hearing impaired, are welcome on Continental and Continental Express Airlines. The animal should sit on the floor at the feet of the customer. They should not protrude into the aisles to comply with safety regulations. For this reason exit row seating is prohibited. Some locations (Hawaii, Great Britain, etc.) have quarantine laws for animals or prohibit their entry altogether. Continental and your travel agent will have specific destination requirements. No fee or baggage restriction is imposed.

### Medicine

You should carry your medications with you onboard the flight. In fact, you should never put your medications in your check bag. Our aircraft do not have refrigerators on board, so please plan accordingly. Also, if you use needles to inject medication, it's helpful to have your doctor's prescription with you just in case security officers have questions.



## **Baggage Allowance/ Assistive Devices**

In addition to the free bag allowance, Continental allows each customers' wheelchair, cane, crutches, braces and other assistive devices to be accepted free of charge. Assistive devices are not included in the maximum number of allowable carry-on items.

## **Special Meals**

Continental offers a wide variety of [special meals](#), including vegetarian, diabetic, gluten free and low calorie, sodium, cholesterol and low fat. Special meals are offered to Economy customers on meal flights and First class customers on meal and/or snack flights.

Special meals are only available in [select markets](#).

## **Markets with Special Meals**

(except when serviced by ExpressJet Airlines, Inc. dba Continental Express)

## **Where does Continental offer special meals?**

Special Meals are available when meals are served in all trans-Atlantic and trans-Pacific markets, Latin America/ Caribbean business (except on Continental Express flights) and South America markets, as well as on all Continental Micronesia, transcontinental and Hawaii flights:

### **Cleveland, OH (CLE) to/from:**

- London, England (LGW - Gatwick)
- San Juan, PR (SJU)

### **Houston, TX (IAH - Intercontinental) to/from:**

- Amsterdam, Netherlands (AMS)
- Anchorage, AK (ANC)
- Bogotá, Colombia (BOG)
- Buenos Aires, Argentina (EZE)
- Cali, Colombia (CLO)
- Caracas, Venezuela (CCS)
- Guadalajara, Mexico (GDL)
- Guatemala City, Guatemala (GUA)
- Guayaquil, Ecuador (GYE)
- Honolulu, HI (HNL)



- Kahului [Maui], HI (OGG)
- Leon/ Guanajuato, Mexico (BJX)
- Lima, Peru (LIM)
- London, England (LGW - Gatwick)
- Managua, Nicaragua (MGA)
- Merida, Mexico (MID)
- Mexico City, Mexico (MEX)
- Montego Bay, Jamaica (MBJ)
- Monterrey, Mexico (MTY)
- Morelia, Mexico (MLM)
- Oaxaca, Mexico (OAX)
- Panama City, Panama (PTY)
- Paris, France (CDG)
- Port of Spain, Trinidad (POS)
- Quito, Ecuador (UIO)
- Roatan, Honduras (RTB)
- San Jose, Costa Rica (SJO)
- San Juan, PR (SJU)
- San Salvador, El Salvador (SAL)
- San Pedro Sula, Honduras (SAP)
- Sao Paulo, Brazil (GRU)
- Tegucigalpa, Honduras (TGU)
- Tokyo, Japan (NRT)
- Toluca, Mexico (TLC)
- Villahermosa, Mexico (VSA)

### **New York/ Newark, NJ (EWR - Liberty) to/from:**

- Aguadilla, PR (BQN)
- Amsterdam, Netherlands (AMS)
- Anchorage, AK (ANC)
- Belize City, Belize (BZE)
- Beijing, People's Republic of China (PEK)
- Belfast, United Kingdom (BFS)
- Berlin, Germany (TXL)
- Birmingham, England (BHX)
- Bogotá, Colombia (BOG)
- Bristol, England (BRS)
- Brussels, Belgium (BRU)
- Buenos Aires, Argentina (EZE)
- Caracas, Venezuela, (CCS)
- Delhi, India (DEL)
- Dublin, Ireland (DUB)
- Edinburgh, Scotland (EDI)
- Frankfurt, Germany (FRA)
- Geneva, Switzerland (GVA)



- Glasgow, Scotland (GLA)
- Guatemala City, Guatemala (GUA)
- Guayaquil, Ecuador (GYE)
- Hamburg, Germany (HAM)
- Hong Kong (HKG)
- Honolulu, HI (HNL)
- Liberia, Costa Rica (LIR)
- Lima, Peru (LIM)
- Lisbon, Portugal (LIS)
- London, England (LGW - Gatwick)
- Los Angeles, CA (LAX)
- Madrid, Spain (MAD)
- Manchester, England (MAN)
- Mexico City, Mexico (MEX)
- Milan, Italy (MXP - Malpensa)
- Oakland, CA (OAK)
- Orange County, CA (SNA)
- Oslo, Norway (OSL)
- Panama City, Panama (PTY)
- Paris, France (CDG)
- Ponce, PR (PSE)
- Portland, OR (PDX)
- Port of Spain (POS)
- Puerto Plata, Dominican Republic (POP)
- Rome, Italy (FCO)
- San Diego, CA (SAN)
- San Francisco, CA (SFO)
- San Jose, CA (SJC)
- San Jose, Costa Rica (SJO)
- San Juan, PR (SJU)
- San Pedro Sula, Honduras (SAP)
- San Salvador, El Salvador (SAL)
- Santiago, Dominican Republic (STI)
- Santo Domingo, Dominican Republic (SDQ)
- Sao Paulo, Brazil (GRU)
- Seattle, WA (SEA)
- Shannon, Ireland (SNN)
- Stockholm, Sweden (ARN - Arlanda)
- Tel Aviv, Israel (TLV)
- Tokyo, Japan (NRT)
- Vancouver, BC Canada (YVR)
- Zurich, Switzerland (ZRH)

## Other Markets:

- All flights operated by Continental Micronesia. These flights depart from or arrive in Guam (GUM)



- Los Angeles, CA (LAX) to Honolulu, HI (HNL)
- Honolulu, HI (HNL) to Nagoya, Japan (NGO)
- Panama City, Panama (PTY) to Guayaquil, Ecuador (GYE)
- Guayaquil, Ecuador (GYE) to Panama City, Panama (PTY)

## Background

Continental Airlines and Dr. Nancy S. Grave of the Conrad N. Hilton College of Hotel and Restaurant Management, University of Houston, began working on new special meals for Continental's customers in 1997. Dr. Graves credentials include: Doctor of Education, Higher Education Administration, University of Houston; Master of Science in Restaurant and Hotel Management, Purdue University; Bachelor of Science, degree in Food and Nutrition/Dietetics, Iowa State University; and American Dietetic Association Credentials as Registered Dietitian. Working with Siegfried Lang, Continental's Executive Chef and Manager of Food and Beverage Development and Laura Widing, Sr. Administrator Food Service Planning at Continental, Dr. Graves assisted in development of new menus for special meals needed to support passengers who required meals planned around health needs, religions needs and food preferences such and vegetarian or children meals. Final selections were made with the approval of Dining Services, Marketing and Inflight departments at Continental after Dr. Graves had approved the meals for content and adherence to American Heart Association recommendations for dietary guidelines.

This information is provided as an educational tool to assist you to understand special meal requirements and provide guidelines concerning the types of foods needed in each specific meal.