



Virgin Airlines Accommodations

(taken directly from the Virgin Airline's website)

PASSENGER MOBILITY AT THE AIRPORT

Our Special Assistance co-ordinators will be happy to arrange for a Virgin Atlantic representative to assist you at both your departing and arriving airports.

If you are connecting with another airline, we will provide assistance to that airline's check in counters.

Or, if you are connecting from another airline to a Virgin Atlantic flight, they will provide assistance to our check in counters.

NOTICE PURSUANT TO EC REGULATION 1107/2006 CARRIAGE OF DISABLED PERSONS AND PERSONS WITH REDUCED MOBILITY

This is a non-exhaustive summary of the safety rules and considerations that Virgin Atlantic Airways Limited applies to the carriage of disabled passengers and passengers with reduced mobility.

Virgin Atlantic's priority is to always ensure the safety and comfort of all passengers during their journeys. To do this, we encourage passengers who may need assistance during travel to contact us well in advance of their date of travel to enable us to assess their needs, make suitable arrangements and ensure that relevant information is transmitted to relevant third parties, such as a destination airport.

The final and overriding decision on any safety issue relating to carriage of any passenger on an aircraft always rests with its Captain.

Travelling with Carers

Virgin Atlantic will require a passenger to travel with a carer if such passenger is not self-reliant. Self-reliance is measured using the criteria set out in the Access to Air Travel for Disabled People: Code of Practice published by the UK Department for Transport ("**Guidelines**").

The passenger must be self reliant by reference to all of the categories below. If not, he or she must be accompanied by a carer who must be capable of providing the assistance required.

The Guidelines state that a passenger:

- **must not** be reliant on supplementary oxygen, except in circumstances where the passenger can demonstrate that he or she is capable of fitting the nasal cannula without assistance.
- **must** be capable of moving from seat to an on-board wheelchair unaided.



- **must** be capable of using toilet facilities unaided or have other arrangements in place which are acceptable to the Airline.
- **must** be capable of feeding unaided or have other arrangements in place which are acceptable to the Airline.
- **must** be capable of administering medicines and medical procedures unaided.

The decision about whether a passenger must be accompanied by a carer will be made by the Airline (or in the case of Virgin Holidays, the Customer Care Department) when the passenger makes his/her disability known to us. Reasons (written if requested, and provided within 5 days) will be supplied to the passenger where a decision is made that he or she must be accompanied by a carer.

Medical Clearance to Fly

Virgin Atlantic imposes the following requirements on all passengers:

- Prior to boarding, a passenger must be satisfied that he/she is medically fit to fly.
- No medical examination is necessary unless the passenger has any reason to suspect or ought reasonably to know they have a medical condition that may be exacerbated by the normal operation of an aircraft or could cause difficulty if access to medical help is not available before the end of the flight.
- If in doubt, the passenger is obliged to seek professional medical advice before flying and to produce evidence of fitness to fly if required by us to do so. This usually takes the form of a letter issued by the passenger's own physician.

The Airline reserves the right to seek further comfort if there is concern about any medical letter submitted to the Airline.

If doubt still remains over a passenger's fitness to fly, the Airline's Special Assistance Dept (or in the case of Virgin Holidays, the Customer Care Department) will decide whether to accept a passenger for travel. Such a decision may be made in conjunction with the Airline doctor and Medaire (a specialist external medical advisory service which provides advice to airlines).

Medaire will assess a passenger's condition based on the information given and will determine the nature and severity of the situation and make a recommendation as to whether a passenger is fit to fly or not.

Blind or Visually Impaired Passengers

Passengers who are blind or visually impaired do not need to travel with a carer unless they cannot meet the criteria set out in the Guidelines. Travel with an assistance dog is permitted (subject to certain conditions).

Passengers who are deaf or have impaired hearing

Passengers who are deaf or who have impaired hearing do not need to travel with a carer, unless they cannot meet the criteria set out in the Guidelines.

Passengers with Learning Difficulties travelling alone

Virgin Atlantic will seek the advice/clearance for such a passenger to travel alone from the Airline doctor and/or



Medaire.

Carriage of Assistance Dogs

Virgin is part of the PETS Scheme run by DEFRA and permits the carriage of assistance dogs in the cabin on flights between London and East Coast American destinations.

Any assistance dog must meet the criteria set out by the Department of Health as well as other requirements details which are available from the Airline. Any assistance dog that does not meet the requirements may be carried in the aircraft hold (subject to certain conditions).

Emergency Exits

The following passengers may not be seated at an exit door where they could obstruct emergency exits, impede the crew in their duties, obstruct access to emergency equipment or hinder aircraft evacuation:

- Persons whose mobility is reduced by reason of physical or intellectual disability including passengers whose hearing or sight is impaired;
- Persons whose physical size would prevent them from being able to move quickly.

Note: Persons who have reduced mobility who would hinder the speedy evacuation of themselves and other passengers should there be an emergency, cannot be carried in the upper deck of a B747 aircraft.

Limitation on Numbers

Unaccompanied, non-ambulatory passengers will be assessed and cleared in advance of travel and aggregate numbers of such passengers per flight will be limited according to the aircraft type as follows:

- B747: 10 per flight (carriage on main deck only)
- A340-300: 6 per flight
- A340-600: 8 per flight

Battery Operated Wheelchairs

Battery operated wheelchairs are not permitted to be carried or stowed in the cabin but will be carried in the aircraft hold providing the battery is packed in an appropriate manner and complies with the ICAO Dangerous Goods Regulations. Wheelchair weight, dimensions and battery type must be advised to the Airline 48 hours in advance of travel.

Essential Medical or Life Support Equipment

Virgin Atlantic cannot accept medical equipment which requires a mains supply that uses onboard power as this can have adverse safety/medical consequences. Virgin Atlantic may carry such medical equipment if it is powered by a battery pack.

The carriage of such equipment is subject to 48 hours advance notice and Airline clearance. Such equipment can include dialysis machines.



Essential Medical Supplies

Subject to Airline requirements and applicable local law, supplies to cover 2-3 day may be carried in the cabin, with the remainder in the hold

PASSENGER MOBILITY ONBOARD

All Virgin Atlantic aircraft have an onboard wheelchair specially designed to fit the aircraft aisles and transport passengers to and from their seats before, during and after flights.

We ensure priority boarding for passengers requiring assistance and the vast majority of our seats are designed with lifting armrests to enable a simple transfer between wheelchair and seat.

You will be transferred to this wheelchair as you enter the plane and your own chair will be stored during the flight.

Bulkhead seats may offer more room and if you require one of these for medical reasons [please contact our Special Assistance Department before your flight.](#)

Burnett Body Supports are available on our aircraft or you can book our very latest support system "The Travel Chair". [Please contact our Special Assistance Department](#) for a suitability assessment and to check availability.

Should you wish to use another form of support [please contact our Special Assistance Department](#) or read our information for [passengers travelling on stretchers.](#)

Unfortunately, we are unable to allocate seats next to the emergency exit to passengers who are less than 100% fit, again for safety reasons.

Our new A340 aircraft are equipped with one fully wheelchair accessible toilet. Our B747-400 aircraft have partially accessible toilets. Cabin crew can only provide assistance to and from the toilet.

In the interests of health and safety, our cabin crew are unable to lift passengers inflight.

MEDICATION AND ASSISTANCE DURING THE FLIGHT

If you are using medication please [advise our Special Assistance Department](#) or local office.

It's best to carry medication in your hand luggage and if possible bring the prescription with you to facilitate customs clearance.

Our flight attendants will be happy to provide water to help you take oral medication. However, they are not allowed to provide medical services such as giving injections. If you require medication to be administered by hypodermic syringe or needle inflight [please contact our Special Assistance Department.](#)



Flight attendants cannot lift passengers, assist with eating (with the exception of opening packets or cutting up food) or personal hygiene.

If you require these types of assistance you will need to be accompanied by an escort or personal attendant.

BAGGAGE ALLOWANCE

All wheelchairs, sticks, crutches, walking frames and any other mobility aids or medical equipment are carried free of charge and not as part of your normal baggage allowance.

Please advise Special Assistance of the type of wheelchair you're using to help our airport staff prepare for loading and storing it.

VISUALLY IMPAIRED PASSENGERS

Passengers travelling alone can be escorted through the airport and boarded before other passengers.

Please call us before you travel if you have specific seating requests, or if you would like us to send landing cards or customs and immigration forms. All planes carry large print and Braille safety cards.

On selected flights assistance dogs are allowed on board. [Find out more about our assistance dogs policy here.](#)

DEAF AND HARD OF HEARING PASSENGERS

Many of our cabin crew and airport staff undertake a Basic Deaf Awareness course. A further 200 staff have also successfully completed a Level 1 Deaf Awareness course run by The Council for the Advancement of Communication with Deaf People.

A number of cabin crew and ground staff have passed the Stage 1 British Sign Language Course, with some cabin crew continuing onto the Stage 2 course.

Cabin crew with sign language skills can be requested on flights if you give us at least 6 weeks notice.

Each aircraft carries two neck loops so that hard of hearing passengers may benefit from the audio entertainment onboard. A limited number of open caption movies are also onboard.

On selected flights assistance dogs are allowed on board. [Find out more about our assistance dogs policy here.](#)

For more information on these services and availability, [please contact our Special Assistance Department.](#)



PASSENGERS TRAVELLING ON STRETCHERS

Stretcher passengers can be carried on most of our routes, with the exception of Miami, Antigua, St Lucia, Havana, Tobago, Grenada, Lagos, Shanghai, Hong Kong, Sydney and all Codeshare services. All stretcher patients MUST be escorted by a medical professional in all cases. Only our Special Assistance Department can book this service, which is subject to availability. A minimum of 72 hours, or 3 working days, notice is required. Please [contact Special Assistance](#) to confirm whether these arrangements can be made.