

# **Disability Access Facilitation Plan**

## **For Qatar Airways**

### **Table of Contents**

#### 1. Introduction

#### 2. Reservation and Pre-Flight Planning

- 2.1 Booking a Flight with Qatar Airways
- 2.2 Group Bookings
- 2.3 Seating Allocation for passengers with specific needs
- 2.4 Medical Clearances (MEDA Clearance)
- 2.5 Travelling with a Carer
- 2.6 Retaining Information about a passenger's specific needs
- 2.7 Transferring between flights

#### 3. Kerbside Processes

- 3.1 Designated drop-off zones for passengers with specific needs
- 3.2 Limited Assistance from the kerb to check-in
- 3.3 Facilities to assist a passenger with specific needs to check-in
- 3.4 Assistance from baggage claim to kerbside

#### 4. CHECK-IN

- 4.1 Time for check-in for passengers with specific needs
- 4.2 Assistance with check-in
- 4.3 Unexpected changes to travel plans

#### 5. Security Screening

- 5.1 Airports where Qatar Airways is responsible for security screening
- 5.2 Security screening conducted by Qatar Airways contracted provider
- 5.3 Documents required by passengers for screening process

#### 6. Airline Terminal Facility

## 7. Carriage of Wheelchairs, Other Mobility Aids & Medical Equipment

- 7.1 Booking
- 7.2 Categories of assistance required
- 7.3 Carriage of Mobility Equipment and Transferring from Mobility Equipment
- 7.4 Boarding
- 7.5 Mobility Equipment Size Restrictions
- 7.6 Mobility Equipment Allowance
- 7.7 Qatar Airways wheelchairs and aisle wheelchairs
- 7.8 Arrivals
- 7.9 Transit Times
- 7.10 Assembling and Disassembling Mobility Aids
- 7.11 Transfer and storage of mobility aids
- 7.12 Where the mobility aid does not fit on the flight
- 7.13 Unexpected mobility aids

## 8. SERVICE DOGS

- 8.1 Booking
- 8.2 Travelling with Service Dogs
- 8.3 U.S itineraries
- 8.4 Final Pilot in Command approval
- 8.5 If a Service Dog is not approved for travel in the aircraft cabin
- 8.6 Identification and Documentation Requirements
- 8.7 In-Flight Requirements
- 8.8 Seating
- 8.9 Fares for Service Dogs
- 8.10 Boarding
- 8.11 Quarantine Requirements for international travel
- 8.12 General

## 9. Access to the aircraft, Onboard the Aircraft and direct assistance

- 9.1 At the Airport
- 9.2 Transfer of passengers with limited mobility
- 9.3 In flight
- 9.4 Direct assistance
- 9.5 How to obtain advice on how to deal with an issue that arises unexpectedly or to obtain further information

## 10. Service Delivery

- 10.1 Security Environment
- 10.2 Staff Training
- 10.3 Performance Monitoring

## 11. Communication Strategies

- 11.1 Communication of passengers' specific needs
- 11.2 Seeking further information
- 11.3 Providing Feedback to Qatar Airways
- 11.4 Complaints procedures
- 11.5 Response to complaints

## 12. Expected Improvements

## 13. General

## 14. Qatar Airways Service Partners

# 1. Introduction

Qatar Airways welcome all customers and aims to provide a safe, secure and seamless travel experience with the highest quality of service, whilst ensuring the safety of passengers and Qatar Airways staff.

Qatar Airways has prepared this Facilitation Plan to provide information to its passengers with specific needs and to enable its passengers with specific needs to provide Qatar Airways with the information it needs to make their travel experience with Qatar Airways more enjoyable. To assist passengers, Qatar Airways has, where it would be helpful, tailored the information for the individual specific need of the passenger. This will enable each passenger to access information which is relevant to their particular needs.

Qatar Airways will do all it can to provide the assistance outlined in this Facilitation Plan, however, operational requirements and unforeseen circumstances might mean that is not possible on occasion. As passengers will appreciate, Qatar Airways is bound by civil aviation safety requirements and other regulatory requirements. These requirements impact on certain of Qatar Airways' procedures described in this Facilitation Plan including the carriage of service dogs and seating in exit rows. The Facilitation Plan applies to Qatar Airways' operations in Australia.

Please note that there are different arrangements for flights to and from the USA because of different regulatory requirements. There are also different arrangements in the various airports around the world to which Qatar Airways aircraft operate. Qatar Airways has not dealt with these arrangements in this Facilitation Plan.

## Key Customer Contacts

### **Reservations (within Australia) 1300 340 600**

National Relay Service 24 hours a day, 7 days a week TTY users' phone: 133 677 and Outside AU +61 7 3815 7799 Internet relay – [relayservices.com.au](http://relayservices.com.au) and ask for 13 10 11 (within Australia).

## 2. Reservation and Pre-Flight Planning

### 2.1 Booking a Flight with Qatar Airways

#### a. Passengers using mobility aids or with limited mobility

##### i. Booking Methods

There are three methods of booking a flight with Qatar Airways for passengers using mobility aids or with limited mobility, booking via:

- A. the internet on [www.qatarairways.com](http://www.qatarairways.com);
- B. telephone on 1300 340 600; or
- C. a travel agent.

##### ii. Preferred Booking Method

Qatar Airways' preferred booking method is via [www.qatarairways.com](http://www.qatarairways.com)

If you book by telephone (instead of booking via the internet) and you advise the Qatar Airways representative that you cannot book via the internet because of your disability, you will not be charged the Booking Fee for booking by telephone.

##### iii. Information Required to be given by a passenger at Booking

To allow Qatar Airways to best manage your travel requirements, it is important that you provide us with as much information as possible at the time of booking.

Key information Qatar Airways will need to know includes:

A. what level of assistance, if any, is required. The levels of assistance required is reflected in the following recognised IATA codes:

- i. **WCHR – wheelchair ramp** – this code is used for passengers who need assistance due to the distance from and to the aircraft (for example, between check-in and gate). These passengers are able to ascend and descend steps unassisted and can make their own way within the aircraft cabin to/from their seat. These passengers do not travel with mobility aids. For example, elderly passengers;
- ii. **WCHS – wheelchair step** – this code is used for passengers who need assistance due to the distance from and to the aircraft (for example, between check-in and gate). These passengers cannot ascend/descend steps unassisted. If there is no aerobridge available, a high lift vehicle will be used to enable the passenger easy access to the aircraft (where possible and available). These passengers can make their own way within the aircraft cabin to/from their seat. These passengers travel with mobility aids. For example, passengers with walking frames, canes or crutches;

iii. **WCHC – wheelchair cabin** – this code is used for passengers who need assistance due to the distance to/from the aircraft for example between check-in and gate. These passengers cannot ascend/descend steps unassisted. If there is no aerobridge available, a high lift vehicle will be used to enable the passenger easy access to the aircraft (where possible and available). These passengers are immobile and may require assistance with transfer into/out of the aircraft seat. These passengers travel with mobility aids. For example, passengers with manual or electric wheelchairs.

B. if you are travelling with a mobility aid, the type of mobility aid you are travelling with (electric or non-electric);

C. if the mobility aid is electric, what type of battery is used (gel cell (dry), wet non spillable, wet spillable or lithium ion battery) (for further information about batteries see section 7.5(b));

D. whether the mobility aid is collapsible;

E. the dimensions (in adjusted or disassembled state) and the weight of the mobility aid;

F. whether any medical assistance will be required; and

G. whether you are travelling alone or with an assistant or carer.

If you do not provide advance notice of your specific needs, Qatar Airways will seek to offer you the same level of assistance. However, depending on operational requirements, Qatar Airways may or may not be able to accommodate you if you have not provided advance notice of your specific needs and, depending on your particular circumstances; it may not be possible to carry you on your scheduled flight.

You may be required to complete a **MEDICAL INFORMATION FORM** in some circumstances (for example, a medical clearance) (see section 2.4 below for further details).

If your travel includes a transit, we may request for your transit time to be extended in order to facilitate the transfer of your mobility aid.

iv. How to provide information about your specific needs

A. If you Book by the internet [www.qatarairways.com](http://www.qatarairways.com)

Contact Qatar Airways on 1300 340 600 immediately after you have purchased your ticket to confirm your specific arrangements.

B. If you book by telephone 1300 340 600

You can provide information about your specific arrangements to the Sales Consultant who makes your booking.

C. If you book by travel agent

You can provide information about your specific arrangements to the travel agent who makes your booking. You should encourage the travel agent to use the relevant International Air Transport Association (**IATA**) codes.

We recommend that you confirm with the travel agent that your specific needs have been recorded by Qatar Airways.

We also recommend contacting Qatar Airways on 1300 340 600 to confirm that the travel agent has correctly notified Qatar Airways of your specific arrangements.

**b. Passengers who are blind or have a vision impairment**

i. Booking Methods

There are three methods of booking a flight with Qatar Airways for passengers who are blind or have a vision impairment, booking via:

- A. the internet on [www.qatarairways.com](http://www.qatarairways.com);
- B. telephone on 1300 340 600; or
- C. a travel agent.

ii. Preferred Booking Method

Qatar Airways' preferred booking method is via [www.qatarairways.com](http://www.qatarairways.com).

If you book by telephone (instead of booking via the internet) and you advise the Qatar Airways representative that you cannot book via the internet because of your disability, you will not be charged the Booking Fee for booking by telephone.

iii. Information Required to be given by a passenger at Booking

To allow Qatar Airways to best manage your travel requirements, it is important that you provide us with as much information as possible at the time of booking.

Key information we will need to know includes:

- A. that you are blind or have a vision impairment (as it impacts on seating allocation);
- B. what assistance or services you would like Qatar Airways to provide (where possible). You can request meet and assist services from check-in to the gate, and from gate to baggage claim, and Braille safety instructions. You will also be provided with a personal pre-flight safety briefing and pre-boarding; and

C. whether you are travelling alone or with an assistant or carer.

If your travel includes a transit, we may request for your transit time to be extended in order to facilitate your transfers.

If you do not provide advance notice of your specific needs, Qatar Airways will seek to offer you the same level of assistance. However, depending on operational requirements, Qatar Airways may or may not be able to accommodate you if you do not provide advance notice of your specific needs. This should not affect your ability to travel on your scheduled flight, but may affect the assistance we are able to provide.

You may be required to complete a MEDICAL INFORMATION FORM in some circumstances (for example, a medical clearance) (see section 2.4 below for further details).

iv. How to provide information about your specific needs

A. If you Book by the internet [www.qatarairways.com](http://www.qatarairways.com)

Contact Qatar Airways on 1300 340 600 immediately after you have purchased your ticket to confirm your specific arrangements.

B. If you book by telephone 1300 340 600

You can provide information about your specific arrangements to the Sales Consultant who makes your booking.

C. If you book by travel agent

You can provide information about your specific arrangements to the travel agent who makes your booking. You should encourage the travel agent to use the relevant IATA codes.

We recommend that you confirm with the travel agent that your specific needs have been recorded by Qatar Airways.

We also recommend contacting Qatar Airways on 1300 340 600 to confirm that the travel agent has correctly notified Qatar Airways of your specific arrangements.

### **c. Passengers who are Deaf or have a hearing impairment**

i. Booking Methods

There are two recommended methods of booking a flight with Qatar Airways for passengers who are Deaf or have a hearing impairment, booking via:

A. the internet on [www.qatarairways.com](http://www.qatarairways.com)

B. a travel agent.



ii. Preferred Booking Method

Qatar Airways' preferred booking method is via [www.qatarairways.com](http://www.qatarairways.com).

iii. Information Required to be given by a passenger at Booking

To allow Qatar Airways to best manage your travel requirements, it is important that you provide us with as much information as possible at the time of booking.

Key information we will need to know includes:

A. that you are Deaf or have a hearing impairment (as it impacts on seating allocation);

B. what assistance and services you would like Qatar Airways to provide (where possible). You can request meet and assist services from check-in to the gate, and from gate to baggage claim, pre-flight safety briefing and pre-boarding; and

C. whether you are travelling alone or with an assistant or carer.

If you do not provide advance notice of your specific needs, Qatar Airways will seek to offer you the same level of assistance. However, depending on operational requirements, Qatar Airways may or may not be able to accommodate you if you do not provide advance notice of your specific needs. This should not affect your ability to travel on your scheduled flight, but may affect the assistance we are able to provide.

You may be required to complete a **MEDICAL INFORMATION FORM** in some circumstances (for example, a medical clearance) (see section 2.4 below for further details).

iv. How to provide information about your specific needs

A. On the internet [www.qatarairways.com](http://www.qatarairways.com)

B. If you book by travel agent

You can provide information about your specific arrangements to the travel agent who makes your booking. You should encourage the travel agent to use the relevant IATA codes.

v. We recommend that you confirm with the travel agent that your specific needs have been recorded by Qatar Airways.

#### **d. Passengers travelling with Service Dogs**

##### **i. Booking Methods**

There are three methods of booking a flight with Qatar Airways for passengers travelling with service dogs, booking via:

- A. the internet on [www.qatarairways.com](http://www.qatarairways.com);
- B. telephone on 1300 340 600; or
- C. a travel agent.

If you are travelling to/from the United Kingdom, you must book at least seven days prior to departure and you must provide a collapsible crate (see section 8.11(b) below). Quarantine restrictions may also apply which needs to be checked and cleared by the appropriate authority in the UK.

Qatar Airways' preferred booking method is via [www.qatarairways.com](http://www.qatarairways.com).

##### **ii. Information Required to be given by a passenger at Booking**

To allow Qatar Airways to best manage your travel requirements, it is important that you provide us with as much information as possible at the time of booking.

Key information Qatar Airways will need to know includes:

- A. that you are travelling with a service dog (as it impacts on seating allocation)
- B. if you are travelling with a CASA pre-approved service dog (see section 8.2(a) or further information)
- C. if you are travelling with a non-CASA pre-approved service dog (see section 8.2(b) for further information)
- D. Whether you are travelling alone or with an assistant or carer.

If you do not provide advance notice of your specific needs, Qatar Airways will seek to offer you the same level of assistance. However, depending on operational requirements, Qatar Airways may or may not be able to accommodate you if you do not provide advance notice of your specific needs. In particular, Qatar Airways may not be able to arrange appropriate seating allocation and may not have the necessary moisture absorbent mat required for all service dogs to be able to allow you to travel on your scheduled flight.

You may be required to complete a **MEDICAL INFORMATION FORM** in some circumstances (for example, a medical clearance) (see section 2.4 below for further details).

##### **iii. How to provide information about your specific needs**

- A. If you Book by the internet [www.qatarairways.com](http://www.qatarairways.com)

Contact Qatar Airways on 1300 340 600 immediately after you have purchased your ticket to confirm your specific arrangements.

If you book by telephone 1300 340 600

You can provide information about your specific arrangements to the Sales Consultant who makes your booking.

**B. If you book by travel agent**

You can provide information about your specific arrangements to the travel agent who makes your booking. You should encourage the travel agent to use the relevant IATA codes.

We recommend that you confirm with the travel agent that your specific needs have been recorded by Qatar Airways.

We also recommend contacting Qatar Airways on 1300 340 600 to confirm that the travel agent has correctly notified Qatar Airways of your specific arrangements.

**e. Passengers who require oxygen**

Qatar Airways can be organised for the supply of oxygen cylinders onboard if the use of oxygen is required by the passenger. Oxygen must be requested in advance because, for example, oxygen may need to be arranged, Qatar Airways Engineering may need to approve the oxygen cylinder and Qatar Airways may need to arrange for the oxygen to be on the aircraft you are flying on. There is also a requirement to obtain a Qatar Airways medical clearance. Please ask the Reservations agent for the necessary forms.

Please note that extra handling charges apply for carriage of oxygen.

**i. Booking Methods**

There are three methods of booking a flight with Qatar Airways for passengers who require oxygen, booking via:

- A. the internet on [www.qatarairways.com](http://www.qatarairways.com);
- B. telephone on 1300 340 600; or
- C. a travel agent.

**ii. Preferred Booking Method**

Qatar Airways' preferred booking method is via [www.qatarairways.com](http://www.qatarairways.com)

If you book by telephone (instead of booking via the internet) and you advise the Qatar Airways representative that you cannot book via the internet because

of your disability, you will not be charged the Booking Fee for booking by telephone.

iii. Information Required to be given by a passenger at Booking

To allow Qatar Airways to best manage your travel requirements, it is important that you provide us with as much information as possible at the time of booking.

Key information Qatar Airways will need to know includes:

- A. that you are travelling with or require oxygen during the flight;
- B. the rate of oxygen you require;
- C. what oxygen or oxygen concentrator you intend to carry and/or you require;
- D. whether you are travelling alone or with an assistant or carer.

If you do not provide advance notice of your requirement for oxygen and arrange for approvals, Qatar Airways will try to assist you, but there is no guarantee that you will be able to travel on your scheduled flight.

You will be required to complete a MEDICAL INFORMATION FORM (see section 2.4 below for further details).

iv. How to provide information about your specific needs

A. If you Book by the internet [www.qatarairways.com](http://www.qatarairways.com)

Contact Qatar Airways on 1300 340 600 immediately after you have purchased your ticket to confirm your specific arrangements.

B. If you book by telephone 1300 340 600

You can provide information about your specific arrangements to the Sales Consultant who makes your booking.

C. If you book by travel agent

You can provide information about your specific arrangements to the travel agent who makes your booking. You should encourage the travel agent to use the relevant IATA codes.

We recommend that you confirm with the travel agent that your specific needs have been recorded by Qatar Airways.

You can check your booking by contacting Qatar Airways on 1300 340 600 to confirm that the travel agent has correctly notified Qatar Airways of your specific arrangements.

## 2.2 Group Bookings

Generally, Group bookings can be completed in the same way as set out in section 2.1 above.

However, there are additional requirements for group bookings including that:

- a. depending on the aircraft type, we may need to consider additional arrangements in relation to the Cabin Crew/WCHC (see section 7.2(c) below) passenger ratio and also any limits on the number of mobility aids that can be carried due to cargo space restrictions; and
- b. group bookings must be made as soon as possible and at least 48 hours before the departure time of the flight.

You should call **1300 340 600** to make enquiries about group bookings prior to making any booking. A group is any party larger than ten passengers.

## 2.3 Seating Allocation for passengers with specific needs

As part of Qatar Airways' seating allocation system, pre-flight editing ensures the appropriate seats are allocated to passengers with specific needs, including:

- a. passengers with specific needs are not seated in the exit rows (due to Civil Aviation Safety Authority (CASA) requirements);
- b. ensuring, where possible, that aisle seats with moveable armrests are allocated to passengers with mobility impairments;
- c. in Economy Class (not Business Class), where possible blocking seats next to passengers travelling with Service Dogs where there is a seat available. For passengers travelling in Business Class, the service dog is able to sit at the passenger's feet;
- d. where the passenger has advised Qatar Airways in advance that they are travelling with an assistant or carer and where possible, ensuring the assistant or carer sits adjacent to or near the passenger with specific needs; or
- e. Where there is an accessible toilet available on the aircraft, the pre-flight editing will automatically seat you near the accessible toilet.

Passengers can request particular seating requirements at the time of making a booking or at check-in. Where possible, Qatar Airways will attempt to accommodate seating requests.

Please confirm or request your preferred seat check-in (for example, if you would prefer to be seated on the right-side of the plane so that your better ear is closer to the aisle). Please also note that in the event that a passenger wishes to change flights at short notice it may not be possible to accommodate all seating requests.

## 2.4 Medical Clearances (MEDA Clearance)

If you are ill or injured and are travelling or returning home for treatment or rehabilitation, a medical clearance may be required. A medical clearance helps Qatar Airways to ensure your comfort, health and safety and facilitates, the provision of any specialised equipment or assistance that may be necessary is organised accordingly.

### a. When is a medical clearance required?

A medical clearance is required in the following circumstances:

- i. if you or your doctor are unsure about your fitness to travel;
- ii. if you require supplemental therapeutic oxygen;
- iii. if you require medical equipment in flight for example, a stretcher, humidicrib, ventilators, defibrillators or oxygen concentrators; or
- iv. if you have a medical condition that meets the criteria listed in detail in the MEDICAL INFORMATION FORM.

Note: Continuous Positive Airways Pressure (CPAP) devices: do **NOT** need a medical clearance.

### **MEDICAL INFORMATION FORM**

If medical clearance is required, your medical practitioner will need to complete a MEDICAL INFORMATION FORM. A copy of the form can be found at <http://www.qatarairways.com/iwov-resources/temp-docs/MEDIF.pdf> or you can ask for a copy from Qatar Airways on 1300 340 600.

Once completed, the form should be emailed to Qatar Airways on [medaccc@qatarairways.com.qa](mailto:medaccc@qatarairways.com.qa) for assessment in consultation with Qatar Airways Medical Services, up to 72 hours (three days) before travel.

If you do not provide the MEDICAL INFORMATION FORM to Qatar Airways prior to 72 hours (three days) before travel, you may not be able to fly on your scheduled flight.

## 2.5 Travelling with an Assistant or Carer

### a. When is an assistant or carer required to travel with you?

In certain circumstances, Qatar Airways requires an assistant or carer to accompany passengers who are unable to do certain things for themselves during a flight.

An assistant or carer will be needed if:

- i. the passenger is unable to self-toilet;
- ii. the passenger needs or wants to eat and drink during the course of the flight but is unable to do so without assistance; or
- iii. the passenger will require medication during the flight but is unable to administer it themselves.

Note that, in relation to eating and drinking during the course of the flight, if requested and if time permits, Cabin Crew can read the meal menu prior to the meal service, explain where all the food is placed on the tray and assist in opening packages. However, Cabin Crew do not otherwise assist with food and beverage consumption.

**b. Requirements for assistants or carers when required**

The assistant or carer must be self-reliant, and mentally and physically able to assist the passenger with the following if required:

- i. toilet and sanitary requirements both on the aircraft and on the ground;
- ii. inflight and ground emergencies;
- iii. carriage of carry-on baggage and/or equipment;
- iv. medicating and medical procedures;
- v. food and beverage consumption;
- vi. immigration and customs procedures;
- vii. boarding and disembarkation; and
- viii. if required, to provide information and physical assistance with transfers and assembling/disassembling specialised mobility aids.

**c. Booking for assistants or carers**

We recommend that all passengers who are travelling with an assistant or carer make a booking for the assistant or carer at the same time as the passenger. This is primarily for seating allocation purposes to ensure the assistant or carer is able to travel on the same flight as the passenger.

## **2.6 Retaining Information about a passenger's individual needs**

Qatar Airways does not retain information about a passenger's individual needs. This is for a number of reasons including that Qatar Airways' information technology system limitations, because a person's needs may change from time to time and due to privacy issues.

This means that you will be required to provide information about your specific needs each time you book a flight with Qatar Airways.

## **2.7 Transferring between flights**

You must check-in, have completed all security and immigration formalities (if applicable) and be at the departure gate:

- a. 60 minutes before departure at international terminals.

If you are not at the departure gate at these designated times, it may not be possible to carry you on your booked flight. As a result, you may need to be re-booked onto the next service, where possible. Generally, for passengers transferring between flights, the minimum period for passengers with specific needs is the same as that for other passengers.

However, if you have specific needs, you should make a realistic assessment about the time it will take to transfer between flights (for example, a passenger requiring the use of a mobility aid must be pre-boarded and is de-boarded last on all flights, their mobility aid must be transferred between aircraft and meet and assist services will need to be able to transfer the passenger in the given time). Passengers should also allow time to transfer between terminals (if relevant).

You should contact Qatar Airways on 1300 340 600 if you have any questions regarding transfers between flights.

For more information about transit times, you can contact Qatar Airways on 1300 340 600. Where operationally possible, Qatar Airways will assist you to meet any onward flight regardless of the carrier. However, during busy periods you may experience delays. This possible delay should be factored in to your travel arrangements.

## **3. Kerbside Processes**

### **3.1 Designated drop-off zones for passengers with specific needs**

Most airport terminals have designated drop-off zones in front of the terminals for exclusive use by passengers with specific needs who require them – these are appropriately marked or signposted. If you require further information about designated drop-off zones, you will need to contact the relevant airport.

### **3.2 Limited Assistance from the kerb to check-in**

Qatar Airways does not provide assistance to passengers with specific needs from the kerb to check-in.

Passengers need to make their own arrangements for assistance from the kerb to check-in if required (for example, ask a carer, family member or friend to accompany you to the airport).

On the day, Qatar Airways may be able to assist a passenger if an assistant, carer or driver advises a Qatar Airways staff member in the terminal that the passenger requires assistance, including providing wheelchair assistance from the kerbside vehicle to check-in. Whether we



can do so will depend on our resources and operational restrictions on the day of the flight (for example, staff and mobility aid availability).

Qatar Airways does not assist with transfers between a vehicle and a wheelchair.

Kerbside assistance is not guaranteed and passengers should make their own arrangements.

### **3.3 Facilities to assist a passenger with specific needs to check-in**

Passengers with specific needs should proceed directly to the queue for the check-in counter or, if available, to the service desk.

In certain airports, there may also be a service desk area that can be used by passengers with specific needs. Passengers should feel free to approach the service desk to request assistance. Subject to resources, passengers will be assisted with check-in. Because it is subject to resources, passengers may need to wait until someone is available to assist, so we request that passengers allow themselves additional time if this assistance is required.

Qatar Airways staff are trained to identify passengers who may have specific needs and to assist them with check-in. Qatar Airways staff are encouraged, wherever possible and required, to move out from behind their check-in desks to assist a passenger with specific needs.

See section 4.1 for more information.

### **3.4 Assistance from baggage claim to kerbside**

On the day, Qatar Airways may be able to assist a passenger if requested, including providing wheelchair assistance from baggage claim to the kerbside vehicle. Whether it can do so will depend on its resources and operational restrictions on the day of the flight (for example, staff and mobility aid availability).

Qatar Airways does not assist with transfers between a vehicle and a wheelchair.

Please note that this assistance is not guaranteed and passengers should make their own arrangements. Qatar Airways is not able to provide assistance to the car park.

## **4. CHECK-IN**

### **4.1 Time for check-in for passengers with specific needs**

Passengers with specific needs are required to be at the airport:

- a. At least 2 hours before departure at international terminals. For departures from overseas airports, check with the local Qatar Airways office and allow an extra 30 minutes in addition to the normal check-in time.

Qatar Airways recommends that passengers consider their own specific needs and the assistance requested by them, to ensure they have enough time to make the flight.

### **4.2 Assistance with check-in**

Passengers with specific needs should proceed directly to the queue for check-in so Qatar Airways can confirm the passenger's specific needs and level of requested assistance. If available, passengers can also go to the service desk.

The passenger must approach a check-in counter or service desk for a boarding pass and to ensure that the seating is appropriate for their needs and to confirm their specific needs (including providing any documentation required to travel with Qatar Airways for example, a MEDICAL INFORMATION FORM).

Passengers should feel free to approach the service desk to request assistance. Subject to resources, passengers will be assisted with check-in. Because it is subject to resources, passengers may need to wait until someone is available to assist, so we request that passengers allow themselves additional time if this assistance is required.

Qatar Airways staff are trained to identify passengers who may have specific needs and to assist them with check-in. Qatar Airways staff are encouraged, wherever possible and required, to move out from behind their check-in desks to assist a passenger with specific needs.

Passengers are encouraged to advise Qatar Airways of their specific needs to ensure we can assist the passenger as much as possible. For example, a passenger with a hearing impairment who wishes to request assistance should identify themselves to Qatar Airways to ensure that Qatar Airways can assist with their assistance needs and advise of any announcements via alternative means such as in writing.

Qatar Airways also encourages passengers who may face discomfort waiting in the check-in queue to make themselves known to Qatar Airways staff so that assistance can be provided to them. Many terminals have a range of dynamic signage, tactile ground surface indicators (TGSIs), hearing loops and other features to guide passengers with disability through the check-in areas. The particular arrangements will differ from terminal to terminal. Passengers are encouraged to check with the particular airport or terminal for further information. Also see section 6 below for further information.

### **4.3 Unexpected changes to travel plans**

Wherever possible, passengers with specific needs will be assisted in the event of any unexpected change to their travel plans – for example:

- a. where a flight is cancelled due to bad weather; or
- b. where there is a change to the size or type of an aircraft.

Depending on the change, Qatar Airways will do what it can to assist you (for example, to move you to another suitable flight).

## **5. Security Screening**

Prior preparation by passengers is essential to ensure smooth security processing.

### **5.1 Airports where Qatar Airways is responsible for security screening**

Qatar Airways is not responsible for security screening at any airports and/or terminals in Australia. If you require further information about security screening, you should contact the relevant airport for that information.

### **5.2 Security screening conducted by Qatar Airways contracted provider**

In accordance with aviation transport security requirements passengers are required to undergo:

- a. security screening that involves screening the passenger, their personal effects and baggage; and
- b. if selected on a random basis, explosive trace detection testing (ETD testing) where the screening officer takes samples from the passenger's clothing and baggage for testing.

Qatar Airways contributes to the development of, and complies with, the *Screening Practice Guidelines for People with Disabilities*. These practices are in accordance with Regulation 4.17 of the *Aviation Transport Security Regulations 2005* (Cth) and the Qatar Airways Group Transport Security Plan, as approved by the Office of Transport Security.

Qatar Airways is required to comply with the mandatory provisions of the Methods Techniques and Equipment for Screening. This document is issued, and subsequently audited against, by the Australian Office of Transport Security. Qatar Airways procedures are in line with this document.

A passenger's personal effects must be screened as per carry on baggage.

- a. **Passengers with Mobility Aids (walking frames, crutches, canes, wheelchairs)**

Mobility aids must be screened and may require X-Ray and/or a physical search and/or ETD testing. Screening points have chairs and mobility assistance available for you during this process.

Passengers using wheelchairs will undergo screening by way of a pat down search by a security officer. Private screening rooms are available upon request.

**b. Passengers with medical implants (for example, pacemakers, cochlear implants)**

Passengers with medical implants must advise the screening officer and request separate screening to avoid passing through any machines that may affect them (for example, the walk-through or hand-held metal detectors). Passengers will undergo screening by way of a pat down search by a security officer. Under the Regulations, security officers must also visually inspect the device. Private screening rooms are available upon request.

**c. Passengers with artificial limbs or prosthesis**

Passengers with artificial limbs or prosthesis must advise the screening officer and may request separate screening to enable them entry into the sterile area of the airport.

Passengers will undergo screening by way of a pat down search by a security officer. Under the Regulations, security officers must also visually inspect the artificial limb or prosthesis. Private screening rooms are available upon request.

**d. Passengers with service dogs**

Passengers with service dogs must provide their identification documents to the screening officer and may request separate screening.

The passenger and the service dog will undergo screening by way of a pat down search by a security officer. Private screening rooms are available upon request.

### **5.3 Documents required by passengers for screening process**

Qatar Airways recommends that passengers with specific needs (such as a disability, medical implants, artificial limbs or prosthesis, medical conditions) ensure that all relevant documents are in their carry-on baggage. This may include a recent and detailed medical certificate or a letter from the passenger's medical practitioner which:

- a. identifies their existing and current medical condition; and
- b. what is required/relevant to their medical condition (for example, that is necessary to carry an oxygen cylinder and details of that cylinder, has a pacemaker, needs to carry certain medications).

You should ensure that as much detail is given by the medical practitioner as possible (for example, that the medication or item is required during the flight, the volume of medication required over a particular period of time, why the medication is needed).

Please note that a passenger's Qatar Airways medical clearance or travel clearance documentation may not be enough to satisfy the screening authorities and you may need additional documentation from your medical practitioner.

For further information, passengers can contact the Office of Transport Security via [www.infrastructure.gov.au](http://www.infrastructure.gov.au) or + 61 2 6274 7111.

**Note: if a passenger does not consent to being screened by the screening authority, the passenger is prohibited from entering the sterile area (which is the area beyond the screening area leading to the gate lounges) and from boarding their flight. This is a mandatory aviation transport security requirement and Qatar Airways has no discretion to waive the requirement regardless of the circumstances.**

## 6. Airline Terminal Facility

Customers are advised that Qatar Airways is not responsible for airline terminal facilities at the Australian airports to which it operates scheduled departures and arrivals.

Customers are encouraged to visit the respective airport websites below for further information.

Adelaide Airport	<a href="https://www.adelaideairport.com.au/">https://www.adelaideairport.com.au/</a>
Brisbane Airport	<a href="https://www.bne.com.au/">https://www.bne.com.au/</a>
Canberra Airport	<a href="https://www.canberraairport.com.au/">https://www.canberraairport.com.au/</a>
Melbourne Airport	<a href="http://www.melbourneairport.com.au/">http://www.melbourneairport.com.au/</a>
Perth Airport	<a href="http://www.perthairport.net/">http://www.perthairport.net/</a>
Sydney Airport	<a href="https://www.sydneyairport.com.au/">https://www.sydneyairport.com.au/</a>

Customers who are transferring between flights and terminals need to ensure they are aware of the minimum ground connecting time between their flights. For Qatar Airways connecting services, this information is available prior to departure. If customers are transferring to other airlines, please contact and notify the airline of your special assistance needs to ensure a smooth facilitation process in a timely manner.

# 7. Carriage of Wheelchairs, Other Mobility Aids & Medical Equipment

## 7.1 Booking

See section 2.1(a) above for information about booking a flight with Qatar Airways.

## 7.2 Categories of assistance required

Qatar Airways categorizes the assistance required due to limited mobility using the following recognised IATA codes:

- a. **WCHR – wheelchair ramp** – this code is used for passengers who need assistance due to the distance from and to the aircraft (for example, between check-in and gate). These passengers are able to ascend and descend steps unassisted and can make their own way within the aircraft cabin to/from their seat. These passengers do not travel with mobility aids. For example, elderly passengers;
- b. **WCHS – wheelchair step** – this code is used for passengers who need assistance due to the distance from and to the aircraft (for example, between check-in and gate). These passengers cannot ascend/descend steps unassisted. If there is no aerobridge available, a high lift vehicle will be used to enable the passenger easy access to the aircraft (where possible and available). These passengers can make their own way within the aircraft cabin to/from their seat. These passengers travel with mobility aids. For example, passengers with walking frames, canes or crutches;
- c. **WCHC – wheelchair cabin** – this code is used for passengers who need assistance due to the distance to/from the aircraft for example between check-in and gate. These passengers cannot ascend/descend steps unassisted. If there is no aerobridge available, a high lift vehicle will be used to enable the passenger easy access to the aircraft (where possible and available). These passengers are immobile and may require assistance with transfer into/out of the aircraft seat. These passengers travel with mobility aids. For example, passengers with manual or electric wheelchairs.

## 7.3 Carriage of Mobility Equipment and Transferring From Mobility Equipment

To ensure a consistent service is provided, the passenger should make Qatar Airways aware of what level of assistance is required and provide all relevant details about their mobility aid at the time of booking.

There are size restrictions for the carriage of mobility equipment (see section 7.4 below).

**a. Walking Canes and crutches**

Walking canes and crutches may be carried in the aircraft cabin. Passengers may use their cane or crutches to the departure gate and carry it on board the aircraft where it will be stowed in an overhead locker or alternative storage space.

**b. Walking frames**

If the walking frame is collapsible and Cabin Crew can stow it safely, your walking frame can be stowed in the aircraft cabin. If it cannot be stowed safely, the walking frame will need to be carried in the aircraft hold.

For safety reasons, non-collapsible walking frames are not permitted in the aircraft cabin.

The passenger is able to use the non-collapsible walking frame to the departure gate where it will be taken for stowage in the aircraft hold.

**c. Manual Wheelchairs**

Manual wheelchairs must be stowed in the aircraft hold.

In all airports other than Brisbane airport, the passenger is able to use their manual wheelchair to the departure gate where it will be taken for stowage in the aircraft hold.

Alternatively, the passenger can transfer from their manual wheelchair at check-in and Qatar Airways will assist the passenger to the departure gate.

**d. Electric Wheelchairs**

Electric wheelchairs must be stowed in the aircraft hold.

The passenger may transfer from their electric wheelchair at check-in and Qatar Airways will assist the passenger to the departure gate.

Alternatively, in some airports and depending on operational requirements, a passenger may be able to use their electric wheelchair to the departure gate where it will be taken for stowage in the aircraft hold.

You should discuss your preference at the time of check-in, but note that transfer at the departure gate cannot be guaranteed. This is because electric wheelchairs may need to be disassembled or otherwise prepared for carriage on the flight (for example, battery disconnected and removed) and it may not be possible for all passengers to transfer from their electric wheelchair at the gate.

For more information on electric Mobility Aid batteries, see section 7.5(b) below.

## 7.4 Boarding

You must complete all security and immigration formalities (if applicable) and be at the departure gate:

- a. 60 minutes before departure at international terminals.

This is necessary to ensure we have sufficient time to assist you to board the aircraft and to load your mobility aid into the aircraft hold.

If you are not at the departure gate at these designated times, it may not be possible to carry you on your booked flight. As a result, you may need to be re-booked onto the next service, where possible.

## 7.5 Mobility Equipment Restrictions

The folded dimensions are Length 890mm x Width 415mm x 270mm

### **Electric Mobility Aids (including Power Assist Wheelchairs)**

In accordance with the manufacturers' recommendations and to reduce the risk of damage to the passenger's Mobility Aid(s) and injury to staff, all electric wheelchairs (including power assist wheelchairs) must travel in the upright position (folded or unfolded) in the free wheel mode.

All passengers must sign a Limited Release Tag which will be attached to the Mobility Aid.

### **Batteries**

If a Mobility Aid is battery powered, prior arrangements must be made with, and approvals obtained from, Qatar Airways. If you are travelling with another airline during your trip, you must also obtain the other airline's approval.

**All** battery-operated Mobility Aids need Qatar Airways approval to be carried due to International Civil Aviation Organisation (ICAO), IATA and CASA requirements.

You must seek approval from Qatar Airways at least 24 hours before the scheduled departure time. Qatar Airways recommends that you do this earlier if possible. If you do not seek approval prior to arrival at the airport, Qatar Airways will do their best to accommodate you on the flight on which you are booked. However, Qatar Airways will not be able to uplift the electric Mobility Aid until all approvals have been obtained.

Spare batteries of any kind must be carried with the Mobility Aid in the aircraft hold and must not be carried in the aircraft cabin.

Mobility Aid battery types include:

- i. Gel cell (or dry);
- ii. wet non spillable;
- iii. wet spillable; or
- iv. lithium ion.



The requirements for each battery type are set out below:

**v. Gel cell (or dry) battery**

Electric wheelchairs with gel cell batteries do not need to be disconnected or removed.

**vi. Wet non spillable battery**

Electric wheelchairs with wet non spillable batteries do not need to be disconnected or removed.

**vii. Wet spillable battery**

If an electric wheelchair has a wet spillable battery and cannot be loaded, stowed and unloaded in an upright position, the battery must be disconnected, removed and packed into special packaging and tagged accordingly. Qatar Airways Engineering (where available) or Airport Ground staff will disconnect the battery if required. The battery will be carried in the aircraft hold with the Mobility Aid.

In all other cases, the battery will not be disconnected or removed.

**viii. Lithium ion battery**

If an electric wheelchair has a lithium ion battery, it cannot be transported on a Qatar Airways flight.

**Control Boxes**

You do not need to remove the control box from your Mobility Aid but the control box must be switched off or the key removed for all Mobility Aids. Although it is not necessary for the control box to be removed, you may request to remove the control box and carry it as part of your cabin baggage. You are not allowed to carry any battery in your cabin baggage.

**b. Manual Mobility Aids**

All manual wheelchairs must fit within the size restrictions

The folded dimensions are Length 890mm x Width 415mm x 270mm

If the wheelchair fits within the size restrictions but not in the upright position, the wheelchair can only be carried if it weighs less than 32 kgs and the manufacturer has confirmed that the wheelchair can be stored and transported on its side. Otherwise, the wheelchair must fit within the size restrictions in the upright position to be carried.

**c. If an Electric or Manual Mobility Aid is Separated into parts**

If a Mobility Aid is adjusted to comply with the size restrictions. The folded dimensions are Length 890mm x Width 415mm x 270mm and in performing the adjustment the Mobility Aid is separated into several parts, no individual part (including batteries) can weigh more than 32kgs, other than a

part that can be loaded in the upright position in free wheel mode. In addition, all individual parts of the Mobility Aid must comply with the size restrictions.

## 7.6 Mobility Equipment Allowance

'*Mobility Equipment*' includes both '*Mobility Aids*' and '*Assistive Devices*'.

'*Mobility Aids*' include (but are not limited to) items such as wheelchairs (day or sports), electric wheelchairs and electric scooters. Mobility Aid(s) may also include segways (which are electric scooter devices) provided that the segway is required by a passenger with a mobility impairment to assist the passenger with their mobility impairment.

'*Assistive Devices*' include (but are not limited to) items such as walking frames, hoists, shower chairs and commodes.

**Two pieces** of Mobility Equipment per person will be carried free of charge as checked baggage in addition to your other checked baggage provided that:

- a. each piece does not exceed 32kg, except mobility equipment which can travel in the upright position in the free wheel mode (for example, electric wheelchair);
- b. items above 32kg which cannot travel in the upright position in free wheel mode must be carried as freight at standard freight rates;
- c. the equipment must be for your own use and adhere to the dimensions. The folded dimensions are Length 890mm x Width 415mm x 270mm
- d. if you wish to **check-in** more than two pieces of Mobility Equipment, the additional pieces will form part of your checked baggage allowance and excess charges will apply if your applicable allowance is exceeded.

## 7.7 Qatar Airways wheelchairs and aisle wheelchairs

Generally, except at times of high demand or if wheelchairs are damaged, Qatar Airways has available two types of wheelchairs for passengers to use in the airport terminal:

- a. **airport wheelchairs** – which are wheelchairs provided by Qatar Airways or one of its Ground Handling Agents (other than a Qatar Airways aisle wheelchair) and which are not able to be self-propelled; and
- b. **aisle wheelchairs** – which are wheelchairs designed to travel down the narrow aisles of an aircraft and which are not able to be self-propelled.

Qatar Airways wheelchairs and aisle wheelchairs comply with the Australian Standards for wheelchairs.

For safety reasons, and particularly because passengers may not be familiar with using manual wheelchairs, airport wheelchairs and aisle wheelchairs must be pushed by Qatar Airways, its handling agent or the passenger's assistant or carer.

**a. If a passenger transfers from their own wheelchair at check-in**

Generally, passengers will be transferred to an airport wheelchair at check-in and will be transferred into an aisle wheelchair at the departure gate.

**b. If a passenger transfers from their own wheelchair at the departure gate (where possible)**

Passengers will remain in their own wheelchair to the departure gate and will be transferred into an aisle wheelchair at the departure gate.

## **7.8 Arrivals**

**a. International Arrivals**

**i. WCHR Assistance**

On arrival, the passenger will make their own way from their seat to the aerobridge or down the aircraft stairs where a Qatar Airways Wheelchair or people mover will transfer the passenger to the baggage collection area.

Australian aviation security legislation requires that mobility aids must go through the security screening process before being taken to the arrival gate.

Generally, passengers should expect to wait no longer than 30 minutes from the time of arrival of the plane at the arrival gate to the time they receive their mobility aid under normal operating circumstances. However, this cannot be guaranteed on all flights and will depend on the nature of the mobility aid.

**ii. WCHS Assistance**

On arrival, the passenger will make their own way from their seat to the aerobridge or via the high lift vehicle if there is no aerobridge and only stairs, where a Qatar Airways Wheelchair or people mover will transfer the passenger to the baggage collection area.

Australian aviation security legislation requires that mobility aids must go through the security screening process before being taken to the arrival gate.

Generally, passengers should expect to wait no longer than 30 minutes from the time of arrival of the plane at the arrival gate to the time they receive their mobility aid under normal operating circumstances. However, this cannot be guaranteed on all flights and will depend on the nature of the mobility aid.

### iii. WCHC Assistance

Passengers requiring WCHC assistance will disembark the aircraft last.

In most airports, passengers may choose to collect their mobility aid from the oversize baggage collection area or the arrival gate (where possible). This is because on occasion the airport infrastructure does not support the moving of mobility aids in free wheel mode. On arrival in domestic terminals, passengers are transferred from their seat into a Qatar Airways wheelchair or Qatar Airways aisle wheelchair onboard the aircraft. Passengers who choose to collect their mobility aid from the arrival gate (where possible) will be taken to the arrival gate for the transfer to their own mobility aid. The passenger will then make their own way to the baggage claim areas to collect their baggage.

Passengers who choose to collect their mobility aid from the oversize baggage collection area will be taken to the oversize baggage collection area in a Qatar Airways wheelchair to collect their mobility aid and baggage.

Australian aviation security legislation requires that mobility aids must go through the security screening process before being taken to the arrival gate.

Generally, passengers should expect to wait no longer than 30 minutes from the time of arrival of the plane at the arrival gate to the time they receive their mobility aid under normal operating circumstances. However, this cannot be guaranteed on all flights and will depend on the nature of the mobility aid (for example, it may take more time for an electric wheelchair to pass security clearances before it is returned to the passenger at the arrival gate).

### b. Additional Assistance for International Arrivals in Australia

On arrival in international terminals, Airport Ground Staff will assist the passenger through Immigration/Customs into the public Arrivals Hall.

Australian aviation security legislation requires that mobility aids must go through the security screening process before being taken to the arrival gate.

At some international terminals, Qatar Airways may not be able to collect mobility aid(s) from the departure gate and/or provide mobility aid(s) to the arrival gate upon arrival.

## 7.9 Transit Times

See section 2.7 above in relation to transit times for passengers with specific needs and travelling with mobility aid(s).

## 7.10 Assembling and Disassembling Mobility Aids

The passenger and their escort/carer together with Qatar Airways Engineers (where available) and Airport Ground Staff are responsible for assembling and disassembling passenger's mobility aids for carriage on a flight.

It is helpful, and in the passenger's interest, to provide as much assistance as possible by providing advice on how best to assemble and disassemble the mobility aid for travel. This is particularly the case where the mobility aid is customised and has unusual features or parts (for example, such as a customised luggage rack which may be particularly fragile).

If an electric wheelchair has a wet spillable battery and cannot be loaded, stowed and unloaded in an upright position, the battery must be disconnected, removed and packed into special packaging and tagged accordingly. For more information see section 7.5(b)(iii).

It may be useful for you to provide Qatar Airways with written instructions and/or pictures for assembly and disassembly from the manufacturer of your wheelchair.

A tag will be attached to the Mobility Aid and parts if disassembled. The tag will specify the passenger's name, the flight number, the destination and the battery type.

### **7.11 Transfer and storage of mobility aids**

Qatar Airways has processes and systems in place to minimise the likelihood of damage to passenger's mobility aids. Qatar Airways takes all reasonable precautions to ensure that its passenger's mobility aids are protected from damage and treated with care throughout the travel experience. Amongst other things, electric wheelchairs are loaded as if they are fragile items and may be in a separate aircraft hold. Qatar Airways may seek the advice of passengers in how to handle and move their mobility aid.

Despite these precautions, from time to time, passenger's mobility aids can be damaged in transit. Qatar Airways recommends that all passengers insure their mobility aids against damage.

### **7.12 Where the mobility aid does not fit on the flight**

Qatar Airways endeavors for all passengers with mobility aid to travel with their mobility aid on the same flight.

This will generally be avoided if a passenger notifies Qatar Airways of the details of their mobility aid at the time of booking and arrives at the airport for check-in as early as possible.

If a mobility aid within Qatar Airways' weight and size restrictions does not fit on an aircraft, it will be uplifted on the next available flight.

### **7.13 Unexpected mobility aids**

If a passenger arrives at the airport and they require WCHC, WCHR or WCHS assistance and have not notified Qatar Airways of this requirement, Qatar Airways will, where possible, do their best to accommodate the passenger on the flight on which they are booked.

Where this is not possible due to operational requirements, seat availability or aircraft limitations, Qatar Airways will do their best to accommodate the passenger on the next available flight, subject also to seat availability and aircraft limitations.

When the Mobility Aid is battery powered, prior arrangements must be made with, and approvals obtained from, Qatar Airways. If you do not seek approval prior to arrival at the airport, Qatar Airways do their best to accommodate you on the flight on which you are booked. However, Qatar Airways will not be able to uplift the electric Mobility Aid (and the batteries) until all approvals have been obtained.

**Important Note: whilst all reasonable care will be taken by Qatar Airways, Qatar Airways accepts no liability for any damage to the passenger's mobility aid and the passenger is responsible for taking out insurance for your mobility aid. Speak to Qatar Airways on 1300 340 600 for further information.**

## **8. SERVICE DOGS**

### **8.1 Booking**

See section 2.1(d) above for information about booking a flight with Qatar Airways.

### **8.2 Travelling with Service dogs**

In order to better serve you, we request that you contact us and advise us of your specific needs at the time of booking and at least 48 hours prior to your flight.

Qatar Airways permits free of charge carriage of a service dog in the passenger cabin only on itineraries that include flights to or from the USA and flights to and from Europe. On all other routes, a service dog will not be allowed in the passenger cabin but will be carried free of charge in the aircraft hold. No other type of service animal is permitted in-cabin on any other flights.

### **8.3 US Itineraries**

For U.S. itineraries, the following requirements need to be completed for the service dog:

- You must notify our reservation office or call center at least 48 hours before the scheduled departure and check-in one hour prior to the standard check-in time
- You must provide evidence at the time of reservation or at the time of check-in at the airport that the accompanying dog is a service dog and the dog will not need to relieve itself during the flight or you can adequately manage dog's waste without creating any health and sanitation issue on the flight.
- You must bring whatever absorbent or other material required for this purpose. We encourage you to prepare the dog for the flight by exercising the dog and limiting its fluid intake before the flight.
- We recommend the use of a safety harness for the dog for use during take-off, landing, or whenever the "fasten seat belt" sign is illuminated
- If you are accompanied by a psychiatric service dog then in addition to the above requirements, you need to provide certification from a licensed mental health professional. The certificate must be on that professional's letter head, signed and not older than one year from the date of the scheduled flight.

- If your service dog cannot be accommodated at your seat location then we will offer you another seat if available on the aircraft. The service dog, however, cannot be seated where it may obstruct aisle or emergency exit area or affect leg space in front of passenger sitting next to you.

## **8.4 Final Pilot in Command approval**

For Guide Dogs and Hearing Dogs, it is a CASA requirement that the service dog must not be carried if carrying the animal would be likely to affect a person on the aircraft in a way that may affect adversely the safety of the aircraft.

For all service dogs other than Guide Dogs and Hearing Dogs, the pilot in command will make the final decision as to whether the service dog is carried or not. In agreeing that the service dog can be carried, the pilot in command may impose any further conditions that he or she requires in the interests of safety.

## **8.5 If a Service Dog is not approved for travel in the aircraft cabin**

If the service dog is not approved for travel in the cabin, the service dog will be carried as a pet in accordance with Qatar Airways policy. For further information, contact us on 1300 340 600 or via [www.qatarairways.com](http://www.qatarairways.com) – Tell Us.

## **8.6 Identification and Documentation Requirements**

### **i. Guide Dogs and Hearing Dogs**

#### *At the time of booking*

Qatar Airways may request that you send a copy of your identity card/identification card/Guide Dog passport (for Guide Dogs NSW/ACT) for the animal and passenger to ensure that there are no problems with identification/approval to travel on the day of travel.

#### *At the airport or on the aircraft*

You must produce the relevant proof of identity/identification card for the animal and the owner at the airport, and where requested, on board the aircraft.

If you are unable to produce identification at the airport, the animal will not be permitted to travel in the cabin of the aircraft.

All documentation must be carried in your carry-on baggage at all times.

## ii. Service Dogs trained by approved associations

### *At the time of booking*

Qatar Airways may request that you send a copy of your identity card/identification card for the animal and owner to ensure that there are no problems with identification/approval to travel on the day of travel.

### *At the airport or on the aircraft*

You must produce the relevant proof of identity/identification card for the animal and the owner at the airport, and where requested, on board the aircraft.

You must produce proof of identity/identification card by a foreign training association which is a full member of the Assistance Dogs International (ADI) or one of Australia's associations - Canine Helpers for the Disabled, Inc. (formerly Animal Assisted Therapy Australia, Inc), Assistance Dogs Australia, Association of Australian Assistance Dogs (NQ), Inc, Australian Support Dogs Inc, Partners A.W.A.R.E Australia Inc.

The proof of identity card/identification card must show that the assistance dog has attained the appropriate level of training and passed the public access test.

If you are unable to produce identification at the airport, the animal will not be permitted to travel in the cabin of the aircraft.

All documentation must be carried in your carry-on baggage at all times.

## **8.7 In-Flight Requirements**

### **a. Moisture Absorbent Mat**

Service dogs must lie on a moisture absorbent mat as close as possible to the person as practicable for the entire flight. You must bring whatever absorbent or other material required for this purpose. We encourage you to prepare the dog for the flight by exercising the dog and limiting its fluid intake before the flight

### **b. Restraints during Flight**

Service dogs must be restrained in a way that will prevent the dog from moving from the mat. Generally, in Business Class and Economy Class, the service dog is restrained in the cabin by tying the leash to the appropriate fixture (for example leg of chair).



## 8.8 Seating

### a. Business Class

Service dogs are required to lie on a moisture absorbent mat in front of the passenger's seat.

### b. Economy Class

Passengers are generally allocated extra room, often in the form of an additional seat (when possible) next to them in Economy Class. The service dog must be seated on the floor in front of the vacant seat and the seat cannot be occupied.

## 8.9 Fares for Service Dogs

There are no special fare concessions for passengers travelling with a service dog. However, the service dog will be carried free of charge.

## 8.10 Boarding

If you are travelling with a service dog you must have checked-in, have completed all security and immigration formalities and be at the departure gate **60 minutes** before departure at **international** terminals.

This is necessary to ensure we have sufficient time to assist you and your service dog to board the aircraft.

If you are not at the departure gate at these designated times, it may not be possible to carry you on your booked flight. As a result, you may need to be re-booked onto the next service, where possible.

## 8.11 Quarantine Requirements for international travel

### a. General Requirements

When travelling internationally, **you must** check restrictions and regulations concerning the uplift, transit, disembarkation, inoculation and quarantine of your service dog. Most countries have strict regulations and a failure to adhere to the regulations may result in the service dog being separated from the passenger for several months.

You must ensure correct documentation (such as inoculation certificates and entry permits) is available for your service dog to depart the country of origin, to be accepted into the country of arrival and re-enter the country of origin (if required). All documentation should be carried in your carry-on baggage at all times.

Quarantine Information regarding Australian quarantine regulations can be found on the AQIS website. Quarantine information related to service dogs travelling to the United Kingdom can be found on the DEFRA website. For all other countries, refer to the local authority.

Qatar Airways will not, under any circumstance accept liability if your service dog is not approved for quarantine clearance at the destination or when entering Australia.

If the aircraft is diverted to a 'non - approved' country as defined by AQIS or the equivalent organisation, Qatar Airways will assist where possible but under no circumstances will Qatar Airways accept liability if the animal is no longer approved for quarantine clearance at the destination or when entering Australia.

#### **b. Requirements for travel to Australia**

Service dogs returning to Australia are only eligible for direct import from countries approved by AQIS. For approved countries, refer to the AQIS website.

For flights to Australia, the passenger should contact AQIS or consult the AQIS website to determine the applicable regulatory requirements that must be complied with in order to import a service dog.

#### **c. Requirements for Travel to the United Kingdom**

If you choose to travel to the UK with a service dog, you are required to provide a collapsible crate. The crate is for use in the unlikely event of a diversion. This is a DEFRA (UK Department for Environment, Food and Rural Affairs) requirement for carriage. The crate is only a requirement when entering the UK.

### **8.12 General**

If a service dog has been approved to travel in the cabin of an aircraft and there is any issue with the service dog during flight for any reason (including but not limited to any issue that compromises or threatens to compromise cabin safety), Qatar Airways reserves the right to refuse any future request by the passenger for the same service dog to accompany the passenger in the cabin of the aircraft on future flights. Qatar Airways also reserves the right to take any action necessary to ensure that safety of the aircraft (including in circumstances where a service dog is behaving in an uncontrollable, aggressive and/or dangerous manner).

## **9. Access to the aircraft, Onboard the Aircraft and direct assistance**

It is important for all passengers to notify Qatar Airways of their specific needs at the booking stage and confirm their needs at check-in to ensure, as far as possible, that they are provided the level of assistance required (see section 2.1 for further information).

### **9.1 At the Airport**

#### **a. Meet and Assist Services**

This service must be requested at the time of booking and generally commences once a passenger has checked-in.

Depending on the passenger's specific needs, the level of assistance will vary as follows:

- i. assisting the passenger from check-in to the departure gate by airport wheelchair or people mover and from arrival gate to baggage claim;
- ii. meeting the passenger at the departure gate to collect their mobility aid (where possible); or
- iii. meeting the passenger at the arrival gate to deliver their mobility aid (where possible).

## **9.2 Transfers for Passengers with Limited Mobility**

### **a. Qatar Airways Approved Transfer Methods**

Qatar Airways' approved transfer methods (i.e., transfers between a passenger's own wheelchair, any airport or aisle wheelchair, and their seat on the aircraft) are:

- i. Eagle Lifters (where available);
- ii. slide board;
- iii. Jony belt; or
- iv. sling.

Eagle Lifters are not available at all airports in Australia. You should contact Qatar Airways on 1300 340 600 to see if an Eagle Lifter is available at the airport. From time to time, Qatar Airways' Eagle Lifters may not be available. In this instance, an alternative approved transfer method will be used.

### **b. Stairs – use of high lift vehicles**

In some airports where aerobridges (i.e., bridge between the aircraft and the terminal) are unavailable for boarding, Qatar Airways will use high lift vehicles for people with limited mobility (where available).

## **9.3 In Flight**

### **a. Boarding and disembarkation**

Passengers with specific needs will generally be pre-boarded before other passengers and passengers who require assistance will generally disembark last after other passengers have disembarked the aircraft.

To enable pre-boarding, all passengers with specific needs must complete all security and immigration formalities (if applicable) and be at the departure gate:

- i. 60 minutes before departure at international terminals This is necessary to ensure we have sufficient time to assist you to board the aircraft.

If you are not at the departure gate at these designated times, it may not be possible to carry you on your booked flight. As a result, you may need to be re-booked onto the next service, where possible.

If you need assistance to disembark the aircraft (for example, wheelchair assistance), you will disembark after other passengers have disembarked the aircraft. This is to ensure that Qatar Airways can assist you in a private and dignified manner.

## **b. Safety Briefings**

### **i. Passengers who are Deaf or have a hearing impairment**

Passengers who are Deaf or have a hearing impairment will be provided with a private briefing from Qatar Airways.

### **ii. Passengers who are blind or have a vision impairment**

Passengers who are blind or have a vision impairment will be provided with a private briefing from Qatar Airways.

### **iii. Passengers with other specific needs**

Passengers with other specific needs should talk to their Cabin Crew about how their specific needs can be accommodated for the purpose of safety briefings.

## **c. In-flight announcements**

### **i. Passengers who are Deaf or have a hearing impairment**

'Crew to seat messaging' (which means that the crew can select the appropriate preset text message and can send it your television screen) is available in-flight on some aircraft types to assist Deaf or hearing-impaired passengers with some in-flight announcements

You can find out the planned aircraft type for your particular flight when making your booking. However, due to operational requirements, the aircraft type may change without notice.

Where crew to seat messaging services are not available, Cabin Crew will provide individual updates to the passenger during the flight when announcements are made.

### **ii. Passengers who are blind or have a vision impairment**

Qatar Airways ensures that all announcements are made over the loud-speaker or provides announcements on an individual basis. Passengers can also request for Braille safety cards that are held on board the aircraft.

### **iii. Passengers with other specific needs**

Passengers with other specific needs should talk to their Cabin Crew about how their specific needs can be accommodated for the purpose of in-flight announcements.

#### **d. In-flight entertainment**

Qatar Airways provides captioning on some of the in-flight entertainment programs and movies. Qatar Airways offers three subtitled or captioned English language, English movies on all Qatar Airways services that have Audio Visual On Demand (AVOD) in-flight entertainment systems. This is in addition to a number of foreign language films with English subtitles available on aircraft that are equipped with AVOD.

#### **e. Food and drinks**

At the passenger's request and if time permits, Cabin Crew can read the meal menu prior to the meal service.

If requested, Cabin Crew can, for example:

- i. explain where all the food is placed on the tray; or
- ii. assist in opening packages.

An assistant or carer may be required if a passenger needs or wants to eat during the course of the flight but is unable to do so without assistance (see section 2.5 above for further information of when a carer is required).

#### **f. Facilities on board the aircraft**

- Qatar Airways aircrafts are generally equipped with the following on board facilities:
- Seats with moveable / lifting armrests that facilitate seating for passengers with reduced mobility. We will try to give you a seat that serves your requirements. However, due to certain safety considerations we will be unable to allocate a seat at the emergency exit.
- Toilets / lavatories on most of our aircrafts are equipped with facilities such as hand rails.
- Our wide bodied aircrafts (Airbus A330/340 and Boeing 777) are equipped with a special on-board wheelchair. This facility, however, is not available on narrow bodied aircrafts. Wide bodied aircrafts are generally used on flights more than 5 hours duration.

### **9.4 Direct Assistance**

Qatar Airways aims to be the airline of choice for passengers with specific needs. As part of this, Qatar Airways offers a range of direct assistance to its passengers with specific needs in relation to the following areas:

#### **a. Assistance with Kerbside processes**

For further information see section 3 above.

**b. Assistance with Bookings**

For further information see section 2.1 above– this section is tailored for categories of specific needs.

**c. Assistance with Check-in**

For further information see section 4.2 above.

**d. Assistance in proceeding to the gate for pre-boarding**

For further information see:

- i. section 2.7 above for information about transferring between flights;
- ii. section 6.2 above for facilities provided by Qatar Airways in airport terminals to assist passengers with specific needs;
- iii. section 7.7 above for information about Qatar Airways wheelchairs and aisle wheelchairs in the airport;
- iv. section 9.1(a) above for information about Meet and Assist Services;
- v. section 9.1(b) above for information about People Movers; and
- vi. section 9.2 above for information about approved transfer methods.

**e. Assistance with Boarding and Disembarking**

For further information see:

- i. section 7.4 above for boarding for passengers with limited mobility;
- ii. section 8.10 above for boarding for passengers with Service Dogs; and
- iii. section 9.2 above for information about approved transfer methods; and
- iv. section 9.3 above for pre-boarding for all passengers with specific needs.

**f. Assistance through boarder/immigration/customs processes (where the passenger is flying internationally)**

For further information see:

- i. section 7.8 above for information for passengers with limited mobility; and
- ii. section 9.1(a) above for information about Meet and Assist Services for passengers with specific needs generally.

### **g. Assistance with Stowing and Retrieving Baggage**

Generally, Qatar Airways does not provide assistance to passengers with specific needs from the kerb to check-in and the baggage claim area to transport. For further information see section 3 above regarding kerbside processes.

However, Qatar Airways will assist, wherever possible, with stowing and retrieving baggage at the following stages in the travel process:

- i. at check-in once the passenger arrives at the check-in area. The passenger should identify themselves to Qatar Airways and ask for assistance with their baggage;
- ii. between check-in and the departure gate – if required, Qatar Airways can assist with carry-on baggage and mobility aids that can be carried in the cabin (see section 7 above).
- iii. on the aircraft – if required, Qatar Airways Cabin Crew can assist with stowing and retrieving carry-on baggage and mobility aids that can be carried in the cabin. See section 7.11 for transfer and storage of mobility aids; and
- iv. between the arrival gate and baggage claim – if required, Qatar Airways can assist with carry-on baggage to the baggage claim area and mobility aids that can be carried in the cabin (see section 7 above).

This may involve arranging Meet and Assist Services (see section 9.1(a) above for information about Meet and Assist Services).

For further information on the stowing and carriage of mobility aids see section 7 above.

### **h. Assistance with moving to and from an aircraft toilet**

Where passengers are not travelling with an escort or carer, Cabin Crew can assist to and from the door of the aircraft toilet, but are not able to assist with transfers to the toilet. A carer is required for a passenger who is unable to self-toilet (see section 2.5 above for further information of when a carer is required).

### **i. Assistance with proceeding to the general public area, or in some cases, to a representative of another carrier**

For further information see section 2.7 above.

### **j. Assistance with transfers from own mobility aid to mobility aids provided by Qatar Airways**

For further information about transfer methods see section 9.2 above.

### **k. Assistance with meals and inquiring periodically during a flight about a person's needs**

For further information about assistance with meals see section 9.3(e) above.

For further information about safety briefings and in-flight announcements see sections 9.3(b) and 9.3(c) above.

#### **l. Briefing individual passengers and their carers on emergency procedures and layout of aircraft cabin**

For further information about safety briefings and in-flight announcements see sections 9.3(b) and 9.3(c) above.

#### **m. Assistance in transferring to a connecting flight**

For further information see section 2.7 above.

### **9.5 How to obtain advice on how to deal with an issue that arises unexpectedly or to obtain further information**

Before arriving at the airport, passengers can contact Qatar Airways on 1300 340 600 or contact Qatar Airways on +61 2 9304 7974 for further information.

At the airport, you may seek assistance from any Qatar Airways staff member at either the service desks, at the gate or on the aircraft.

## **10. Service Delivery**

### **10.1 Security Environment**

Please be aware that a heightened threat level applied to an airport or the industry as a whole could lead to challenges to the delivery of the level of disability access described in this plan.

Where possible, Qatar Airways will adjust the provision of services to meet passenger needs during a period of heightened security.

### **10.2 Staff Training**

Qatar Airways staff complete a comprehensive training package, specially developed to assist employees to feel more comfortable, confident and prepared when assisting passengers with disability. The aim of this training is to equip staff with the skills and knowledge to provide appropriate assistance to people with a range of disabilities throughout their travel experience.

### **10.3 Performance Monitoring**

Qatar Airways ensures that its service delivery to all its passengers with specific needs is monitored for quality assurance and where appropriate remedial actions are undertaken within a reasonable time frame.



# 11. Communication Strategies

## 11.1 Communication of passengers' specific needs

As set out above, Qatar Airways recommends that you actively provide as much information about your specific needs as possible to Qatar Airways at the time of booking and at other times during your interaction with Qatar Airways. You are in the best position to advise Qatar Airways of your specific needs.

The most useful way that you can provide this information is by contacting a Qatar Airways' office or via your travel agent. The information will assist Qatar Airways in relation to helping with assembling and disassembling wheelchairs and with transfers in the airport and during the flight. The more information we have, the better we are able to provide you with the service and assistance you need.

Qatar Airways' systems means that we try to ensure that information provided by the passenger is communicated to all the relevant departments and staff

For that reason, we rely on the passenger (or their carer) to provide all information necessary to assist Qatar Airways to accommodate and assist with their specific needs. Qatar Airways has a medical form to allow passengers and their carers to record relevant information in one document that can then be shown or provided to Qatar Airways staff members as required.

## 11.2 Seeking further information

Passengers requiring further information should go to [www.qatarairways.com](http://www.qatarairways.com) or contact Qatar Airways by telephone on 1300 340 600. For information regarding flights to and from the US, see Qatar Airways' website.

## 11.3 Providing Feedback to Qatar Airways

Qatar Airways welcomes both positive and negative feedback.

Feedback can be provided to Qatar Airways by the following methods:

- a. Via our website – select the TELL US tab or alternatively through e-mail: [tell-us@qatarairways.com.qa](mailto:tell-us@qatarairways.com.qa)
- b. by telephone on 1300 340 600 (9am to 5pm Australian Eastern Standard Time, Monday to Friday);
- c. by the National Relay Service:
  - i. **For TTY users'** phone 133 755 (or +61 7 3815 7799 if calling from outside Australia) then ask for Qatar Airways on 1300 340 600 (9am to 5pm Australian Eastern Standard Time, Monday to Friday);

ii. **For Speak and listen** (speech-to-speech relay) users' phone 1300 555 727 (or + 61 7 3815 8000 if calling from outside Australia) then ask for Qatar Airways on 1300 340 600 (9am to 5pm Australian Eastern Standard Time, Monday to Friday).

## **11.4 Complaints procedures**

Passengers can make complaints by the means set out in section 11.3 above.

Qatar Airways Customer Care aims, wherever possible, to rectify any issues our passengers experience and respond to their concerns in a way that ensures they know their input is valued and provides a solution which retains their loyalty to Qatar Airways.

The Qatar Airways Customer Care team is made up of Qatar Airways Customer Care Executives and administration staff who scan and code all enquiries into different priority areas (with the most pressing priority, serious complaints or matters which may or have caused a major impact on a passenger's travel taking precedence).

## **11.5 Response to complaints**

Qatar Airways will acknowledge your feedback within five business days. You may not receive a response to your complaint at that time.

However, Qatar Airways will, wherever possible, endeavor to resolve the complaint quickly after conducting through investigation. However, complicated matters may take longer to resolve.

## **12. Expected Improvements**

Qatar Airways is committed to reviewing and constantly improving the way we cater for passengers with specific needs.

Our most up to date specific needs policy can be found on our Special Services page under Preparation on [www.qatarairways.com](http://www.qatarairways.com)

## **13. General**

This Facilitation Plan is provided for information purposes only and does not form part of a passenger's conditions of carriage with Qatar Airways nor the terms and conditions on which Qatar Airways' services are provided.

The Facilitation Plan provides a summary of Qatar Airways' general approach to the matters set out in the plan. Qatar Airways' ability to provide the special assistance described in this Facilitation Plan is subject to its operational requirements and Qatar Airways does not guarantee that each arrangement contemplated in the Facilitation Plan will be available in all circumstances.

The Facilitation Plan may be varied or replaced from time to time. Please check that you are referring to the most recent edition of the Plan.

This Facilitation Plan has been prepared taking into account Qatar Airways' obligations under the Disability Discrimination Act, relevant Disability Standards including the Disability Standard on Accessible Public Transport 2002 and the Civil Aviation Act, Regulations and Safety Regulations.

## **14. Qatar Airways Service Partners**

Qatar Airways' service partners have procedures in place within applicable regulations and requirements for accepting and handling customers who require special assistance.

Necessary steps are taken by our service partners to ensure safe handling of all customers requiring special assistance by ensuring appropriate devices are available, but not limited to, wheelchairs and consideration of the introduction of lifting systems in the future.

Necessary steps are taken to ensure that training programs are coordinated and staff members are available to recognised, manage and handle customers requiring special assistance.

Qatar Airways representatives perform duties in relation to medical clearances requested by Qatar Airways. Medical clearances are passed for implementation during the check in process.

When any of the following equipment or service below is provided, such equipment or service is provided in accordance with Qatar Airways policy and applicable government legislation:

- 1) Wheelchairs, oxygen, stretchers, lifting services, devices for supporting limbs, any other specialised equipment to support passengers with a special need.

- 2) Wheelchair passengers travelling with their own folding wheelchair or assistance device may request it to be carried in the passenger cabin where storage facilities are available. Customers who intend to check in their own wheelchair shall be given the option of using an airport wheelchair. If the customers prefer to use their own wheelchair within the airport, they are permitted to use it up to the aircraft door.