



To make your trip as simple as possible, please tell us about your special needs at least 48 hours in advance. **You can do it when you book**, while you are purchasing your flight or by calling our Customer Services Desk.

### **TYPES OF PASSENGERS WITH SPECIAL NEEDS**

Vueling puts passengers with special needs into the following categories:

- Passengers with reduced mobility. These in turn are divided into three categories:
  1. Passengers who require assistance at all times.
  2. Passengers who are able to walk up and down stairs, and can also move around by themselves inside the plane.
  3. Passengers who require help to walk up and down stairs, but can move around by themselves inside the plane.
- Passengers with impaired sight.
- Passenger with impaired hearing.
- Passengers with intellectual disability.
- Other:
  1. Passengers with oxygen on board
  2. Passengers with plaster casts from the waist up: only one seat will be required to travel
  3. Passengers with plaster casts from the waist down (whole leg): they will need to book three seats to travel
  4. Passengers with plaster cast only on lower leg: they must book two seats to travel
  5. Temporary disability that requires assistance

**Important: The “Other” category does not include minors, pregnant women and people who are overweight**, which means that if you fall within one of these categories, you do not need to identify yourself as a passenger with other special needs when you book. You can find more information on these passengers on our website: <http://www.vueling.com/es/servicios-vueling/prepara-tu-viaje/menores-embarazadas-y-sobrepeso>

Remember that **if you depend on a documented guide dog**, you can state it in your assistance request.

### **AT WHAT TIMES IS IT NECESSARY TO TRAVEL ACCOMPANIED?**

In order to guarantee that the crew is able to meet your safety needs, **the company accepts two passengers with reduced mobility on board without a companion**. For Vueling, safety rules are fundamental and, in some cases, it is not possible to cover the needs for assistance that a disabled person may require. People with a disability and who need travel assistance will have to travel with a companion if they are not able to look after themselves.

It must be taken into account that Vueling does not provide any medical attention on board and, therefore, any passengers with reduced mobility who are not self-sufficient must always be accompanied.

In order to travel without a companion, passengers with special needs must be capable of:

- Unfastening their seat belt.
- Getting and putting on their life-jacket.
- Putting on their oxygen mask without help.
- Understanding the safety instructions and following the information given in all accessible formats.

We are aware that a person with a disability may often need fastening, aid or comfort devices in order to travel more comfortably. They may be taken and used as long as they fit in the seats and allow the seat belt to be fastened. It must be taken into account that Vueling does not provide these devices.

Smallest seat size:

- 28 inches (about 71 cm): distance from the back of a seat to the back of the seat in front of it.
- 17.5 inches (about 44 cm): distance between armrests.

### **REQUEST FOR SERVICE**

In order to provide the means required, **the need for assistance must be reported. We recommend informing of your assistance needs when you book your flight via our website.** That way it will not be necessary to contact our Customer Services Desk to request it (unless it is less than 48 hours until the first flight departs, in which case you will have to request the service directly at the airport).

Requesting assistance in advance speeds up the process and guarantees the good quality of the service provided by the airport. Civil Aviation regulations limit the number of passengers with reduced mobility per flight, which means that our flights are affected by these restrictions.

With the implementation of European Union regulation 1107/2006, ground assistance for passengers with reduced mobility has become the responsibility of airport management or the agents they hold responsible, so a minimum time is needed to be able to notify the management of the services and needs of our passengers on a certain flight. In EU airports, assistance may be provided from any meeting point specified within the airport: not only in the terminal but also outside of it, such as in the car park or bus stop, underground station, train station or taxi rank at the terminal from which the customer is departing or landing. These meeting points have an interphone for requesting the presence of the assistant. (This also applies to most non-EU airports that the company flies to.)

**Remember:** In order to guarantee the quality of the service, **you need to state your assistance needs while you book the flight either via our website**, by calling our Customer Services Desk, or by getting in contact with the airport.

Assistance can be requested in the following way:

- During the purchase process you only need to tell us about your type of special need: reduced mobility, vision impairment, hearing impairment, intellectual disability or other. You also need to tell us if you are bringing an assistance dog or not.
- If you did not inform us of your special needs during the purchase process, you can do so by calling our [Customer Services Desk](#) up to 24 hours before departure of your flight:
  - By sending us a message stating the need and your booking code, or
  - By calling our information number.
- By getting in contact with the airport (only Spanish airports) if departure is in less than 24 hours. You can request assistance directly on [Aena's website](#) or by calling their customer services number.

Whichever communication channel is used, the passenger will receive confirmation that the assistance request has been processed.

## **INFORMATION ON SAFETY RESTRICTIONS**

### **a. Seats**

Safety regulations indicate the following limits:

- A maximum of two unaccompanied non-walking passengers with special needs, who can occupy any window seat, except those that are at emergency exits.
- The total number of unaccompanied or accompanied passengers with special needs with their companions must not exceed 10% of the aircraft capacity, as required by Civil Aviation regulations.

These maximums, however, may be exceeded by groups of passengers by applying to the company in advance for specific flights or dates. The company will work as hard as possible to authorise said request, although it cannot guarantee that the service will be offered and that authorisation for exceeding the limit established by law will be given for the specific dates and flights.

**For this reason, it is very important that you notify us of your special needs with as much notice as possible, always indicating the type of disability.**

The minimum dimensions of the doors on our planes are 31.5 inches (about 80 cm). If these dimensions, for any reason, cannot cover the needs of a passenger with reduced mobility, Vueling will, unfortunately, not be in a position to accept this passenger on the flight. For safety reasons, the seats with more room and which are next to the emergency exits are not available for people with disabilities, pregnant women, children, infants or overweight people.

The minimum dimensions of the seats on our planes are the following:

- 28 inches (about 71 cm): distance from the back of a seat to the back of the seat in front of it (this information is missing)
- 17.5 inches (about 44 cm): distance between armrests

The toilets on our planes have a safety handrail to facilitate movement for people with disabilities or reduced mobility.

All seats are available on our planes for passengers with reduced mobility, except those at emergency exits and/or Excellence seats. However, if you are a passenger who is completely unable to walk, we will allocate a window seat by default.

- For all passengers with the Basic Fare who call us more than 3 days before departure, the seat will be allocated at a cost. Seat allocation is free with the Optima Fare, and a specific seat will be allocated automatically to passengers with reduced mobility. The passenger will be able to contact our Customer Services Desk to change the allocated seat. Our agents will allocate a specific seat that adapts to your needs.
- From 3 days and up to 24 hours before departure, seat allocation is free and can only be done via the Customer Services Desk.
- Less than 24 hours before departure, passengers must go to the check-in desks to be allocated a suitable seat that complies with current regulations.

### **b. Special conditions for flying**

**Passengers who need to travel on a stretcher:** Vueling does not allow stretchers on flights.

**Passengers who need to carry medication:** Medical supplies or vital medication that the passenger must keep with him or her as hand luggage must comply with hand-luggage regulatory measures and be accompanied by the corresponding medical documents or doctor's certificate that certify the need for it.

Passengers travelling with controlled substances and/or injectable substances are advised to carry a doctor's prescription/letter to confirm the details of the substances and their planned use.

**Passengers travelling with a wheelchair or mobility aid device:** The wheelchair or mobility aid device is carried as checked luggage. In the case of a wheelchair, passengers can use their own chair as far as the boarding gate.

Vueling does not have wheelchairs or space to accommodate passengers' wheelchairs inside the cabin.

Any wheelchair or other motor aids that run on unspillable or dry batteries must be correctly packaged with the terminals duly isolated in order to prevent accidentally short circuits. It must be accompanied by a certificate that shows that the battery is unspillable gel or dry and can be carried without advance authorisation from the company, as long as it weighs less than 150 kg.

The restrictions of carriage of Vueling, as the airline company, must be taken into account; therefore, we advise always [contacting us](#) to confirm that carriage is possible or not, giving us the make, model, measurements and battery.

In no case do we carry spillable or lithium batteries in the hold (except if passengers want to carry the lithium battery in their hand luggage, always complying with the established hand luggage size, 55x40x20 cm, and not in the hold).

**Passengers who need oxygen on board:** Carrying your own oxygen bottle on board is not permitted. If you need one, the company will provide it. You must [send us a message](#) more than 48 hours in advance requesting the service. The provision of this service depends on each airport, so we recommend that before booking you get in contact with us so we can tell you whether this service is available at your airport.

The maximum volume of oxygen available on board that we can provide to the passenger is:

- 2 litres/min flow; duration 4 h 22 min
- 3 litres/min flow; duration 3 h 13 min
- 4 litres/min flow; duration 2 h 23 min
- 5 litres/min flow; duration 1 h 52 min
- 6 litres/min flow; duration 1 h 30 min
- 7 litres/min flow; duration 1 h 18 min
- 8 litres/min flow; duration 1 h 12 min

**Passengers with visual impairment:** On our planes we have a safety instructions card written in Braille.

**Passengers travelling with a guide dog:** Guide dogs accompanying passengers may enter the passenger cabin and be carried free of charge. The number of guide dogs allowed on board is two. It is always preferable to **select the guide dog section when you are booking your flight**, or let the company know in advance.

Remember:

- The dog must sit at the feet of the passenger (when the flight is not full, we will try to leave the adjacent seat vacant).
- It should not need a muzzle.
- It will be identified by a card or microchip.
- It will have a passport issued by a veterinary surgeon that certifies it has been vaccinated for rabies (over 30 days and less than 12 months).
- It should be at least 3 months old.
- If you are travelling to Sweden, Ireland or the United Kingdom, it will also need proof of inoculation.

We always advise contacting the veterinary surgeon for more information.

An assistance dog is a dog that has been specially trained to assist disabled people and which has been recognised by a charity, and which belongs to Assistance Dogs International (ADI), the international assistance dog organisation, and complies with all its criteria.

**Passengers travelling with plastered limbs:** Passengers with plaster casts from the waist up will only need one seat for travelling.

Passengers travelling with plaster cast from the waist down, that is to say the whole leg, will need to buy three seats for the flight so that they can travel comfortably and keep their limbs raised during the flight in order to reduce swelling.

Passengers with a plaster cast only on their calf must book two seats for travelling.

Before flying, at least 24 hours must have gone by since the passenger was plastered, because cabin pressure could cause more swelling than normal in the leg and the cast could get deformed.

### **OTHER QUERIES**

For any communication or transaction with the company, you must contact customer services via the "[Contact](#)" section. In the case of lost or damaged luggage, the rules established by national and international standards shall be applied, particularly the 1960 Air Traffic Act and the Montreal Convention of 28 May 1999, as well as Regulation (EC) No. 2027/97 of the European Council. Check more information in Conditions of carriage.

### **OUR TIPS AND SUGGESTIONS FOR DIFFERENT MOMENTS OF THE JOURNEY**

#### **Booking**

Remember to always communicate with the company at least 48 hours before departure if you need any kind of assistance. That way we can make sure that everything is ready so that the airport can provide the type of assistance you need.

While booking via our website, you can state it when entering your personal details by selecting the "Passenger with special needs" option and then stating what you need. Bear in mind that minors, pregnant women and people who are overweight should not select the Passenger with special needs option.

## Passenger details:


All fields marked \* are obligatory.

### Adult 1

\*Form of address:  Mr.  Mrs.

\*Name:

\*Surname:

Collect points with **punto.**  With the Basic Fare, you can only collect points with the Punto programme.

Passenger with special needs

It is important that you tell us your specific needs so that we can offer you the most suitable service:

Passenger with reduced mobility

Passenger with impaired sight

Passenger with impaired hearing

Passenger with mental disability

Other [+info](#)



Are you flying with an assistance dog?

Yes  No



Remember you must go to the meeting point in the airport at least 2 and a half hours before the flight departs. If you need more information, please refer to our [guide for Passengers with special needs](#), the [Travel conditions](#), or contact our Customer Services centre once you have completed the booking.

By clicking on "Other [more info](#)" you can see what types of disabilities are eligible for the assistance service:

### Other special needs



- Passengers with oxygen on board.
- Passengers with plaster casts from the waist up\*: only one seat will be required to travel.
- Passengers with plaster casts from the waist down (whole leg)\*: need to book three seats to travel
- Passengers with plaster cast only on lower leg\*: must book two seats to travel.
- Temporary disability that requires assistance.

To enable us to offer a service suited to your particular needs, **it is essential to contact our Customer Services centre once you have completed the booking.**

Before flying, at least 24 hours must have gone by from the time when the plaster cast was applied.

## **Why is it so important to let us know in advance?**

Aeronautic and safety requirements in commercial aviation limit the number of people with reduced mobility who can travel on one same flight, regardless of the type of assistance required. If you book well in advance you'll make sure there is a seat available to travel. Likewise, if you need to change your booking, please notify us as soon as possible so that your seat may be released and available for another passenger with reduced mobility.

Make sure that you have received confirmation of your assistance. If you request assistance through the airport, the airport will send the confirmation; if you book it through Vueling, we will send confirmation of your assistance.

### At the airport:

#### a) Where to go?

We always recommend going to the airport 2 hours before departure time. We know that all of the transactions that have to be done at the airport may be very stressful and it is always better to have time.

Airports usually have specific designated areas where you can directly contact assistance personnel who will lead you through the whole process. This might be a good option if you are not an experienced traveller. We advise contacting the airports so that they can provide you with information regarding these meeting points and set a fixed time. If you have not set a fixed time, you must get there at least two hours before scheduled flight departure. Please notify your arrival over the intercom and wait until the airport assistance service comes and collects you.

You can also go directly to the Vueling check-in desks at the airport.

#### b) Check-in and boarding:

The check-in staff will notify the airport assistance service or will tell you where to go. The airport assistance service will look after you and accompany throughout the process, both during check-in and while going through airport security, and until you are sitting on board the plane.

If you are travelling with a wheelchair and lack mobility, remember that some airports have special security for metal that the chair must go through; for this reason, you must be accompanied as you will have to move into an airport chair. This will enable the security personnel to examine the wheelchair, according to the airport's security procedure.

You will be accompanied to your seat when you board the plane. Passengers with reduced mobility are the first to board and they will be the last to disembark so that these manoeuvres on the plane can be as comfortable as possible.

#### c) On board:

If you lack mobility, it is important to take into account that we do not have wheelchairs on board the planes with which to take you to the toilet, so take into account the time that you might have to remain inside the plane, and we advise going before boarding to avoid any discomfort on board. Likewise, if you are a passenger with mobility problems, even if you can walk to the toilet without help, we advise going before boarding to avoid any discomfort on board.

If you are carrying an inflated cushion, we advise letting the air out before take-off to avoid any kind of injury being caused due to cabin pressure during the flight.

#### d) Disembarking:

If your wheelchair has been carried in the hold, we will do all we can to give it back to you as close to the plane as possible. Sometimes it might be given back to you in baggage claim, in which case the airport assistance service will provide this assistance.

The assistance service will accompany you to wherever you need to go in the airport, and will first go to collect your luggage.