



### **TYPES OF PASSENGERS WITH REDUCED MOBILITY**

Airlines use an internationally recognised code system to identify the level of assistance that will need to be provided for each person with reduced mobility:

- **BLND:** passengers with impaired sight or blind, with or without guide-dog.
- **DEAF:** passengers with impaired hearing, deaf or deaf-mute.
- **DPNA:** passengers with some kind of intellectual or development disability.
- **WCHR:** passengers who can go up and down stairs, and also move around within the plane, but who need a wheelchair or other means for moving between the aircraft and the terminal, around the terminal itself or between airport arrival and departure points.
- **WCHS:** passengers who require help going up or down steps, who need a wheelchair or other means for moving between the aircraft and the terminal, around the terminal itself or between airport arrival and departure points, but who are self-sufficient for moving around inside the plane.
- **WCHC:** completely immobile passengers, who can only move around in a wheelchair or other similar means and who need assistance at all times from the moment they come to the airport until they are seated on the plane, even in seats that are specifically for their situation.
- **MAAS:** passengers who require assistance and are not included in any of the other categories.

In the case of passengers with disability, we find:

**Walkers**, capable of getting onto, off or moving around inside the plane without help or with a little help from anybody (hearing, visual or intellectual impairments)

**Non-walkers**, Not capable of getting onto, off or moving around inside the plane without help .

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

Any person with a disability and need of assistance must travel with a companion who is over 18; only passengers who do not need a companion as their safety requirements can be covered by our crew may travel alone. 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.

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, the person must be capable of:

- Opening their safety 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. They may be taken and used as long as they fit in the seats and allow the safety belt to be fastened. It must be taken into account that Vueling does not provide these devices.

### **REQUEST FOR SERVICE**

When making the booking, it is very important that you indicate the type of disability or special attention needed for travelling.

Requesting special assistance for boarding our flights in advance, speeds up the process and guarantees the good quality of the service provided by the airport. Both our flights and Civil Aviation regulations limit the number of passengers with reduced mobility per flight, depending on the type of disability and other circumstances. In order to provide the means required, the need for assistance must be reported. It may not be possible to successfully complete a request received less than 3 days in advance of the scheduled departure of the flight.

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 it, such as in the car park or bus stop or taxi rank. These meeting points have an interphone for requesting the presence of the assistant. (This would also apply to non-EU airports that the company flies to).

REMEMBER, to guarantee the quality of the service, it is important to notify the airport or the company.

It can be requested in the following way:

- Free of charge through our website, in the contact section or in the section for passengers with special needs ([here](#)) We must be notified at least 3 days before flight departure; we will process the request and we will notify the airport.
- Directly from the airport (only Spanish airports) at least 48 hours before flight departure, making contact through the Aena website ([link](#)) or calling their customer services line, which can be checked on their website.

Whatever communication channel is used, the passenger will receive confirmation that the transaction has been performed.

## **INFORMATION ON SAFETY RESTRICTIONS**

### **a. Seats**

Safety regulations indicate the following limits:

- A maximum of two unaccompanied non-walking passengers, who can occupy any window seat, except those that are at emergency exits.
- The total number of unaccompanied passengers or accompanied passengers 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, applying to the company in advance for specific flights or dates.

**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. Unfortunately due to security reasons the seats with more space which correspond with emergency exits are not available for PMR. You will be able to book a seat via our customer service telephone number indicated in our web site. You will find seats with folding armrests in all our aircrafts.

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

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

Vueling does not carry WCH on board. It must be taken into account that Vueling does not provide any medical attention or special assistance on board and, therefore, any passengers with reduced mobility who are not self-sufficient on board must always be accompanied. The toilets on our planes have a safety handrail to facilitate movement for PRM.

All seats are available on our planes for passengers with reduced mobility, except the following rows:

A320: ROWS 1, 2, 11, 12, 14, 31.

A319: ROWS 1, 2, 9, 10, 11, 12.

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

Remember that in Vueling it is not necessary to carry a medical certificate due to Reduced Mobility. Please check the special conditions below.

The passenger needs to travel on a stretcher: Vueling does not allow stretchers on flights.

The passenger needs 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 who are 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.

Any passenger 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, the passenger can use his or her own chair as far as the boarding gate.

Vueling does not have any wheelchairs available on board.

Any wheelchair or other motor aids that run on unspillable 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 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. To send a message, [click here](#).

We do not carry spillable or lithium batteries on our flights.

The passenger needs oxygen on board: safety regulations do not allow your own bottle of oxygen to be carried on board; if you need one, the company will provide one for the passenger. Vueling will provide the oxygen for free. To send a message giving more than 48 hours' notice, click [here](#).

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

The passenger has a sight impairment: On our planes, we have a safety instructions card written in Braille.

The passenger travelling with a guide dog: Guide dogs accompanying a BLND/DEAF passenger may enter the passenger cabin and be carried free of charge. The maximum number of guide dogs on board is 2. You can give the company advance notice by clicking [here](#).

Remember that:

- 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 will be a minimum age of 3 months.
- 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.

The passenger travelling with plastered limbs: Passengers with plasters from the waist up will only need one seat for travelling.

Passengers travelling with plaster 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.

Passenger with plaster 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, in order to protect him or her from the swelling that the pressure in the cabin could cause to the plaster during the flight.

### **OTHER QUERIES**

For any communication or transaction with the company, you must contact customer services via the "Contact" section on the website.

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**

While booking:

Remember to always communicate with the company at least 3 days before your flight departure if you need any kind of assistance, in this way we can make sure that we everything required so that the airport can provide the type of assistance you need.

For this, it is important to know the code that matches your level of required assistance:

- **BLND**: passengers with impaired sight or blind, with or without guide-dog.
- **DEAF**: passengers with impaired hearing, deaf or deaf-mute.
- **DPNA**: passengers with some kind of intellectual or development disability.
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- **MAAS:** passengers who require assistance and are not included in any of the other categories.

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, regardless of the type of assistance required, that can travel on one same flight. Likewise, if you need to change your booking, we ask you to 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 book the service through the airport, it will send the confirmation; if you book it through Vueling, we will send confirmation of your booking.

#### At the airport:

##### a) Where to go?

We always advise going to the airport two hours before flight departure, as 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 a assistance personnel who will lead you through the whole process; if you are not an experienced traveller, this may be a good option. 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, at least two hours before scheduled flight departure. Please notify your arrival over the intercom and wait; the airport assistance service will come and collect you.

Likewise, you can go directly to the Vueling check-in counters at the airport.

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

The check-in personnel will notify the airport assistance personnel 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 going through airport security and until you are sitting on board the plane.

If you are travelling with a chair 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 change chair.

When you board, you will be accompanied to your seat; 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 it is not possible to move the wheelchair to the toilets inside the plane, so in anticipation of the time that you may have to be on it and in order to avoid discomfort, we advise going to the toilet in time before boarding; likewise, if it is a passenger with mobility problems and, even though he or she may walk to the toilet without help, we advise going before boarding to avoid any discomfort on board.

We will always assign a window seat to you; you can make the most of the views from the air to get some good photos or enjoy the scenery from a bird's-eye view.

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 the pressure.

d) Disembarking:

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