

## **SPECIAL ASSISTANCE**

Passengers who require special assistance are asked to advise via their tour operator of their needs no later than 48 hours prior to their flight. With prior notice Privilege Style will ensure that the relevant assistance is in place at their departure and arrival airports so that their journey is as smooth as possible.

Depending on the individual's needs, a safety assistant may be required to accompany them. Safety assistants are companions over 18 years of age who would be able to assist in the highly unlikely event of an emergency evacuation of the aircraft.

Safety assistants are required for passengers who are unable to do any of the following:

- communicate with the crew with regard to safety
- unfasten their own seat belt
- lift themselves
- reach an emergency exit without assistance
- retrieve and fit a life jacket
- fit an oxygen mask

Passengers with special needs should be aware that our crew are unable to administer medication or to provide any assistance with personal care. If this kind of assistance is required, a capable safety assistant should also travel.

With prior notice of at least 48 hours Privilege Style can arrange for an escort to accompany these passengers through the terminal from check-in to the boarding gate and onto the aircraft itself when it is time for boarding.

We ask all passengers requiring special assistance to arrive at the boarding gate well in advance of the departure of their flight so that they can board more comfortably and, if they wish, to take advantage of priority boarding. An announcement will be made at the gate inviting those in need of special assistance to present themselves first.

Please understand that safety regulations mean it is not possible to seat any passenger with reduced mobility in an emergency exit row.

**Please contact also with your tour operator if you require special assistance for:**

- Transport of Stretchers (the requests must be made at least 14 working days prior to the flight).
- Blind or visually impaired people.
- People who are deaf or hard-of-hearing.
- People who use crutches or a walking frame.
- People travelling with a guide dog or assistance dog.
- People with respiratory problems.
- People with artificial limbs.

### **Wheelchair / Electric Mobility Aid Users**

Privilege Style will carry up one wheelchair or mobility aid per passenger free of charge as hold luggage provided there is sufficient space in the aircraft hold at the time of booking. Requests for the carriage of wheelchairs and mobility aids should be made via your tour operator no later than 48 hours prior to travel.

Please specify the type of wheelchair, its dimensions, weight and whether it is manual or powered. Privilege Style cannot carry wheelchair equipped with wet spillable batteries. Other types will be accepted provided certain conditions are met to ensure their safe and secure transportation.

At most airports wheelchair users may choose whether to relinquish their chair at check-in with the rest of their luggage or to keep it until boarding. When wheelchairs are relinquished at check-in, an airport wheelchair will be provided for use until departure. If requested, we can also arrange for an escort through the terminal to the boarding gate.

### **Pregnant Women (PREG)**

The carrier agrees to carry women who are up to 32 weeks pregnant (inclusive) without a medical certificate. When the journey takes place from week 32 of the pregnancy, the original medical certificate must be provided stating that the passenger is fit to fly.

### **Infant, 0-2 years of age (INF)**

Infants may travel sitting on an adult's lap and may not have any supplementary baggage other than that of the person travelling with them. An adult passenger can travel accompanied by one infant only.

### **Unaccompanied Minors (UM)**

A minor travelling not accompanied by an adult is defined by the term "unaccompanied minor" (UM) and must travel under the custody of Privilege Style. Children under the age of 5 are not allowed to travel unaccompanied.

A special customer service for unaccompanied minors aged between 5 and 11 is available.

Children between the ages of 12 to 18 years are considered young passengers and do not travel under the custody of Privilege Style, unless otherwise requested by the parents or leg