

SPECIAL ASSISTANCE

Conditions for the carriage of passengers with disabilities or reduced mobility

INTRODUCTION

Like for all its customers, Corsair is committed to provide people who have special needs with a reliable, comfortable and safe experience that respects their dignity and well-being.

Corsair welcomes on board people with disabilities, provided that the air travel is not contrary to medical prescriptions and flight safety requirements.

In order to take care of people who have special needs and offer them a trip that meets the best possible conditions, Corsair offers them this special guide, with all the information needed.

The present document aimed to provide information to any person whose mobility when using transport is reduced due to any physical disability (sensory or locomotor, permanent or temporary), intellectual disability or impairment, or any other cause of disability, or age, and whose situation needs appropriate attention and the adaptation to his or her particular needs of the service that is made available to all passengers.

Our teams remain available for any question from such passengers.

These provisions are taken in compliance with EC Regulation No. 1107/2006 relating to the conditions of carriage of disabled persons and persons with reduced mobility during air travel.

Important :

In case you travel on a flight with a Corsair flight number, but which is operated by another partner airline, all the services or conditions of carriage described herein may not be applicable. We recommend you to contact the airline in charge of the flight in order to check the conditions of transport and that your special request can be taken into account.

1. ASSISTANCE

1.1 Before your flight

You are a disabled person or person with reduced mobility, and you need specific assistance during transport and at the airport: **please inform us at the time of your reservation and at the latest 48 business hours before the published departure time of your flight.**

Siège social
Aéroport Guadeloupe
Pôle Caraïbes / Zone de fret
97139 Les Abymes

Établissement à Orly
2 Place de l'Équerre
94568 Rungis
www.flycorsair.com

SAS au capital de 5 000 000€
328 621 586 RCS de Pointe-à-Pitre



You can reach our support team at the following number: +33 (0)1 73 323 025 (no surcharge).

Once you have made your booking, you can also complete a writing special assistance request by using our special form available on our website (subject: "At the airport") :

<https://www.flycorsair.com/en/new-demand-form?subject=aeroport>

According to your situation, please note that a medical approval can be necessary in order to validate your transport and special assistance request.

Important:

For the transport of mobility equipment such as a wheelchair, guide or assistance dogs, femoral prosthesis, etc., **we recommend you inform Corsair at the time of your reservation and at the latest 48 business hours before the published departure time of your flight.** This will help us to take the appropriate measures to respond to your request.

We may ask you specific documents, such as medical documents or technical documents for the mobility equipment, in order to organize the assistance and proceed to any verifications that could be needed.

In addition, if you want to travel with a guide or assistance dog, you must ensure that it complies with the health requirements of the country of departure and destination as well as the identification of the latter: plate, harness ...

1.2 At the airport

Within the European Community, the provision of specific assistance to disabled people or people with reduced mobility is the responsibility of the airports, in application of EU Regulation No. 1107/2006.

At the Paris Orly Airport, our main base, *Aéroports de Paris* is liable for the specific assistance. You can find more information on their website: <https://www.parisaeroport.fr/en>

We recommend you arrive early at the airport, at least 2 hours before your flight, so that your assistance can be organized and facilitated in the best conditions. Special information and a dedicated staff will be available to help you find your way around and save time. Your wait will also be reduced at check-in and when going through the various formalities (police, security etc) thanks to special queue.

When you arrive at the airport, we recommend you reach our staff.

They will be at your disposal to help you board or leave the aircraft. In that case, this requires the use of your own manual wheelchair or mobility equipment provided by the airport.



We will also be ready to help you board and leave the aircraft if you have difficulties with speech, hearing and/or vision. Please let us know at the time of booking if you need such assistance.

For their personal convenience and wherever possible, we allow people with reduced mobility and people with special needs to board in priority.

We would also like to inform you that if you have requested adapted assistance at your destination, we will ask you to remain on board until disembarkation, so that our staff can help you.

1.3 On board

Our crew is properly trained to assure your security and respond to your well-being on board during your flight. Don't hesitate to ask them in case you need anything.

The crew is available to help you get to the toilet, using an on-board chair if necessary.

Please note, however, that the flight attendant is not authorized to take care of your personal hygiene or help you eat.

In addition, on-board personnel are trained to provide first aid in the event of an emergency.

Nevertheless, they are not authorized to administer medication or give injections. If your personal condition requires such type of assistance, and you are unable to do so yourself, we strongly recommend that you travel with someone who can help you. This person shall have to pay a standard fee. We need to be informed at the time of booking, and no later than 48 hours before departure.

Important: we are not able to keep any medication on board. Please make your own arrangements. More information can be found on our website:

<https://www.flycorsair.com/en/special-luggage/how-transport-medicines>

The passengers with disabilities or reduced mobility, even with an assistance dog, can't be seated on seats next to emergency exits, for safety reasons and to facilitate the access to such exits in case of emergency.

If you want, you can book an extra seat during your flight. We invite you to contact our team for more information.

Special meals are available on board, according to your religion, diet, or intolerance: Muslim meal, Vegan meal, Gluten-free meal... You can make the booking at least 48h before your departure. You will find the information on this page from our website:

<https://www.flycorsair.com/en/special-meals>



2. MOBILITY AND MEDICAL EQUIPMENT

2.1 Mobility equipments

The wheelchairs used in the various airports served by Corsair are not suitable for independent manual use and must be handled by ground staff.

In some cases, the telescopic gangways that allow passengers to board and disembark passengers are not available. Passengers will board and/or disembark via the stairs, and we will help you to access the aircraft door.

If you wish to travel with your own equipment:

CORSAIR will carry two pieces of mobility equipment (wheelchair, walker, etc.) and one piece of medical equipment free of charge in the hold, in addition to the baggage allowance, provided there is sufficient space on board the aircraft and without prejudice to the application of legislation on hazardous materials.

You will find more information on our hold baggage policy below:

<https://www.flycorsair.com/en/luggages/hold-luggage>

We also recommend you arrive in advance at the check-in desks. This will give us enough time to prepare your electric or manual wheelchair for loading in the hold.

We will, of course, take every precaution to avoid damaging your mobility equipment. We ask you to please prepare all removable parts, so that they can be sealed with your wheelchair at check-in.

Corsair has no specific packaging for transporting wheelchairs. In order to plan for necessary space in the hold, we ask you to provide us with the exact dimensions and weight of your equipment and inform us and whether it is folding or not.

If you travel with a cane or crutches, these items can be carried in the cabin. They must be stowed in the baggage compartments or handed over to the flight attendant.

Please note that the carriage of personal medical equipment will be subject to validation by our staff.

➤ Manual wheelchair

Wherever possible, if you wish, we will do our best to allow you to keep your manual wheelchair until you reach the boarding gate.

At check-in, your wheelchair will be tagged to your destination, but will not be loaded until boarding.



In this case, we will ask you to present yourself at the boarding gate at the (boarding) time indicated on your boarding pass. Our staff will then ensure that your wheelchair is loaded correctly on board the aircraft.

When you arrive at certain airports, your wheelchair can be handed over to you at the aircraft door. If this is not possible, your wheelchair will be handed over to you in the baggage reclaim area, next to the conveyor belt corresponding to your flight.

➤ Electric wheelchairs

They must always be checked in as hold baggage. We ask you to check in well in advance. The ground staff will then accompany you to the boarding gate.

Different types of electric wheelchairs exist:

- a) Non-invertible electric wheelchairs (liquid electrolyte battery).

Corsair does not currently allow this type of equipment to be carried in the hold.

- b) Reversible electric wheelchairs ("dry battery" or gel).

Before handing over your mobility equipment at check-in, we ask you to ensure that :

- batteries are disconnected
- battery terminals are insulated, in order to prevent short-circuiting
- the batteries are secured to the wheelchair.

Please note: in the case of gel batteries, it is not necessary to disconnect the battery if the terminals are insulated in order to prevent any risk of short-circuit.

On-board wheelchairs

All Corsair's aircrafts are equipped with an on-board wheelchair. These wheelchairs are specially designed to be deployed in the aisles of the aircraft. Cabin crew will be happy to take you to the toilet using these wheelchairs.

Please note that cabin crew are not authorized to lift you from your seat to the on-board wheelchair, nor to assist you in using the toilet. Then, we recommend that you travel with an accompanied person who will be able to provide you such needed assistance.



2.2 Medical equipments

Travel with an assistance animal

Guide dogs for the blind, visually impaired or assistance dogs accompanying people with the disability card provided under article L.241-3 of the French *Code de l'Action Sociale et des Familles* can be transported free of charge in the cabin and in the hold.

The assistance dog must respect the following conditions :

- comply with all health requirements in the countries of departure, transit and destination,
- be identified by means of a tag, harness or document confirming its function,
- be kept on a leash at all times,
- not occupy a seat,
- not obstruct aisles or emergency exits,
- behave irreproachably in all circumstances.

In addition, we ask you to take the necessary measures to ensure your dog's hygiene (particularly with regard to its natural needs).

We strongly recommend that you inform us of this at the time of booking and, if possible, to inform us of your dog's breed, size and weight.

Important: for travel to Mauritius, assistance dogs are only accepted in the hold, and at destination your pet will be quarantined for five days.

Supply of therapeutic oxygen

If you wish, Corsair can provide you with therapeutic oxygen. This service is subject to a charge and must be requested at the time of booking, no later than 72 hours before departure.

In addition, this service requires medical authorization from a Corsair-approved doctor.

Our staff will tell you what documents you need to provide when you make your request.

Please note : The use of personal oxygen cylinders is not authorized on board. They may be carried in the hold, provided they have been emptied and opened.

Breathing apparatus

If you wish to travel with a breathing apparatus, we recommend that you inform us at the time of booking. Acceptance of your request will be subject to validation by our team.

Corsair authorizes the carriage of these devices in the cabin under the following conditions:

- The passenger must travel with a medical certificate indicating the pathology and its use.
- The passenger must present the technical data sheet for the device.



If the passenger wishes to use the device on board: he/she must ensure that the battery autonomy is sufficient for the duration of the flight (and on-board needs). Type of battery-powered device accepted: dry cell or gel battery. Number of breathing apparatus authorized: 1 maximum per passenger.

Please note that plug-in operation is not available.

3. Transport restrictions and the need to travel with an accompanying person

Corsair may refuse carriage to disabled persons or persons with reduced mobility for reasons related to safety requirements or if the doors of the aircraft make access impossible.

The use of certain type of seats can also be refused to disabled persons or persons with reduced mobility for security reasons.

In addition, all passengers must be autonomous, able to eat on their own, fasten and unfasten their seatbelts, adjust their oxygen mask if necessary, and be able to move around the toilets independently.

Failing this, the passenger must be accompanied by an adult of legal age who who will assist them during transport.

Please note: CORSAIR requires the presence of an accompanying person to provide you with the assistance you need and to meet applicable safety requirements, if you are unable to understand and apply the applicable safety and evacuation measures.

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