

Skywest Airlines Additional Travel Guidelines

Skywest welcomes all passengers, including unaccompanied minors, the elderly and those with disabilities and is committed to being your airlines of choice. From time to time passengers may require assistance when travelling and your safety and comfort is important to us.

To accommodate your special needs, we must know in advance and you are required to contact the customer contact centre to ensure we know what your requirements are. On this page, we aim to explain the assistance we can provide during flight.

Any passenger who is able to understand and respond to briefings about emergency procedures and does not require more than routine assistance during flight may travel unaccompanied. A medical Clearance form is required should you have a medical condition or disability requiring special arrangements.

Escorts

Cabin crew and ground staff are not authorized to give any special assistance to particular passengers to the detriment of general cabin & ground service. Cabin crews are trained, but not certified in first aid and cannot perform medical procedures. Passengers requiring more than routine attention, such as assistance with meals, medical procedures and toilet facilities require an escort. Non ambulatory passengers may be accepted on the understanding that cabin crew cannot provide special attention. Should an escort be required, they must travel with the passenger.

Additionally, passengers who may require assistance in flight such as getting out of aircraft seat, placing on oxygen masks etc, require an escort. For more information please visit the Skywest website www.skywest.com.au under *Passengers requiring assistance*

NOTE 1: Medical Assistance

Skywest Airlines aircraft are not provided with medical equipment and staff are not medically trained. The Airline cannot under any circumstance guarantee passengers will receive appropriate medical attention in any situation. Staff are not able to assist with the administration of medication or toileting needs and passengers who cannot administer their own medication or take care of their own toileting needs must travel with a companion who is able to provide this assistance.

NOTE 2: At Time of Travel

If a passenger presents physically ill (e.g. vomiting or requiring first aid oxygen) in the terminal area or whilst boarding the aircraft, the passenger may be denied boarding and not be permitted to travel until medical clearance is obtained.

NOTE 3: Medical Equipment

Skywest Airlines are unable to carry or transport humidicribs or stretchers. The Airline is also unable to accommodate devices requiring external electrical power. Devices requiring an internal electrical power source must meet the applicable standards for carriage of 'Dangerous Goods'.

NOTE 4: Medication

Passengers requiring any medication during flight or in the terminal, ensure this is packed in your carry-on baggage.

NOTE 5: Supplementary Oxygen

Skywest Airlines cannot provide in-flight medical treatment or equipment, and passengers must supply and be able to operate their oxygen bottles or oxygen concentrators independently. Oxygen Bottles -Only BOC oxygen bottles may be used provided they are Type A or C, weighing no more than 5 kg, with a maximum capacity of 490 litres and contain sufficient oxygen for the duration of the flight. Oxygen bottles must be carried in a BOC Gases OxyCare or Air Liquide OxyCare travel pack, and the travel pack must contain the restraint strap to secure the oxygen bottle to the aircraft. Oxygen Concentrators -Only Inogen One, Evergo, Airsep Lifestyle and Airsep Freestyle oxygen concentrators may be used. Passengers are responsible for ensuring their unit is in good condition and free from damage or excessive wear and tear. If the oxygen concentrator is used at over 80% for day-to-day use, the device will not be sufficient for air travel (the additional 20% is required to compensate for pressure loss with altitude). Passenger will be required to travel with an oxygen bottle. Passengers are responsible for travelling with a sufficient supply of batteries to last their entire journey, as per their oxygen requirements, including the duration of the flight, all ground time (before and after flight and during connections) and for unexpected delays. Passengers must ensure all batteries are transported in carry-on baggage and packed in a way that protects them from short-circuit or damage. A limit of two spare batteries may be carried, in addition to the battery in the oxygen concentrator.

Cabin Pressure:

Cabin pressure is maintained at between 6,000 – 8,000ft, and consideration is required for: passengers requiring oxygen for prescribed needs, air in the body cavity and penetrating eye injuries.

Where it is envisaged that oxygen is required during flight, it is the responsibility of the of the passenger/medical practitioner to provide the appropriate cylinder and travel pack. Aircraft carry oxygen for unforeseen purposes only. These may be ordered from BOC on 1800 050 999.

Please see the guide below on reduced atmospheric pressure.

	Sea Level	8,000 ft
Inspired oxygen tension in mm/HG	148	108
Alveolar tension mm/HG	103	64
Arterial oxygen tension mm/HG	95	56
HB, saturation	97%	93%
Trapped gas expansion		35%

NOTE 6: Anaphylaxis

Medical practitioners and passengers must be aware that Skywest Airlines cannot guarantee under any circumstance that passengers will not be exposed to substances to which they are highly allergic. Aircraft are only superficially cleaned during the day and other passengers are free to bring their own food onboard, therefore all passengers suffering from anaphylaxis fly at their own risk and must carry appropriate medication (i.e. auto-injector pen) which they must be capable of administering or must travel with a companion who is able to administer the medication on their behalf. A medical clearance form, a letter from a medical practitioner OR a management plan signed by a medical practitioner is required if a passenger believes they suffer this condition and they do not have the appropriate medication. Passengers must make the Check-in Agent aware of the location of the auto-injector pen (e.g. EpiPen).

NOTE 7: Passengers Requiring Sharps for Medical Purposes

Current aviation security measures permit a passenger to take a sharp item such as a syringe or auto-injector pen (e.g. EpiPen) into a security screened sterile area for personal medical purposes. These passengers must be able to administer their own medication. Those who are unable to self-administer medication must travel with a companion who is able to administer the medication on their behalf. If a passenger requires a sharp item to be taken into a security screened sterile area, the passenger will need to carry one of the following for inspection at security screening:

Medical scissors are permitted if they have blunt/round ends with a blade less than 6 cm in length. num validity date required for this letter; the passenger does not need to obtain regular updates of the letter from their doctor as they can utilize the same letter regardless of the date of travel.

- **National Diabetes Services Scheme card** -issued by Diabetes Australia, which confirms the passenger has been diagnosed with diabetes.
- **Prescription** -containing the name of the patient, the name of the medication or supplier and completed contact information for the medical practitioner. The prescription cannot be older than 12 months from date of issue.
- **Labeled Medication** -medication containers should be affixed with a pharmacist's label clearly identifying the medication and the passenger's name. Empty syringes can only be carried in hand luggage if accompanied by medication for use onboard.

NOTE 8: Medical Scissors

Note 9: Wheelchair passengers:

Passengers are required to check in their wheelchair. In addition, if wheelchair is powered, are required to contact Skywest as some may use spillable batteries. Due to restrictions in hold space, there is a limit on wheelchairs/mobility aids on each aircraft of 4 per aircraft.

Skywest can provide wheelchair hoists, aisle wheelchairs (boarding/disembarking only) slide sheets & slide board and can assist in transferring passengers from wheelchair to an aircraft seat (and vice versa).

Wheelchair passengers require a carer if assistance is required with:

Using toilet facilities (not necessary if toilet facilities not required)

Administering medication

Due to occupational health and safety law, passengers above 130KG requiring assistance with transfers from Wheelchair to aircraft seat will need to arrange a carer or escort to facilitate these transfers.

Note 10: Psychiatric & Mentally handicapped cases:

Stable conditions do not require special handling procedures. If the passenger is likely to interfere with the safe operation of the flight and requires more than routine attention, a medical practitioner must certify the safety of flight, provide a professional escort and the passenger must be under adequate in-flight sedation for the duration of the flight

Note 11: Leg Support:

Passengers requiring leg support need to be allocated an additional seat in front and this is an additional cost. This seat is sold in a reduced fare field. Seats on this row will be left vacant for passengers comfort and PATS are not liable for this cost.

Note 12: Identification:

Hospital wrist ID tags are accepted as valid ID for PATS. Travel bookers are required to make add a comment to the booking and include in medical clearance form if applicable.