

Aviair welcomes all guests – including unaccompanied minors, the elderly and those with disabilities. Aviair understands that from time to time guests may require assistance when travelling. Outlined below is the assistance that Aviair can provide during flight and what our guests need to be able to do to travel independently.

A guest may travel unaccompanied if they fulfil the following criteria:

1. **Are able to understand and respond to briefings about emergency procedures;**
2. **Are aged 12 years or over, or between 5 and 11 years of age with appropriate documentation in line with Aviair's Unaccompanied Minors Policy; and**
3. **Do not require personal assistance beyond that described below.**

a) **Safety Brief Acknowledgement.**

All Aviair flights are conducted with a safety brief from crew prior to boarding the aircraft. All guests must be able to understand, and respond to, briefings about emergency procedures.

In applying this requirement, Aviair acknowledges that there are many methods by which people can communicate. These include sign language, lip reading, Braille, and using diagrams, communication boards and electronic means.

Passengers do not need to be able to speak English – however they must be able to understand the substance of an emergency briefing provided by Aviair crew and be able to give some form of acknowledgement that the substance of the brief is understood.

b) **Boarding the Aircraft.**

Aviair aircraft are boarded by external stairs. Aviair staff may provide support for passengers with limited mobility to access the stairs of the aircraft, though due to Occupational Health and Safety laws cannot lift or manoeuvre passengers into, or out of, the aircraft. Mobility aids such as wheelchairs or frames may be utilised in the terminal and on the tarmac, however must be stowed during the flight. Only collapsible, unpowered mobility aids are able to be transported due to space limitations on the aircraft.

c) **During the Flight.**

The Pilot in Command is able to assist passengers fasten their seatbelt prior to take off, and release it after the aircraft is shutdown. Passengers requiring this assistance may request this of the Pilot in Command at the time of boarding, or to Aviair's Customer Service staff at check-in. Passengers requiring such assistance must leave their seatbelt fastened for the duration of the flight.

Aviair aircraft are operated without flight attendants. The Pilot in Command will not be able to assist passengers during a flight or emergency situation. In an emergency situation, passengers travelling unaccompanied may not have access to crew assistance in order to fasten or unfasten their seatbelt, use an oxygen mask, or don a life jacket, as the crew may be undertaking other safety activities.

Further information regarding the specific requirements for emergency equipment and access for the different aircraft types utilised by Aviair, as well as the requirements for the carriage of Unaccompanied Minors can be obtained by contacting the Aviair Head Office.

If passengers require more assistance than that outlined above, they must travel with a Carer or Companion who is able to assist.

Companion or Carer Travel

In accordance with the [Disability Services Act 1993](#) and the WA Department of Transport's Disability Access and Inclusion Plan ([DAIP](#)), Aviair permits the travel of Carers to accompany passengers requiring further assistance than Aviair can provide.

Passengers that are holders of a valid Companion Card (or similar) issued by the Commonwealth, or any of the States or Territories of Australia (Eligible Person), may be entitled to discounted or free of charge travel for their accompanying Companion or Carer, provided the Companion can provide all assistance required for the passenger prior, during and after the flight that cannot be performed by Aviair staff. Aviair will as far as practical comply with the following:

- a) the travelling Companion will be allowed travel on the same flight as the Eligible Person and be seated as near to the Eligible Person as practicable; and
- b) the travelling Companion is to travel the entire journey with the Eligible Person; and
- c) the Eligible Person will be in possession of a valid ticket.

Aviair aims to give passengers every opportunity to make their own choices, and this information is intended to provide guidance with regard to the limitations of the assistance available and what that may mean for the travelling passenger.

Ultimately it is up to the passenger to decide whether or not – being fully informed of the facts – they wish to travel independently.

If, under the guidelines set out above, passengers are required to travel with a Carer (that is, they are unable to understand and respond to emergency briefings, or require personal assistance beyond that described above) but do not arrive at the airport with a Carer, or provide Aviair with incorrect or insufficient information, Aviair respectfully reserves the right to decline the travel until the passenger has someone available to accompany them. If this does occur, both passenger and Companion will be booked on a later flight, at no extra charge.

Any tourism products sold by Aviair containing third party inclusions may be further limited in terms of passenger access and mobility. Please contact the Aviair Head Office for information regarding packaged products.