



## Disability Access Facilitation Plan for Jetstar Airways pty Ltd



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## Introduction

Jetstar is committed to providing a travel experience that is safe, comfortable and affordable for all our customers, including those with specific needs.

As a low fares airline, our goal is to consistently offer low priced airfares that enable people to fly more often and to make available the opportunity for air travel to those who have previously not been able to afford to fly.

We are able to achieve these outcomes by constantly refining and developing an operating model which has, at its core, a network of point to point services, high aircraft utilisation and quick aircraft turn-around times, a productive work force, and an overarching drive to simplify every element of the airline business, without compromising safety, quality or a customer's travel experience.

It is by focusing our model on simplicity and the utilisation of innovative technology and work practices that we are able to keep operating costs low and consistently offer competitive, low priced, airfares to the travelling public.

However, as a consequence of our operational requirements, we do not have the systems, staff or supporting facilities to provide the same level of special assistance offered by other, high fare, full service airlines.

As customers will also appreciate, we are bound by civil aviation safety requirements and other regulatory requirements. These requirements impact on certain procedures described in this Facilitation Plan, including the carriage of guide/assistant dogs and seating in exit rows.

Our ability to provide the assistance described in this Facilitation Plan is subject to operational requirements and, although we will take appropriate steps to provide the assistance outlined, we are not able to guarantee that we can provide this assistance exactly as described in the Facilitation Plan in every case.

In this Facilitation Plan we have set out the assistance we aim to provide our customers throughout our operations in Australia (that is, for Australian airports and Australian domestic flights).

Please note that there are different arrangements for flights to and from the United States of America (USA) because of different regulatory requirements. There are also different arrangements in the various airports around the world to which our aircraft operate. We have not dealt with these arrangements in this Facilitation Plan.

Please note that this Facilitation Plan does not apply to Jetstar Asia or Jetstar Japan.



## 1. Reservation and Pre-Flight Planning

### 1.1 Making Reservations

#### Preferred booking method

Our preferred method of taking reservations is directly through our website [www.jetstar.com](http://www.jetstar.com) for all customers, including those customers with specific needs or requiring assistance.

#### Other booking methods (in Australia)

You may book in the following ways:

- via [www.jetstar.com](http://www.jetstar.com),
- by telephoning us on 131 538; or
- by using a travel agent.

Customers with disabilities can access all of these methods. Fares offered for telephone bookings are sometimes more expensive than those found on [www.jetstar.com](http://www.jetstar.com) because customers are usually given a discount to book on our website. However, we will provide the discounted fare price for bookings by telephone for customers who cannot book via the internet because of a disability. Please let us know if you cannot book via the internet because of a disability so that we can offer you the internet fare.

In addition to these booking methods, you may also make bookings through the National Relay Service (<http://www.relayservice.com.au/>) which provides access to telephone services for persons who are Deaf, have a hearing impairment or speech impairment. Customers that book through the National Relay Service will be quoted our discounted internet fare.

### 1.2 Customers with limited mobility

If you have limited mobility, you may book via [www.jetstar.com](http://www.jetstar.com), by telephoning us on 131 538 or by using a travel agent.

If your flights are booked through [www.jetstar.com](http://www.jetstar.com), you must select the level of assistance required and the type of mobility aid to be checked in (if any) in the booking process. You will be asked to select:

⇒ whether you require assistance; or

#### **Wheelchair Assistance**

⇒ if you require assistance, whether you require assistance with a **wheelchair**:

- A. from the check-in counter to the gate, and assistance to board the aircraft and to your aircraft seat; or



- B. from the check-in counter to the gate and require assistance to ascend and descend the stairs but do not require assistance to your seat; or
- C. from the check-in counter to the gate but do not require assistance to ascend and descend the stairs or to your seat;

**AND**, if you need assistance with a **wheelchair**:

- A. if you **do not require** a wheelchair to be **checked-in / carried in** the aircraft baggage hold; or
- B. if you will be travelling with a **manual wheelchair** that will need to be checked-in; or
- C. if you are travelling with a **battery-powered/electric wheelchair** that has a **dry cell battery** that will need to be checked-in; or
- D. if you are travelling with a **battery-powered/electric wheelchair** that has a **wet cell battery** that will need to be checked-in;

**AND**, the **weight of the wheelchair if it weighs more than 32kg**

(The carriage of wheelchairs is subject to the dimension restrictions of the aircraft hold-see **section 4.2(6)** below for further information).

#### **Upper Torso Restraints**

- ⇒ If you require special assistance, whether you require the use of an **Upper Torso Restraint**; or
- ⇒ If you require an Upper Torso Restraint, whether the restraint is for a child or an adult.

If you require an Upper Torso Restraint, please provide us at least 48 hours notice. Where less than 48 hours notice is given, we will attempt to have an Upper Torso Restraint available for that flight, but cannot guarantee that one will be available. Due to safety requirements, customers are unable to provide their own Upper Torso Restraint.

- If flights are booked via telephone, you should provide this information to the Jetstar representative.
- If flights are booked with a travel agent, see section 1.13 below.

In all cases, you should check your itinerary carefully to ensure that your request for assistance has been correctly recorded. If your request is not recorded in the itinerary, you are asked to immediately telephone us on 131 538 to ensure that the itinerary is corrected.



## Approval for Battery-powered Mobility Aids (including Electric Wheelchairs)

All battery-powered mobility aids (including electric wheelchairs) require Dangerous Goods approval by Jetstar before being carried to confirm that the battery used by the mobility aid is safe to travel by air and to confirm how the battery is to be handled. This process should be completed well in advance of the scheduled flight (at least two business days) but, if necessary, can be undertaken at the airport when the passenger checks-in.

For further information refer to section 4.2.8 below, refer to our [Limited Specific Assistance](#) page or contact us on 131 538.

**Note: Refer to 4.60(5) regarding limits on the number of customers requiring wheelchair assistance that are able to be carried per flight.**

### 1.3 Customers who are blind (or have a vision impairment) or who are Deaf (or have a hearing impairment)

If you are blind (or have a vision impairment) or Deaf (or have a hearing impairment) you may book via [www.jetstar.com](http://www.jetstar.com), by telephoning us on 131 538 or by using a travel agent.

If flights are booked through [www.jetstar.com](http://www.jetstar.com), you can use the on-line booking system to advise us that you are blind, vision impaired, Deaf or hearing impaired (for, among other things, seating allocation and cabin crew preparation purposes).

If flights are booked via telephone, you should provide this information to our airline representative.

If flights are booked with a travel agent, see section 1.13 below.

You are also able to use the National Relay Service. The National Relay Service is available 24 hours a day, 7 days a week. The details are:

- For **TTY users** phone **133 755** (or +61 7 3815 7799 if calling from outside Australia) then ask for Jetstar on **131 538**.
- For **Speak and Listen (speech-to-speech relay) users** phone **1300 555 727** (or + 61 7 3815 8000 if calling from outside Australia) then ask for our airline on **131 538**.

The assistance that may be requested is for one of our customer service staff member to escort you from check-in through security to the boarding gate. This assistance is subject to availability and while we will do our best to provide this assistance, it cannot be guaranteed. If you are travelling with an accompanying passenger/companion who is willing to escort you, a Jetstar customer service staff member will organise to meet you at the boarding gate.

You should check your itinerary carefully to ensure that you are noted as being blind, vision impaired, Deaf or hearing impaired (as relevant) and that any request for special assistance has been correctly



recorded. If your request is not recorded in the itinerary, you are asked to immediately telephone us on 131 538 to ensure that the itinerary is corrected.

## 1.4 Customers Travelling with a Guide or Assistant Dog

If you are travelling with a guide or assistant dog, you can book your flights through [www.jetstar.com](http://www.jetstar.com), by telephoning us on 131 538 or by using a travel agent.

If you are travelling with a guide or assistant dog and book through [www.jetstar.com](http://www.jetstar.com), you should indicate that:

- ⇒ you require assistance; and
- ⇒ you will be travelling with a guide or assistant dog.

You should check your itinerary carefully to ensure that your guide or assistant dog selection has been recorded. If your request is not recorded in the itinerary, you are asked to immediately telephone us on 131 538 to ensure that the itinerary is corrected.

If you are booking travel with a guide or assistant dog whose accreditation falls within category **(a)** or **(b)** below you do not need to provide any other information or take any other steps at the booking stage.

If you are booking travel with guide or assistant dog who falls within category **(c)** below you must complete and submit an application in order to seek clearance for travel with your guide or assistant dog in the aircraft cabin. The application for approval for guide or assistant dogs who fall within category **(c)** below must be submitted to us at **least 14 days prior to travel** and application forms are also available on our [Specific Assistance](#) page on [www.jetstar.com](http://www.jetstar.com). You can also request a copy of the application form by calling us on 131 538. We will contact you within two business days of receiving the application form to confirm receipt. If you have not heard back from us after allowing sufficient time for it to be received and for us to confirm receipt, please contact us to confirm that the application form has been received.

### **Categories of guide or assistant dogs:**

- (a) Guide Dogs as accredited by a relevant guide dog association (for example, Guide Dogs Victoria, Guide Dog Assoc of NSW & ACT and Seeing Eye Dogs Australia) and Hearing Dogs as accredited by a relevant hearing dog association (for example, Lions Hearing Dogs Inc);
- (b) An assistance dog accredited by any of the following associations:
  - i. Canine Helpers for the Disabled, Inc. (formerly Animal Assisted Therapy Australia, Inc);
  - ii. Assistance Dogs Australia;
  - iii. Association of Australian Service Dogs; and
  - iv. Australian Support Dogs Inc;



- v. Associations accredited by Assistance Dogs International (<https://assistancedogsinternational.org>) where the dog has not been trained in Australia; and
- (c) Any other guide or assistant dog which is trained to assist a person with a disability (to alleviate the disability) and trained to meet standards of hygiene and behaviour that are appropriate for an animal in an aircraft cabin. These dogs may only be carried in the aircraft cabin if clearance has been given in response to an application made to Jetstar (see above).

You must provide appropriate and current guide or assistant dog ID cards or documentation at check-in.

## 1.5 Hidden disability

Hidden disability (also known as non-visible disability or invisible disability) can include any disability that is not immediately obvious or apparent to others. Hidden disabilities may be associated with a wide range of conditions that affect how a person experiences day-to-day life and the world around them, such as autism spectrum disorder, intellectual and cognitive disability such as dementia, hard of hearing and/or low vision, or chronic health conditions.

If you have hidden disability, we'd like to help make your trip with Jetstar as smooth as possible.

If you'd like us to know that you, or someone you're travelling with, has hidden disability, you can:

- wear a Sunflower lanyard or similar item (more information below); or
- share this information when you book your trip (which will enable us to add a DPNA Special Service Request code to your booking); or
- let us know by calling the contact centre before you fly or telling our airport staff on the day; or
- a combination of the above.

### Hidden Disabilities Sunflower program

We're a member of the internationally recognised Hidden Disabilities Sunflower program and joined a network of airports, retail stores, tourism and transport providers that have trained their staff to recognise Sunflower items and support those wearing them.\*

By choosing to wear a Hidden Disabilities Sunflower item (eg lanyard, badge or wristband) customers with hidden disability can discreetly signal to our staff at the airport and on board that they may need assistance including:

- clearer instructions, written or verbal; or
- more information on what to expect at the airport and during the flight; or
- more time when speaking with Jetstar staff and at check-in, during boarding and when disembarking.
- Please be aware that wearing a Sunflower item does not mean you'll receive personal escort through the airport and that all passengers need to meet our Independent Traveller Requirements, including those with hidden disability.

In addition to sharing that you have hidden disability (if you have chosen to do so), you'll also need to let us know if you require wheelchair or mobility assistance, vision or hearing loss assistance, or if you are travelling with oxygen, an assistive device or a service dog.





\* Currently only Jetstar Airways (JQ) staff are trained to recognise the Hidden Disabilities Sunflower program and Sunflower products. Jetstar Asia (3K) and Jetstar Japan (GK) are not yet part of the program.

## 1.6 Travel Oxygen

Jetstar does not provide travel oxygen for passengers – it must be supplied directly by yourself if required.

On some flights, you may bring on board a portable oxygen concentrator or an oxygen cylinder – please refer to the list below.

Jetstar Airways (JQ) Airbus A320/A321/A321LR- a concentrator or a cylinder is allowed on board  
Jetstar Airways (JQ) Boeing 787 Dreamliner - you may bring a concentrator on board. However, a cylinder is not allowed on board

Jetstar Asia (3K) Airbus A320 - you may bring a concentrator or a cylinder on board

Jetstar Japan (GK) Airbus A320 - neither concentrators nor cylinders are allowed on board

You will be able to identify which aircraft will be used on the particular flight you have booked by looking at your Jetstar issued travel itinerary or by telephoning us on 131 538. Aircraft types are also displayed during the booking process on [www.jetstar.com](http://www.jetstar.com).

All Travel Oxygen concentrators and cylinders must be approved. See information below on portable oxygen concentrators.

You must complete and then submit a Jetstar Medical Clearance Form at least five business days before you travel to be approved for travel for Jetstar (JQ coded) flights.

Jetstar Japan (GK) cannot make any provision for customers who require travel oxygen.

### Portable oxygen concentrators

Jetstar Airways (JQ) and Jetstar Asia (3K) accept portable oxygen concentrators for carriage and use on board that are authorised by the Federal Aviation Administration (FAA).

For Jetstar Airways (JQ) carriage of all oxygen, portable oxygen concentrators and portable medical devices powered by batteries requires dangerous goods approval. Please refer to our dangerous goods page.

Jetstar Asia (3K) also requires dangerous goods approval. Approval can be given at the check-in counter on the day of travel.

### Oxygen cylinders



On flights operated by an A320, A321 and A321LR, Jetstar Airways (JQ) and Jetstar Asia (3K) can only accept oxygen cylinders supplied by BOC, Air Liquide, Supagas or Coregas.

To contact the suppliers in Australia please call:

BOC 1800 050 999

Air Liquide 1300 360 202

Supagas 13 77 72

Coregas 1800 807 203 (hospital supplied only)

A 'C' size cylinder is the maximum size permitted and must be carried in a purpose-made travel pack. Multiple cylinders may be carried subject to approval. Additional oxygen cylinders may be stored under the seat in front of you or in the overhead lockers. If an extra seat is required to carry the additional oxygen cylinders for your travel, you will need to purchase this seat.

### **Responsibilities and documentation**

You will be responsible for the direct return of all equipment to BOC, Air Liquide, Supagas or Coregas.

You will be required to provide a doctor's medical certificate to the medical gas supplier. This certificate must include details of your required oxygen flow rate. The certificate must also state whether you are capable of using the oxygen un-aided

All other equipment (eg oxygen, regulator, mask or nasal cannula) must be supplied by you

You, or your carer, are responsible for the on-board control of the oxygen

Travel oxygen must be carried in an approved travel pack only

You are responsible for ensuring you have sufficient oxygen (including reserves) for the duration of your journey and any onward travel, taking into consideration the possibility of delays (including a diversion)

A completed and approved Jetstar Medical Clearance Form will be required at check-in

You must comply with the Jetstar Independent Traveller requirements

If you are connecting to or from a flight operated by another carrier, you must contact the other carrier to organise travel clearance. Please take note that you will have to organise the return of the cylinder to the supplier.



## 1.7 Medical Clearance

We may refuse to carry a customer if we are not completely satisfied that it is safe for the customer to fly. Before you make a reservation you should tell us if you suffer from any illness, disease or other condition which may make it unsafe for you or other customers if you fly.

Generally, medical conditions should not inhibit you from flying. However, there are times when precautions should be taken and it is advisable at all times for you to consult with your medical practitioner about your condition.

We do require that customers with certain medical conditions or incapacities obtain a clearance to fly from us at the time of booking.

See [Jetstar Travel Clearance](#) for further information and to determine if you need medical clearance prior to travelling with us.

Please ensure that you bring sufficient medical supplies, in your carryon baggage, for the journey. Medication should have a professionally printed label identifying the medication or a manufacturer's name or pharmaceutical label affixed.

If you are carrying hypodermic needles you will need to declare them at the airport screening point.

Documentation or identification to confirm your medical condition and, where relevant, your clearance to fly, must be available at all times when flying with us.

## 1.8 Failure to notify of assistance needs

Jetstar's ability to assist you is dependent upon you advising us **in advance** of your assistance needs. You should provide as much information as possible regarding your particular needs when making the booking.

If Jetstar is not given prior notification of your assistance needs, we will take all appropriate steps to try to accommodate your needs within our operational constraints. However, if you have not advised us of your assistance needs in advance of the flight booked, we may not be able to accommodate your travel flight preferences. Under these circumstances we will transfer you to the next available flight at no charge.

## 1.9 Independent Traveller requirements and customers travelling with an accompanying assistant/carers

Jetstar requires that a customer is able to meet certain requirements to travel as an independent traveller. The requirements are that:

- ⇒ You are able to self-toilet, **if required**, during the course of the flight; and



- ⇒ You can eat or drink during the course of the flight without assistance; **if required** and
- ⇒ You can administer medication yourself during the course of the flight, **if required**; and
- ⇒ You are able to communicate in some way that you have understood the safety instructions and emergency instructions of our crew; and
- ⇒ if transfers between mobility aids or from a mobility aid to an aircraft seat are required, either:
  - you are able to transfer yourself without assistance; or
  - you are able to be transferred using a slide board by our staff without the assistance of an accompanying assistant/carer.

If you do not meet **all** of these requirements, you will need to travel with an accompanying passenger/carer.

Your accompanying passenger/carer must be an independent traveller and also able to assist you with all of the following, if required by you:

- ⇒ toilet and sanitary requirements both on the aircraft and on the ground;
- ⇒ in-flight and ground emergencies;
- ⇒ carriage of carry-on baggage and/or equipment;
- ⇒ medicating and medical procedures;
- ⇒ food and beverage consumption;
- ⇒ administrative procedures such as the completion of immigration documentation;
- ⇒ boarding and disembarkation including assisting in transfers to and from mobility devices and seating where necessary; and
- ⇒ assembly and disassembly of wheelchairs, (if applicable).

As a guide, we will generally not consider a customer to be an appropriate accompanying passenger/carer/assistant unless the customer is at least 15 years old.

A booking should be made for the accompanying assistant/carer at the same time as the booking for the customer with disability/requiring special assistance. Accompanying assistants or carers are required to purchase an ordinary fare.

## 1.10 Seating Arrangements

We have processes in place for the management of bookings for customers with specific needs:

### **Preferred seat allocation**

- ⇒ We will undertake our best efforts to seat customers who have advised us during the booking process that they have mobility restrictions or are travelling with a guide or assistance dog in rows two (2) to five (5) on A320, A321 and A321LR aircraft, and rows twenty four (24) to twenty six (26) on 787 aircraft if seats are available.



- ⇒ Customers who are blind, or have vision impairment, Deaf or have a hearing impairment and customers with intellectual disabilities will be seated towards the front of the aircraft and will be provided with a special safety briefing appropriate to their needs.
- ⇒ In the case of customers who require the use of a mobility aid (such as a wheelchair) to board the aircraft, we generally arrange (either in advance, or, where necessary, on the day of travel) for you to be seated in an aisle seat which includes a moveable arm rest facing the aisle, where you are flying in Economy. Where you are flying in our Business Class, the armrests are not movable (however, there is sufficient room between seat rows to allow transfer into the aircraft seat).
- ⇒ Where you are travelling with an assistant or carer, we will generally arrange for you and your assistant or carer to be seated together (provided that you advise us that you are travelling with an assistant or carer). However, in some circumstances this may not be possible - for example, if the plane is full and you and your assistant or carer check-in late. We recommend that you book your assistant or carer at the same time as your seat, and seek to arrive at check-in at the time recommended in your itinerary (see 3.1 'Check-in Times' below).
- ⇒ If our preferred seats for you are unavailable, we will use our best efforts to seat you as close to the front of the aircraft as possible.
- ⇒ Jetstar allows all customers to pre-select their seat when making a booking, which can incur additional charges. **At check-in we will, where available, assign you (and if applicable your assistant or carer), seat(s) at the front of the aircraft at no additional charge. We recommend, therefore, that you do not pre-select assigned seating.**

#### **Limitation on seat allocation**

- ⇒ Some aircraft seats have CASA mandated restrictions as to who can be seated in them (for example, emergency exit rows). These restrictions do not allow customers with specific needs to be accommodated in such seats.
- ⇒ Similar seating restrictions will apply to customers with specific needs in relation to being seated in row one (1) of any of our A320 or A321 aircraft. This is because row one (1) in these aircraft is generally the exit row. While it is not always the exit row, the particular aircraft in use may not be known at the time of seat allocation and on that basis, this is a standard requirement.



## 1.11 Communication of customer needs

### Booking

When a customer notifies us of an assistance need (for example, such as the need for a wheelchair), we will record this information in your booking in a format instantly recognisable and available to our staff (see section 1.12 below).

### After booking and prior to attending the airport

Our process of communicating customer needs removes any requirement for you to contact the airport directly, or for you to contact us prior to arriving at the airport for check-in, beyond that contact required to make your booking and advising us of your assistance needs.

### At the airport

At the airport, our check-in staff will confirm with you the level of assistance you require. This information will then be provided to staff at the boarding gate and to the crew operating the flight. The crew operating the flight will forward information regarding the level of assistance required to the destination airport.

However, you may be required to provide additional information throughout your journey, such as:

- ⇒ where you wish to check-in your mobility aid;
- ⇒ whether assistance is required to and from the boarding gate; and
- ⇒ which transfer method you prefer when moving between mobility aids, or from a mobility aid to a seat.

Jetstar will need you to provide information about the handling of your mobility aids to our baggage services, both when checking-in a mobility aid and also on retrieval of the mobility aid at the baggage claim.

You may also need to provide information regarding the assembly and disassembly of mobility aids, as disassembly may be required for the safe carriage of some mobility aids (including electric wheelchairs).

## 1.12 Maintaining confidentiality of customer information

We collect and store customer information as is necessary for the operation of our services. We deal with all information in accordance with its [Privacy Policy](#), and in accordance with the National Privacy Principles.



### 1.13 Retaining Information about a customer's specific needs

We do not retain information about your specific needs for privacy reasons and because as a customer's needs (including the assistance required) may change from time to time.

This means that you will be required to provide information about your specific needs each time you book a flight with us.

### 1.14 Communication between travel agents and Jetstar

When a booking is made on a customer's behalf by a travel agent, we make provision for the travel agent to advise us of any specific needs.

However, there are two methods by which a travel agent may purchase fares with us and the method will affect the level of information that can be provided to our booking system. The two methods are:

- ⇒ travel agents who use Jetstar's industry booking website; and
- ⇒ travel agents who make bookings through the GDS booking system.

There are important differences in the information that can be provided by the travel agent to our airline using each system. You should check with your travel agent to find out what booking system they use to determine what information can be provided to us and whether it is necessary to phone us on 131 538 to provide additional information.

#### Travel Agents who use Jetstar's industry booking website

Travel agents who have access to our industry booking website are able to provide us with detailed information of a customer's specific needs (for example, the requirement for a wheelchair, the level of assistance required, if a customer is travelling with a Guide or Assistant Dog or if you are vision or hearing impaired – as set out above for bookings with Jetstar).

#### Travel Agents who use the GDS Booking System

Travel agents who use the global 'GDS' booking system are able to provide limited information to us and the travel agent and/or customer may be required to provide additional information to us by telephone on 131 538.

##### For Wheelchairs

- ⇒ This system **allows** the travel agent to advise us:
  - A. if you require the use of a wheelchair from the check-in counter to the gate, and assistance to board the aircraft and to your aircraft seat;
  - B. if you require the use of a wheelchair from the check-in counter to the gate and require assistance to ascend and descend the stairs but do not require assistance to your seat; or



C. if you require the use of a wheelchair from the check-in counter to the gate but do not require assistance to ascend and descend the stairs or to your seat;

**However** the travel agent **cannot** advise us:

- if you require a wheelchair to be checked-in, whether you are travelling with a manual or battery-powered/electric wheelchair (including whether the battery is a wet cell or dry cell);
- if the weight of the wheelchair is more than 32kg; or
- if you are travelling with an assistant/carer who can assist at the airport or if you require an airline staff member to be available to assist you from our check-in counters to the boarding gate and from our arrival gate to the baggage carousel.

If you are travelling with mobility aids (including an electric wheelchair) and your travel agent books through the GDS booking system you should refer to **section 4.2(6)** of this Plan for the maximum dimensions allowable.

You or your travel agent must telephone us on 131 538 to advise us of the details of the mobility aid you are checking-in (for example, if you are not checking-in a wheelchair or if you are checking-in a manual or electric wheelchair, the battery type and the weight of the wheelchair if it weighs more than 32kg) or require your travel agent to telephone us on 131 538 to provide this information.

#### **Other**

The travel agent:

- ⇒ can advise us if you have a hearing impairment or are Deaf **but cannot** request special assistance;
- ⇒ can advise us if you have a vision impairment or are blind **but cannot** request special assistance;
- ⇒ cannot advise us if you are travelling with a guide or assistant dog;
- ⇒ cannot advise us if you require oxygen; or
- ⇒ cannot advise us if you require an Upper Torso Restraint.

If you are travelling with a guide or assistant dog or oxygen, or you require an Upper Torso Restraint and your travel agent books through the GDS booking system you must telephone us on 131 538 to advise us of your specific needs or ask that the travel agent does so.

You should confirm with your travel agent whether the travel agent is able to pass detailed information regarding your specific needs to us. **If the travel agent is not able to provide detailed information, you or your travel agent must telephone us on 131 538 to advise of your specific needs.**





If the travel agent does not provide a Jetstar branded travel itinerary, or if the supplied travel itinerary does not contain information regarding your specific assistance requirements, you must telephone us on 131 538 to confirm that your specific needs have been communicated to our airline.

**It is the responsibility of the travel agent to correctly record your details in your booking. We recommend that travel agents and/or you confirm all details of any request for special assistance with our airline on 131 538 once your booking has been made.**

**It is the responsibility of the travel agent to provide you with the correct information. If you have any queries about the information provided by a travel agent, you should go to [www.jetstar.com](http://www.jetstar.com) or call us on 131 538.**

## **1.15 Customers transferring between flights**

Jetstar does not provide assistance in transferring from one flight to another flight. Jetstar does not check you through to your final destination (or check-through your bags). You are required to check-in for each flight in your itinerary at each airport you travel through (and check-in your bags).

You or your assistant/carer will need to make all arrangements to transfer between flights, both in the transfer of baggage and checking-in for each flight.

We may be able to provide assistance from check-in to the boarding gate and with boarding and disembarkation of your flight upon request. We will do our best to assist you from disembarkation to baggage claim. We may be able to assist you from baggage claim through to check-in for your next Jetstar or Qantas Group flight upon request, however we do not guarantee this due to operational requirements. During busy periods, there may be delays before assistance can be provided and you should take this into account in planning your itinerary. If you are transferring to a non-Qantas Group airline, we may be able to assist you to the baggage claim to allow you to retrieve your bags (but not to check-in with the next airline).

In most cases, Jetstar does not check through baggage from one flight to another. However, in some very limited circumstances and on limited particular routes, baggage may be checked-through from one flight to another (for example, where the customer is travelling on a Jetstar flight from Sydney to Tokyo via the Gold Coast and the same aircraft operates both flights). If you are unsure about whether this applies to your itinerary, you should check with Jetstar staff at booking and at check-in. If you are creating your own itinerary you should make certain you allow adequate time to collect your bags after your flight and to check-in for the next flight, as well as completing any customs or security requirements.

**Note:** Some airports provide additional assistance beyond that available from Jetstar. If you believe you will require additional assistance, we recommend that you contact the airport to find out if such assistance is available.



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## 2. At the Airport

### 2.60 Designated drop off zones

Most airport terminals have designated drop-off zones in front of the terminals for exclusive use by people with specific needs. If you require further information about designated drop-off zones, you should contact the relevant airport.

### 2.61 Kerbside Processes

Jetstar does not provide kerbside assistance. We recommend that you make your own arrangements for assistance from the kerb to check-in and from baggage claim to the kerb, if required, in planning your arrival and exit from the airport. We would recommend, for example, that you ask an accompanying passenger/carer, family member or friend to accompany you to/from the airport.

### 2.62 Facilities within the airport

To assist you with locating our check-in and service desks, we provide signage on both internal and external surfaces of airports, including the distinctive orange star logo, at all airports where we maintain an ongoing presence.

If you are Deaf or have a hearing impairment you should refer to the information screens within the airport frequently to confirm departure information (such as gate numbers and timing) as this information may change after your arrival at the airport.

Airports may have facilities for retail shopping available such as shops, restaurants and duty-free shopping for international flights, however Jetstar does not provide passengers requiring Specific Assistance with assistance accessing these facilities.

**Note:** We are a tenant of airport facilities only and recommend that if you have questions in relation to the facilities available at particular airports, including accessibility suitable for your needs, please refer to the Disability Access Facilitation Plan for those airports you will be travelling through.



### 3. Check-in

#### 3.60 Check-in Times

We recommend that you **check-in at least 90 minutes** before departure for **flights leaving from a Domestic Terminal** and **at least 2 hours for flights leaving from an International Terminal** to make certain we can provide any required assistance without delay.

You are able to check-in 2 hours before the scheduled departure time for flights leaving from a Domestic Terminal and 3 hours before the scheduled departure time for flights leaving from an International Terminal.

You should be aware that for all flights, the final hour before the departure of a flight is the busiest period for our staff, and if you arrive during this period you may face delays before assistance can be provided (including assistance to the departure gate etc).

We recommend that you consider your own specific needs and the assistance you have requested, to ensure you have enough time to make your flight.

#### 3.61 Assistance available with check-in

Jetstar has procedures in place to provide assistance to complete the check-in process, if required, as follows:

- ⇒ You can use any check-in counter.
- ⇒ You should proceed directly to a check-in counter and not use the e-kiosks or web check-in so that our staff can confirm your specific needs and the level of requested assistance and also for you to provide to us all of the relevant documentation required to travel with us (for example, the Travel Clearance Form, Medical Clearance or guide/assistant dog accreditation/identification).
- ⇒ We will be available to assist you during the check-in process but we do encourage our customers with specific needs who may face discomfort waiting in the check-in queue to make themselves known to our staff so that priority assistance can be provided.
- ⇒ If you are Deaf or have a hearing impairment you should note that we provide audio announcements regarding check-in matters (for example, that check-in close is pending) and other important matters (for example, flight delays). We ask that if you are Deaf or have a hearing impairment, you make yourself known to our staff, particularly if you are concerned that time is running short for check-in or if you require priority assistance.
- ⇒ At any time, you should feel welcome to make enquiries of any kind with our staff.



**Note:** We are a tenant of the airports in which we operate and we are therefore unable to provide accessible facilities beyond those provided by the airport itself. We recommend you review the Disability Access Facilitation Plan of the airports you are travelling through to ascertain what facilities are available.

### 3.62 Contingencies for unexpected circumstances

We have in place contingency plans for unexpected circumstances should events occur that risk the disruption of our customers' travel, as follows:

- ⇒ In the event that an aircraft is unavailable and you are moved onto another flight, or the aircraft is replaced with another aircraft, we will do our best to accommodate all of our customers (including those with specific needs) with the minimum disruption possible.
- ⇒ In the event that assistance equipment is unavailable (such as a high lift device used when an aircraft is not parked at an aerobridge and boarding is via stairs), we have agreements in place with other airlines to use their equipment (where available).

**Note:** On occasion, the maximum number of customers allowed on an operating service will be reduced (for example, to allow the loading of additional fuel due to poor weather). In this situation, some of our customers will be moved to the next available service. Customers with specific needs will be treated in the same manner as all other customers in the selection of customers to be moved to a later service.

### 3.63 Travelling to or from the US

If you're travelling to or from the US with a disability and have specific needs or accessibility requirements, and we notify you of a change to your Booking that results in your Booking requiring you to travel:

- through one or more connecting airports that differ from the original itinerary; or
- in a downgraded class or a substitute aircraft that results in one or more accessibility features needed by the passenger being unavailable

And you choose not to travel, at your option, all passengers on the impacted Booking can request a refund of the applicable fare.



## 4. Carriage of Wheelchairs, Mobility Aids & Assistive Devices (including Medical Equipment)

### 4.60 Categories of assistance required

Jetstar categorises the assistance required due to limited mobility using the following recognised International Air Transport Association (IATA) codes:

- ⇒ **WCHR – wheelchair ramp** – this code is used for customers who need assistance due to the distance to and from the aircraft (for example, between check-in and the gate). These customers are able to ascend and descend steps unassisted and can make their own way within the aircraft cabin to/from their seat and may not travel with their own mobility aid(s). For example, elderly customers;
- ⇒ **WCHS – wheelchair step** – this code is used for customers who need assistance due to the distance to and from the aircraft (for example, between check-in and the gate). These customers cannot ascend/descend steps unassisted. If there is no aerobridge available, a high lift vehicle will be used to enable the customer's easy access to the aircraft (where possible and available). These customers can make their own way within the aircraft cabin to/from their seat and travel with mobility aids. For example, customers with walking frames, canes or crutches;
- ⇒ **WCHC – wheelchair cabin** – this code is used for customers who travel with a wheelchair and who need wheelchair assistance due to the distance to and from the aircraft (for example, between check-in and boarding). These customers cannot ascend/descend steps unassisted. If there is no aerobridge available, a high lift vehicle will be used to enable customers' easy access to the aircraft (where possible and available). These customers are immobile and may require assistance with transfer into/out of the aircraft seat and travel with mobility aids. For example, customers with manual or electric wheelchairs.

### 4.61 Carriage of wheelchairs

Jetstar enables the carriage of wheelchairs on its services in the following ways.

#### 1: Wheelchairs – Recommended check-in and boarding times

- ⇒ We recommend that if you require wheelchair assistance to please arrive:
  - At check-in:**
    - 90 minutes before departure for flights leaving from a Domestic Terminal; and
    - Two hours before departure for flights leaving from an International Terminal.



**At the departure gate for boarding:**

- 40 minutes before departure for flights leaving from Domestic or International Terminals.

**2: Wheelchairs – Checking-in wheelchairs**

- ⇒ Whenever possible, we will offer the choice of when you are transferred to a Jetstar airport wheelchair (i.e. at check-in or at the boarding gate/aerobridge) for customers travelling with manual wheelchairs. This may not be possible in all circumstances due to operational reasons.
- ⇒ Whenever possible, you can use your manual wheelchair to the gate. This may not be possible in all circumstances due to operational reasons.
- ⇒ All battery powered/electric wheelchairs (including manual wheelchairs with power assist/removable batteries) must be checked-in at the check-in counter and cannot be checked-in at the boarding gate. If you need to use a wheelchair to the gate, you will need to transfer to a Jetstar wheelchair at check-in.
- ⇒ You will generally be given the choice-of transferring to either a Jetstar wide body wheelchair, or a Jetstar aisle wheelchair that must be pushed by one of our staff members or your assistant or carer. Jetstar’s wide body and aisle wheelchairs are available at all of our domestic airports. During busy periods, all wheelchairs may be in use for a period, or there may be a waiting period. If a wide body wheelchair is not available, an aisle wheelchair may be used. Please note: If you are transferred to a wide body wheelchair at check-in, you will still need to transfer to an aisle wheelchair at the gate.
- ⇒ We allow you to check-in **two mobility aids required for your use free of charge in addition to your checked baggage provided that:**
  - ⇒ each piece does not exceed 32kg, except mobility equipment which can travel in the upright position in the free wheel mode (for example, an electric wheelchair);
  - ⇒ items above 32kg which cannot travel in the upright position in free wheel mode must be carried as freight at standard freight rates;
  - ⇒ the equipment must be for your own use and adhere to the dimensions set out below at **section 4.2 (6)**; and
  - ⇒ only one battery-powered/electric mobility aid may be checked-in as part of this allowance.
- ⇒ Our special handling documentation provides basic information on the dismantling of electric and manual wheelchairs for carriage on our aircraft. However, you or your assistant or carer may be required to provide assistance and information to our staff in relation to the assembly/disassembly process to ensure wheelchairs are safely and accurately assembled/disassembled for carriage (particularly where the mobility aid is unusual or customised). It may be useful for you to provide us with written instructions from the manufacturer of your wheelchair.



- ⇒ Note: We take all reasonable care with your mobility aids, but please note that our liability is limited for any damage caused to a customer's mobility aid during transit. For further information, please refer to our conditions of carriage.

You remain responsible for obtaining insurance in relation to the carriage of your mobility aid. For further information, see [www.jetstar.com](http://www.jetstar.com) in relation to travel insurance.

### 3: Wheelchairs – Assistance provided (including approved transfer methods)

- ⇒ Our staff will assist you to transfer from check-in to the departure gate on request. However, during busy periods you may face delays before assistance can be provided.
- ⇒ Upon disembarkation from the aircraft, our staff will make our wide body wheelchair or aisle wheelchair available for you to use.
- ⇒ Your own wheelchair will be made available for collection at the baggage carousel.
- ⇒ In the event that your wheelchair requires re-assembly, you or your assistant or carer(s) need to be available to assist in re-assembly and/or be able to provide our staff with information necessary to assist in the re-assembly of your wheelchair.
- ⇒ If required, our staff will assist you to the baggage carousel, with the collection of your baggage and wheelchair and with the transfer to your wheelchair employing our approved transfer method (refer below).

#### Transfer Methods

- ⇒ **Slide Board** - Our approved transfer method is to use the slide board for transfers between wheelchairs and your aircraft seat. The slide board is supplied by us. Our staff will undertake this transfer, although you may also require the assistance of your assistant or carer(s).
- ⇒ **Sling** - You may prefer to use a sling and may bring your own slings on board our aircraft. Your assistant or carer(s) must undertake the transfer from a wheelchair to your seat using the sling. Our staff will offer reasonable assistance to you and your assistant or carer(s) when using the sling as a transfer method (for example, moving pressure cushions). However, the use of a sling is not a method approved by Jetstar and our ground staff are therefore not able to undertake transfers using a sling.

### 4: Wheelchairs – Our wheelchairs

- ⇒ We provide two types of wheelchairs for customer use within the terminal and to board and disembark the aircraft. Wide body wheelchairs and narrow body aisle wheelchairs must be manoeuvred by an accompanying customer or carer or with the assistance of one of our staff members. During busy periods, all wheelchairs may be in use for a period, or there may be a waiting period. If a wide body wheelchair is not available, an aisle wheelchair may be used.
- ⇒ All of our wide body and aisle wheelchairs located in Australia are provided by Jetstar (where available) and conform to applicable Australian standards.



**5: Wheelchairs –limits of passengers requiring wheelchair assistance able to be carried per flight on all flights operated by A320, A321 and A321LR aircraft and all domestic and trans-tasman flights operated by B787 aircraft**

We accept bookings for **up to two (2)** customers requiring wheelchair assistance on each flight operated by A320, A321 and A321LR aircraft and all domestic and trans-tasman flights operated by B787 aircraft

Where the limits for wheelchair assistance have already been reached on a flight and a customer wishes to make a booking on that flight, the customer must contact Jetstar to make alternative arrangements which may include:

- ⇒ moving the customer to an earlier or later flight where the limit has not been exceeded, without any additional cost to the customer;
- ⇒ re-routing the customer to their intended destination; or
- ⇒ providing the customer with a full refund.

**6: Wheelchairs – limits of passengers requiring wheelchair assistance able to be carried per flight on all international flights (excluding trans-tasman) operated by a B787 aircraft**

For international flights (excluding trans-tasman) operated by 787 aircraft, we accept bookings for up to nine (9) customers requiring wheelchair assistance on each flight (no limit applies for flights to or from the US), however we are only able to carry up to **four (4) battery-powered/electric wheelchairs per flight**.

**\*Please Note:** Jetstar may need to impose a lower limit in the case of unexpected circumstances or events, due to operational necessity or for reasons of aircraft or customer safety.

**7: Wheelchairs – acceptable dimensions for wheelchair carriage**

- ⇒ We can only accept for carriage wheelchairs that within the following dimensions:
  - **A320/A321/A321LR aircraft** - 1m (height) x 1.4m (width) x 1.4m (length)
  - **787 aircraft** - 1.6m (height) x 1.5m (width) x 1.5m (length) (in a disassembled state).
- ⇒ Wheelchairs that exceed the above dimension restrictions will not be accepted for carriage by Jetstar.

**8: Battery-powered Mobility Aids (including Electric Wheelchairs) – Approval for Carriage**

All battery-powered mobility aids (including electric wheelchairs) require Dangerous Goods approval by Jetstar before being carried to confirm that the battery used by the mobility aid is safe to travel by air and to confirm how the battery is to be handled. This process should be completed well in advance of the scheduled flight (at least two business days) but, if necessary, can be undertaken at the airport when the passenger checks-in.





Seeking Dangerous Goods approval for your battery-powered mobility aid in advance of travel will speed up the check-in process and allow time for any issues to be addressed that could potentially prevent the mobility aid or the battery being allowed to travel on your scheduled flight.

If you would like to receive your advance Dangerous Goods approval for the carriage of your battery-powered mobility aid, you should contact Qantas Dangerous Goods by email at 'dg@qantas.com.au' and provide your full name, the make and model of the mobility aid and the battery type.

If you are given approval, the approval letter may be used as many times as required until the expiry date of the letter or if there has been a change of the type of mobility aid being used. This process follows the requirements of the International Civil Aviation Organization (ICAO) with which all airlines must comply.

If you do not wish to seek advance approval, Jetstar recommends that you bring a copy of the Battery's Verification of Compliance Certificate and a copy of the Material Safety Data Sheet (MSDS) with you to the airport, and allow time for Dangerous Goods approval to be given. If you do not have the Battery's Verification of Compliance Certificate and a copy of the Material Safety Data Sheet (MSDS) the battery (and potentially the wheelchair) may not be able to be uplifted.

For further information you can contact us on 131 538.

Customers wishing to travel with an battery-powered/electric wheelchair with a **lithium ion battery** should also review our airline's information regarding the carriage of lithium-ion batteries, available from our [Specific Assistance](#) page.

## 4.62 Carriage of other Mobility Aids & Assistive Devices (including Medical Equipment)

Mobility aids and assistive devices can be any piece of equipment that passengers with disabilities use to walk, see, hear, speak, breathe or carry out any other major life activity.

You may need to have **medical clearance** or **dangerous goods** approval to travel with your mobility aid or assistive device.

### Mobility aids

Mobility aids include, but not limited to, equipment such as manual wheelchairs, electric wheelchairs and electric scooters.

- Two mobility aids can be carried free of charge as checked baggage



- Only one motorised mobility aid (including electric wheelchairs) can be carried free of charge as checked baggage due to loading restrictions.
- You will need to get approval from Qantas Dangerous Goods before you can check-in your motorised mobility aid. See below for more details.

### Assistive devices

Assistive Devices include walking frames, walking canes, crutches, hoists, breathing support machines (eg CPAP machines), travel oxygen, portable dialysis machines, inflatable pressure cushions, shower chairs and commodes (toilet chairs).

Please note: Jetstar Japan (GK) doesn't accept travel oxygen on board.

We don't limit the number of assistive devices you can carry as checked baggage, free of charge.

If you need to use your battery-powered assistive device during your flight you'll need to fill out a **medical clearance form**. If your assistive device is approved for use on board, it will be carried in addition to your carry-on baggage allowance.

Electric assistive devices can't be used on board any Jetstar flights.

You must be able to use your assistive device on your own or travel with an accompanying passenger or carer who can help you.

If you don't need to use your assistive device during the flight, it'll be carried as checked baggage at no extra cost, but it will count towards your carry-on baggage allowance.

We take all reasonable care with mobility aids and assistive devices, but please note our liability is limited for any damage caused during transit. You're responsible for getting insurance cover for your mobility aid or assistive device. For further information, check our Conditions of Carriage.

### Mobility aids and assistive devices - US flights only

On flights to and from the US, if you need a **mobility aid** or **assistive device**, you can travel with an unlimited number of these devices as checked baggage and they don't count towards your checked baggage allowance.

### Medical clearance

If you need to use your battery-powered assistive device during your flight you'll need to complete a **Medical Clearance Form**. A medical clearance must be obtained by the deadline on the relevant form:



- [Jetstar Airways \(JQ\) Medical Clearance Form \(PDF, 0.2MB\)](#)
- [Jetstar Asia \(3K\) Medical Clearance Form \(PDF, 0.1MB\)](#)
- [Jetstar Japan \(GK\) Medical Clearance Form \(PDF, 0.2MB\)](#)

### Dangerous goods approval

If you're travelling with a mobility aid or an assistive device you may need to obtain dangerous goods approval before you arrive at the airport. See our [Dangerous goods page](#) for more information.

Please note: self-balancing boards (eg hoverboards) can't be carried on any Jetstar flight.

After you book, your specific assistance information will be on your itinerary. If we've missed anything, [Contact us](#).

All Mobility Aids and Assistive devices that need to be checked in must fit within the below maximum dimensions:

- A320, A321 and A321LR aircraft are 1m (height) x 1.4m (width) x 1.4m (length)
- 787 aircraft are 1.6m (height) x 1.5m (width) x 1.5m (length)

Please note the following:

⇒ We recommend that customers travelling with a mobility aid or assistive device arrive:

#### At check-in:

- 90 minutes before departure for flights leaving from a Domestic Terminal; and
- 2 hours before departure for flights leaving from an International Terminal.

#### At the departure gate:

- 40 minutes before departure for flights leaving from Domestic or International Terminals.

⇒ We allow you to check-in mobility aids and assistive devices required for your use free of charge provided that:

- ⇒ each piece does not exceed 32kg, except mobility equipment which can travel in the upright position in the free wheel mode (for example, electric wheelchair);
- ⇒ items above 32kg which cannot travel in the upright position in free wheel mode must be carried as freight at standard freight rates;
- ⇒ only one motorised/electric mobility aid may be checked-in as part of this allowance

⇒ You may carry walking canes or crutches on board the aircraft and stow them in the overhead locker.



- ⇒ Walking frames (both collapsible and rigid) must be tagged at check-in and will be checked into the aircraft hold at the boarding gate.
- ⇒ Please see our staff at the airport service or check-in counter to check-in your mobility aid or assistive device free of charge.
- ⇒ **Note: no item may weigh more than 32 kg (except mobility equipment which can travel in the upright position in the free wheel mode (for example, electric wheelchair) or be larger than the dimensions in section 4.2(6) for wheelchairs or section 4.62 for other mobility aids.**

## 4.63 Carriage of travel oxygen

We allow you to carry oxygen as set out above in **section 1.5**.

If you are travelling with your Portable Oxygen Concentrator on-board any JQ coded flight, you must complete and return the [Jetstar Travel Clearance Form](#) **at least 5 business days prior to departure**.

If you are travelling with your supplied oxygen cylinder on a JQ coded flight operated by a A320, A321 or A321LR aircraft, you must complete and return the [Jetstar Travel Clearance Form](#) **at least 5 business days prior to departure**.

We recommend that if you are travelling with travel oxygen that you arrive:

### **At check-in:**

- 90 minutes before departure for flights leaving from a Domestic Terminal; and
- Two hours before departure for flights leaving from an International Terminal.

### **At the departure gate for boarding:**

- 40 minutes before departure for flights leaving from Domestic or International Terminals.

### **1: Travel Oxygen Cylinder on A320, A321 and A321LR aircraft**

- ⇒ You are permitted to supply your own oxygen if it conforms to the following specifications.
  - The oxygen cylinders must be supplied by BOC, Air Liquide, Supagas or Coregas;
  - A 'C' size cylinder is the maximum size permitted;
  - All equipment must be supplied by you (i.e. oxygen, regulator, mask or nasal cannula);
  - You, or your assistant or carer, are responsible for the onboard control of the oxygen;
  - A completed and approved [Jetstar Travel Clearance Form](#) will be required at check-in;
  - You will be responsible for the return of all equipment to BOC, Air Liquide, Supagas or Coregas



- You are responsible for ensuring that you have sufficient oxygen available (including reserves) for the duration of your journey and any onward travel, taking into consideration the possible impact of any delays (including a diversion);
- You must comply with our [Independent Traveller requirements](#); and
- If you are connecting to or from a flight operated by another carrier (other than with our airline), you must contact the other carrier to organise travel clearance.

**Note: Please note that Jetstar does not provide oxygen any of our aircraft.**

## 2: Carriage of Portable Oxygen Concentrators

- ⇒ Portable oxygen concentrators may be carried pending prior approval by us.
- ⇒ If you wish to carry a portable oxygen concentrator you must complete a [Jetstar Travel Clearance Form](#) and return it to us for approval **at least 5 business days prior to the booked flight**.
- ⇒ Details of the type of concentrator that you wish to carry should be provided in Jetstar Travel Clearance Form.
- ⇒ If you have any questions with regard to carriage of oxygen concentrators, please call Qantas Aviation Medical Services on (02) 9691 7645, who administer approval of oxygen concentrators on Jetstar's behalf.
- ⇒ Jetstar approves the carriage & use of Portable Oxygen Concentrators (POCs) on Jetstar aircraft provided the equipment meets the following requirements:
  1. Authorised for aircraft on-board use by the FAA, or
  2. Permitted on-board an aircraft by the IATA Dangerous Goods Manual, or
  3. Permitted by CASA Australia via the Dangerous Goods information listed on their website.
- ⇒ FAA (Federal Aviation Administration) approved POCs are listed on their website: [http://www.faa.gov/about/initiatives/cabin\\_safety/portable\\_oxygen/](http://www.faa.gov/about/initiatives/cabin_safety/portable_oxygen/)
- ⇒ CASA (Civil Aviation Safety Authority) approved POCs are listed on their website: [http://www.casa.gov.au/scripts/nc.dll?WCMS:STANDARD::pc=PC\\_100584](http://www.casa.gov.au/scripts/nc.dll?WCMS:STANDARD::pc=PC_100584)



## 5. Guide or Assistant Dogs

### 5.60 Guide or assistant dogs and accreditation

- ⇒ If you are travelling with a guide or assistant dog whose accreditation falls within **(a)** or **(b)** below, you can book your flights through [www.jetstar.com](http://www.jetstar.com) or by telephoning us on 131 538. You must provide appropriate and current guide or assistant dog ID cards or documentation at check-in.
- ⇒ If you have booked through [www.jetstar.com](http://www.jetstar.com), please check your itinerary carefully to ensure that your guide or assistant dog request has been recorded.
- ⇒ If you are travelling with a guide or assistant dog which falls within category **(c)** below (i.e. the dog does not fall within **(a)** or **(b)** below), you can book your flights through [www.jetstar.com](http://www.jetstar.com) or by telephoning us on 131 538. However, you **must** telephone us on 131 538 to complete the necessary application form in order to seek clearance for the transport of your guide or assistant dog in the aircraft cabin.

Categories of guide or assistant dogs:

- (a) Guide Dogs as accredited by a relevant guide dog association (for example, Guide Dogs Victoria, Guide Dog Assoc of NSW & ACT and Seeing Eye Dogs Australia) and Hearing Dogs as accredited by a relevant hearing dog association (eg Lions Hearing Dogs Inc);
- (b) A guide or assistant dog accredited by any of the following associations:
  - i. Canine Helpers for the Disabled, Inc. (formerly Animal Assisted Therapy Australia, Inc);
  - ii. Assistance Dogs Australia;
  - iii. Association of Australian Service Dogs;
  - iv. Australian Support Dogs Inc;
  - v. Associations accredited by Assistance Dogs International (<https://assistancedogsinternational.org>) where the dog has not been trained in Australia.
- (c) Any other guide or assistant dog which is trained to assist a person with a disability (to alleviate the disability) and trained to meet standards of hygiene and behaviour that is appropriate for an animal in an aircraft cabin. These dogs may only be carried in the aircraft cabin if clearance has been given in response to an application made to our airline (see above). This application must be submitted to us **at least 14 days** prior to travel and application forms are available on our [Specific Assistance](#) page on [www.jetstar.com](http://www.jetstar.com). You'll need to submit your application at least 7 days before you travel if travelling to or from the US.



We do not have the ability to carry any other animals other than those listed above. We do not carry any animals in the aircraft hold, as we do not have pressurised cargo facilities.

## 5.61 At the airport

- ⇒ Guide or assistant dog accreditation from the relevant body listed above or approval letter obtained from us must be shown to our staff at the check-in desk;
- ⇒ Upon request, our staff will be available to assist in helping you from check-in to the boarding gate and will assist with boarding and disembarking procedures and will also be available to assist you to the baggage carousel. However, during busy periods you may face delays before assistance can be provided.
- ⇒ You and your guide or assistant dog will be pre-boarded onto the aircraft to allow time for your guide or assistant dog to be correctly seated on the moisture absorbent mat.

## 5.62 In-flight

- ⇒ We do not have a limit for customers travelling with a guide or assistant dog on each flight;
- ⇒ In Economy, you will be provided with an adjacent seat at no extra charge. Your guide or assistant dog is to be seated in front of the adjacent seat;
- ⇒ Customers who purchase a Business Class (StarClass) ticket will not be supplied with an adjacent seat, as there is sufficient room for the guide or assistant dog at the customer's feet;
- ⇒ The guide or assistant dog will be seated on a moisture absorbent mat and restrained to prevent movement from the mat;
- ⇒ Wherever possible, we will attempt to seat you and your guide or assistant dog in rows 2 to 5 on the starboard (right) of A320, A321 and A321LR aircraft, and Row 1 (for Business Class customers), and Rows 24, 25 and 26 (for Economy Class customers) for 787 aircraft.

### Safety considerations

- ⇒ For Guide Dogs and Hearing Dogs, it is a CASA requirement that the dog must not be carried if carrying the animal would be likely to affect a person on the aircraft in a way that may affect adversely the safety of the aircraft;
- ⇒ If an application has been made for an assistant dog to travel in the cabin of an aircraft, and an approval has been granted, and there is any issue with the assistant dog during flight for any reason (including, but not limited, to any issue that compromises or threatens to compromise cabin safety), we can refuse any future request by you for the same assistant dog to accompany you in the cabin of the aircraft on future flights;
- ⇒ We will also take any action necessary to ensure the safety of the aircraft (including in circumstances where a guide or assistant dog is behaving in an uncontrollable, aggressive and/or dangerous manner).



### Final Pilot in Command Approval

- ⇒ For all assistant dogs other than Guide Dogs and Hearing Dogs, the pilot in command will make the final decision as to whether the assistant dog is carried or not. In agreeing that the assistant dog can be carried, the pilot in command may impose any further conditions that he or she requires in the interests of safety.

## 5.63 International flights

- ⇒ When travelling internationally, you should check restrictions and regulations concerning the uplift, transit, disembarkation, inoculation and quarantine of your guide or assistant dog.
- ⇒ Please note, you must ensure correct documentation (such as inoculation certificates and entry permits) is available for your guide or assistant dog to depart the country of origin, to be accepted into the country of arrival and re-enter the country of origin (if required). All documentation should be carried in your carry on baggage at all times;
- ⇒ Quarantine information regarding Australian quarantine regulations can be found on the [AQIS](#) website. For all other countries, refer to the local authority.
- ⇒ Please note that Jetstar will not accept liability if your guide or assistant dog is not approved for quarantine clearance at the destination or when entering Australia;
- ⇒ If the aircraft is diverted to a 'non approved' country as defined by [AQIS](#) or the equivalent organisation, we will assist wherever possible. However, if the animal is no longer approved for quarantine clearance at the destination or when entering Australia, we will not accept liability for this outcome.

## 5.64 If a guide or assistant dog is not approved for travel in the aircraft cabin

If a guide or assistant dog is not approved for travel in the aircraft cabin, the guide or assistant dog cannot travel with us and you will need to make alternative arrangements. You can contact third party operators such as [Australian Air Express](#) or [JetPets](#) for further information about carriage of non-approved guide or assistant dogs or pets.





## 6. Access to, and Onboard Aircraft

Our airline has procedures in place to ensure customers with specific needs have access to, and onboard, our aircraft. Our staff receive training in assisting customers with specific needs.

### 6.60 Boarding

- ⇒ Customers with specific needs are recommended to arrive at the departure gate **40 minutes before departure** for flights leaving from Domestic or International Terminals.
- ⇒ We will use our aisle wheelchairs to board you from the gate to the aircraft seat. Our approved transfer method is to use the slide board to transfer you using a wheelchair. The slide board is supplied by us and our staff will undertake this transfer, although you may also require the assistance of your assistant or carer(s).
- ⇒ You may prefer to use a sling and may bring on board our aircraft your own slings and your assistant or carer can undertake the transfer from a wheelchair to a seat using the sling. Our ground staff will offer reasonable assistance to you and your assistant or carer(s) using the sling as a transfer method (for example, moving pressure cushions). However, the use of a sling is not a method approved by our airline and our staff are not able to undertake transfers using a sling.
- ⇒ Where an aerobridge is not available for boarding, we will use a High Lift Device for boarding and disembarkation (where available).

### 6.61 Pre flight safety briefings, announcements and accessibility

- ⇒ You must be able communicate that you have understood the safety instructions/briefings and emergency instructions of our crew. If you cannot do so, you are required to travel with an assistant/carers (for more information refer to section **1.8**).
- ⇒ We provide specific pre-flight safety instructions for customers who are Deaf, hearing impaired, blind or vision impaired, have an intellectual disability or travel with a guide or assistant dog. Our staff have been trained in the provision of these briefings;
- ⇒ During the flight, safety announcements will be communicated to you and/or to your assistant or carer(s) if such communication is necessary;
- ⇒ We have the facility to store certain mobility aids (such as canes, crutches and walking sticks) in the overhead locker (where possible);
- ⇒ Safety briefing captions are available on our drop-down screens on flights serviced by 787 aircraft. On A320, A321 and A321LR aircraft, cabin crew are responsible for safety briefings as these aircraft do not have drop down screens and no video safety briefing is available;
- ⇒ Upon request, our staff can assist you to identify in-flight products (such as meals) and also help with opening of packages for you.



- ⇒ On flights where video on demand units are available for purchase, we generally offer one closed caption film.

## 6.62 Access to onboard toilet facilities

### 787 Aircraft

- ⇒ Our 787 aircraft, which are wide-body twin-aisle aircraft, have one wheelchair accessible toilet located in the centre of the aircraft behind row 42.
- ⇒ On services operated by 787 aircraft, we offer you the ability to use an on board aisle wheelchair to access the on board toilet facilities. Our staff will assist in transferring you to the toilet door.

**Note: Our staff can only assist you to the toilet door and you are required to self toilet or have an assistant or carer assist with this.**

- ⇒ All toilets on our aircraft are fitted with handrails.

### A320, A321 and A321LR Aircraft

- ⇒ Our A320, A321 and A321LR aircraft, which are narrow-body single-aisle aircraft, do not have an accessible toilet due to the size restrictions on the aircraft.
- ⇒ On-board aisle wheelchairs are not available.



## 7. Direct Assistance

### 7.60 Direct assistance for customers

Jetstar uses its best endeavours to provide direct assistance to our customers with specific needs within our operational restrictions including:

- ⇒ assistance with check-in;
- ⇒ assistance in proceeding to the gate at the correct time for pre-boarding;
- ⇒ assistance through border processes (when you are flying internationally);
- ⇒ assistance in boarding and disembarking;
- ⇒ assistance with stowing and retrieving baggage on the aircraft;
- ⇒ assistance with moving to and from the aircraft toilet door on 787 services;
- ⇒ assistance with proceeding to our airline's baggage claim area;
- ⇒ transferring a person between the person's own mobility aid and a mobility aid provided by our airline;
- ⇒ transferring a person between a mobility aid and the person's seat on the aircraft;
- ⇒ assistance with identifying and opening meal packaging;
- ⇒ inquiring periodically during a flight about a person's needs;
- ⇒ briefing customers with specific needs and your companion(s)/assistant(s)/carer(s) on emergency procedures and the layout of the aircraft cabin;
- ⇒ assistance in the retrieval of baggage; and
- ⇒ assistance in transfer to a connecting Jetstar flight or Qantas flight that is included in the same flight itinerary.

For more detail in relation to the assistance provided, please refer to the relevant section of the Facilitation Plan.

### 7.61 Delays and cancellations

During delays and cancellations, you are recommended to remain at our check-in desks or at the boarding gate (wherever the delay is notified) and make yourself known to our staff. A staff member will be available to provide updates upon request, subject to staff availability.

### 7.62 Transport within the airport

We provide wheelchairs within the terminal but do not provide any people movers or electric buggies for customer use within the airports.



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## 8. Service Delivery

### 8.60 Staff training

Jetstar check-in and cabin crew staff undertake detailed training to assist customers with specific needs.

### 8.61 Consultation

In order for us to keep informed of the needs of customers with specific needs and to keep improving, we consult with the following groups/forums:

- ⇒ the Federal Government's Aviation Access Working Group; and
- ⇒ Disability Access Australia.

### 8.62 Performance monitoring

We conduct performance monitoring of our specific needs processes by undertaking the following actions:

- ⇒ ongoing re-training of staff; and
- ⇒ ongoing safety audits of our equipment, sites and contractors.

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## 9. Communication Strategies

### 9.60 Further information

Further information on our specific needs policies can be obtained from the [Specific Assistance page](#) on [www.jetstar.com](http://www.jetstar.com) or by contacting the [Jetstar Customer Care Team](#).

### 9.61 Queries and Feedback

We value our customers' feedback. You can tell us about an experience (positive or negative) with our airline by contacting Jetstar's Contact Centre 7 days a week between 6am and 10pm AEST on 131 538 or via the Live Chat on [jetstar.com](http://jetstar.com).

Jetstar has a dedicated Contact Centre team to assist customers with specific assistance queries.

If you require further information about the assistance provided by Jetstar or wish to discuss your specific needs, the dedicated specific assistance team can contact you within 24 hours of your initial contact with our Live Chat or Telephone Reservations teams or on the next business day between 8am to 5pm AEST on Monday to Friday.

Please provide as much detail as you can at this time as this can decrease the time taken for us to provide a response.



## 9.62 Complaints

We value customer feedback. There are several contact channels available to our customers to discuss their concerns with us in a way that is most suitable for the customer's particular situation.

In order to contact our Customer Care team with your concerns, please visit our [Contact us](#) web page or call us on 131 538.

We understand that receiving a prompt response when a customer has made a complaint is important. For that reason, we commit to send you a dated acknowledgement of your written complaint within 24 hours of the receipt of the complaint by our Customer Care team, and respond within 15 business days of our receipt of your correspondence. For more information see the [Jetstar Customer Guarantee](#).

We have a dedicated department that responds to complaints from customers with specific needs.

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## 10. Expected Improvements

We are committed to reviewing and constantly improving the way we cater for customers with specific needs.

Our most up to date specific needs policy can be found on our [Limited Specific Assistance](#) page on [www.jetstar.com](http://www.jetstar.com).

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## 11. General

This Facilitation Plan is provided for information purposes only and does not form part of a customer's conditions of carriage nor the terms and conditions on which our services are provided.

The Facilitation Plan provides a summary of our general approach to the matters set out in the Facilitation Plan. Our ability to provide the special assistance described in this Facilitation Plan is subject to its operational requirements and we do not guarantee that each arrangement contemplated in the Facilitation Plan will be available in all circumstances.

The Facilitation Plan may be varied or replaced from time to time. Please check that you are referring to the most recent edition of the Facilitation Plan.

This Facilitation Plan has been prepared taking into account our obligations under the Disability Discrimination Act 1992 (Cth), relevant Disability Standards including the Disability Standards for Accessible Public Transport 2002 (Cth) and the Civil Aviation Act 1988 (Cth), Civil Aviation (Carrier's Liability) Act 1959 (Cth), Civil Aviation Regulations 1988 (Cth) and Civil Aviation Safety Regulations 1998 (Cth)



This Facilitation Plan has been prepared following consultation with the Australian Human Rights Commission and the Department of Infrastructure and Transport.