DOCUMENTI UFFICIALI

PASSEGGERI

Politica di assistenza speciale

Testo della Politica di assistenza speciale di Air Corporate in formato accessibile: passeggeri con disabilità o mobilità ridotta, neonati e minori non accompagnati, gestanti e altre categorie speciali. Il documento è redatto in lingua inglese.

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AGGIORNAMENTO

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Information notice to air passengers

This information notice aims at allowing special categories of passengers to travel by air under conditions equivalent to those granted to passengers not belonging to such categories, while guaranteeing full compliance with all flight-related safety requirements for passengers and personnel.

To allow special categories of passengers the possibility to travel under the same conditions granted to other passengers, assistance may be provided by means of flight personnel, ground support personnel and, where applicable, a cabin assistant, together with all necessary equipment in order to meet their specific needs.

1. Special categories of passengers (SCPs)

As provided for in EU Regulation 965/2012, any persons requiring special conditions, assistance and/or equipment when carried on board are labelled as SCPs (Special Categories of Passengers).

SCPs include:

1. Persons with reduced mobility (PRMs) who, without prejudice to Regulation (EC) No 1107/2006, are understood to be any person whose mobility is reduced due to any physical disability, sensory or locomotory, permanent or temporary, intellectual disability or impairment, any other cause of disability, or age.
2. Infants and unaccompanied children; and
3. Deportees, inadmissible passengers, or prisoners in custody.

In addition to the above-mentioned SCPs, Air Corporate includes in the same category also:

4. Pregnant women.

SCPs shall be carried under conditions that guarantee safety of the aircraft and its passengers pursuant to procedures established by Air Corporate.

SCPs shall not be allocated, nor occupy, seats that permit direct access to emergency exits or where their presence could:

(1) impede crew members in their duties; or

(2) obstruct access to emergency equipment; or

(3) impede the emergency evacuation of the aircraft.

2. PRM – Disabled persons and persons with reduced mobility

2.1. PRIOR COMMUNICATION TO AIR CORPORATE

When a passenger is included in the PRM category as provided for in Section 1, the request may be notified to Air Corporate through the official communication channel during the reservation process. Air Corporate may request all information and documentation needed to provide the most suitable assistance.

Such request shall be notified to Air Corporate at least 48 hours before the requested flight, by providing the kind of disability or assistance needed, in order to organise the appropriate service.

2.2. DEFINITION OF PRMS

PRMs are defined as “persons with disability or reduced mobility” as well as “passengers with disability or reduced mobility”.

In this information notice, PRMs are any person(s) whose mobility is reduced during carriage, due to any physical disability, sensory or locomotory, permanent or temporary, intellectual disability or impairment, any other cause of disability, or age; such conditions require adequate attention and adaptations to the service provided to all passengers to meet the specific needs of such person(s).

The above-mentioned definition is focused on the specific needs of the passenger due to his/her disability or reduced mobility. Such condition cannot be equivalent to a disease; therefore, it shall not require medical or equivalent evidence as a general rule.

2.3. DEROGATION, SPECIAL CONDITIONS AND INFORMATION

Under Article 4 of EC Regulation No 1107/2006, Air Corporate may refuse to accept a reservation of a PRM passenger only in the following cases:

1. To meet applicable safety requirements established by International, Community or national regulations.
2. If the size of the aircraft or its doors makes the embarkation or carriage of that disabled person or person with reduced mobility physically impossible.

To meet safety requirements, Air Corporate may require that a disabled person or person with reduced mobility be accompanied by another person who can provide the assistance required by that person.

2.4. AUTONOMY AND NEED FOR ACCOMPANYING PERSONS

An accompanying person can be required when PRMs are not able to perform the following actions independently:

- Breathe: PRM needs additional oxygen.
- Lift: PRM cannot move from his/her wheelchair to his/her seat.
- Communicate: PRM cannot communicate with crew members and cannot understand their announcements/instructions.

- Take medicines: PRM cannot take his/her medicines or medical treatment.

Any PRM shall need an adult accompanying person; he/she may travel alone only in case no accompanying person is required.

To travel without accompanying persons, PRMs shall be able to:

- Unfasten their safety belt.
- Retrieve and wear their life jackets.
- Understand safety instructions and follow information of any kind.

All non-independent passengers, blind or deaf, shall have an accompanying person who can meet their needs during all stages of the journey, particularly during the pre-flight safety briefing and in case of emergency during the flight, taking into account the passenger condition, the aircraft type/configuration and, where applicable, the presence of a cabin assistant.

Air Corporate may define the applicable operational and commercial conditions for any required accompanying person during the booking and assessment process.

2.5. MEDICAL CLEARANCE

The above-mentioned definition of PRMs is based on the specific assistance needed due to reduced mobility.

Disability and reduced mobility are not compared to any forms of illness.

Pursuant to the applicable European interpretative guidance, PRMs are not required to provide evidence (medical or any other kind) to legitimise such request as a general rule.

Air Corporate shall not require such evidence as a preliminary requisite to sell tickets or for carriage purposes in ordinary PRM cases.

Nevertheless, in any situation in which a passenger's medical condition may raise reasonable doubt about the possibility of a safe flight without any assistance, Air Corporate may assess the feasibility of the passenger embarking for a flight and may require a medical clearance to support such assessment.

As provided for in IATA Resolution 700, medical clearance is always required in case the carrier, or a delegate, is informed that a passenger:

- suffers from any contagious disease;
- suffers from diseases or disability which could hurt the welfare and comfort of other passengers and/or crew members;
- can be a potential hazard to the safety of the flight (including the possibility of a diversion of the flight and unscheduled landing);
- would require medical attention and/or special equipment to maintain their health during the flight; or
- might have their medical condition aggravated during or because of the flight.

2.6. AIR CORPORATE'S SAFETY POLICY

Pursuant to EC Regulation 1107/2006, Air Corporate may refuse to accept a reservation from or to embark a PRM passenger only for safety-related reasons.

Pursuant to EU Regulation 965/2012, the maximum number of PRMs allowed on a flight depends on variables including aircraft type and configuration, the number of passengers with no reduced mobility that can be embarked, and the kind of reduced mobility of PRMs.

In compliance with the safety standards required, Air Corporate restricts the number of PRMs on board as follows:

MAXIMUM NUMBER OF PRMS ON BOARD

TYPE OF AIRCRAFT	PRM PAX MAX N°	ACCOMPANYING PERSONS
Global 6500 / H160	3 PRM max	1 accompanying person per PRM
CL3500 / H145	2 PRM max	1 accompanying person per PRM
PC24 / EC 130	1 PRM max	1 accompanying person

2.7. RIGHTS OF PRMS IN CASE OF DENIED RESERVATION OR CARRIAGE

Pursuant to Article 8 of EC Regulation 261/2004, in case a PRM passenger is not allowed to embark due to his/her reduced mobility, he/she and his/her accompanying person have the right to choose between reimbursement of their tickets (and a return flight in case of multiple stopovers) or an alternative flight. The right to choose a return or alternative flight is guaranteed only in case safety requirements are met.

In case Air Corporate implements any derogation for safety reasons, it shall notify such decision to the passenger by providing the reasons for refusal.

2.8. DEFINITION OF POINTS OF ARRIVAL AND DEPARTURE

To guarantee that PRMs can access air carriage services and are given adequate assistance, Air Corporate guarantees:

- PRMs departing are assisted from the designated point of departure, terminal, handling point or other agreed assistance point to the reserved seat on the aircraft;
- PRMs arriving are assisted from the reserved seat on the aircraft to the designated point of arrival, terminal, handling point or other agreed assistance point.

2.9. COMMUNICATION OF INFORMATION

Air Corporate shall take all reasonable measures to simplify the request for assistance.

In order to provide PRMs with such services, Air Corporate may request further information such as:

- kind of assistance and further information (in particular about accompanying persons, luggage and the indication of points of departure and arrival for which assistance is needed);
- description of possible mobility aids (quantity, model, dimensions, weight, type of battery, instruction manual);
- description of possible medical equipment and passengers' autonomy to use them independently;
- assistance dog; upon Air Corporate request, passengers may be accompanied by an assistance dog pursuant to Air Corporate carriage policy regarding domestic animals.

2.10. CATEGORIES OF PASSENGERS NEEDING ASSISTANCE

In order to adapt the kind of assistance to PRMs, Air Corporate provides a unified definition of the different categories of passengers needing assistance, pursuant to ECAC Doc. 30, Section 5.

CATEGORIES OF PASSENGERS NEEDING ASSISTANCE (ECAC DOC. 30)

CODIFICATION	CLASSIFICATION
WCHR	Passengers who can walk and run steps up or down and move in the aircraft cabin though needing a wheelchair or other equipment to move between the aircraft and the terminal/handling point as well as through the terminal/handling area.
WCHS*	Passengers who can walk in the aircraft cabin independently, but require assistance up/down aircraft steps and require a wheelchair or other equipment to move between the aircraft and the terminal/handling point and through the terminal/handling area.
WCHC	Passengers totally immobilised, who can move only by using wheelchairs or other equipment, requiring assistance from the point of arrival/departure to the termination of the flight, as well as to leave the arrival point.
BLND	Blind or visually impaired passenger.
DEAF	Deaf or hard of hearing passengers, or deaf and dumb passengers.
DEAF/BLND	Passengers with visual and hearing impairment, requiring the assistance of an accompanying person to move.
DPNA	Self-reliant passengers with an intellectual disability who require assistance.
UNC	Unaccompanied minors.
DPRT/INAD/PRIS	Deportees / Inadmissible Passengers / Prisoners in custody.
PREG	Pregnant woman (4/32 weeks).

*WCHS passengers are admitted aboard Air Corporate flights only with accompanying persons, since the passenger condition and the operational characteristics of the relevant aircraft may prevent the carrier from guaranteeing adequate assistance in case of emergencies, taking into account the presence, where applicable, of a cabin assistant.

2.11. PERSONAL WHEELCHAIRS OR MOBILITY AIDS

It is possible to carry mobility aids or a personal wheelchair aboard free of charge. Wheelchairs shall be foldable and shall be checked as baggage in an approved baggage compartment or other approved stowage location.

Nevertheless, a 48-hour prior notification is required to provide further description of the wheelchair or mobility aid (dimensions, weight, batteries if any, etc.) and to verify the possibility of carrying such equipment aboard and its compatibility with restricted and allowed items or hazardous goods. Such information follows ENAC/IATA regulations, as described in the applicable information notice to air passengers and Air Corporate policies.

3. Infants and unaccompanied minors

Infants and unaccompanied minors are classified as SCPs.

Infants and unaccompanied minors shall be carried under conditions that guarantee safety of the aircraft and its passengers under procedures established by Air Corporate.

Infants and unaccompanied minors shall not be allocated, nor occupy, seats that permit direct access to emergency exits or where their presence could:

(1) impede crew members in their duties; or

(2) obstruct access to emergency equipment; or

(3) impede the emergency evacuation of the aircraft.

3.1. INFANTS

Carriage of infants is allowed only if adults have parental responsibility or custody of such infants.

Infants shall sit in the same seat as their parents/trustees using specific infant seatbelts provided by Air Corporate.

3.2. UNACCOMPANIED MINORS

Unaccompanied minors can be boarded on Air Corporate flights only upon the following requisites.

When a passenger is included in the category of "unaccompanied minors", adults having parental responsibility or custody of such minor can inform Air Corporate during the reservation process through the official communication channel. Air Corporate shall request all information and documentation needed to provide the most suitable assistance.

To be processed properly, such request shall be notified with a 48-hour prior notification, including a waiver of responsibility signed by an adult having parental responsibility or custody of the minor.

Air Corporate shall provide adequate assistance to help unaccompanied minors in the following operations:

- Unfasten their safety belt.
- Retrieve and wear their life jackets.
- Understand safety instructions and follow information of any kind.
- Assist unaccompanied minors during all ground and in-flight operations (in ordinary and emergency conditions).

Note: additional fares (to be agreed upon reservation) could be applied for unaccompanied minors.

4. Deportees, inadmissible passengers; prisoners in custody

Deportees, inadmissible passengers or prisoners in custody are classified as SCPs.

This category includes:

(1) deportee passengers who have been allowed a legal stay in a country for a definite period of time;

(2) inadmissible passengers who are considered non-admissible for a legal entrance into a country at their arrival;

(3) prisoners in custody who are detained by designated Police forces / Armed forces.

Such passengers shall be carried under conditions that guarantee safety of the aircraft and its passengers pursuant to procedures established by Air Corporate.

SCPs shall not be allocated, nor occupy, seats that permit direct access to emergency exits or where their presence could:

(1) impede crew members in their duties; or

(2) obstruct access to emergency equipment; or

(3) impede the emergency evacuation of the aircraft.

In case a passenger is classified into one of the above-mentioned categories, all procedures provided for by the competent institutions shall be implemented. Furthermore, a designated accompanying person for the specific category of SCP shall be designated for boarding procedures on Air Corporate aircraft.

To be processed, the transport request for this type of passenger must be forwarded to Air Corporate with at least 96 hours notice, necessary to complete all the required practices and procedures.

5. Pregnant women

Pregnant passengers (from the eighth month of pregnancy onward) are not allowed aboard Air Corporate aircraft due to safety reasons and in order to safeguard their health as well as their babies.

When a passenger is included in such category, she can inform Air Corporate during the reservation process through the official communication channel. Air Corporate shall request all information and documentation needed to provide the most suitable assistance.

To be processed properly, such request shall be notified with a 48-hour prior notification, including a waiver of responsibility signed by the pregnant passenger.

A medical clearance issued within 7 (seven) days before the date of departure is needed in the following cases:

- high-risk pregnancy;

- pregnancy with related complications;
- multiple pregnancies (twins, multiple births);
- doubts about the expected delivery date and gestation time;
- risk of miscarriage.

In case notifications are not provided in due time, Air Corporate shall not be responsible for any complications deriving from non-notification of the above-mentioned conditions.

In case of failure to report passengers subject to special assistance, Air Corporate reserves the right to refuse their boarding.

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