

Special Assistance Request Form

In order for us to understand your needs and to determine whether we can assist, please complete the below and email back to us: tickets@cemair.co.za

Please note that extra charges may be levied for extra services rendered.

CEMAIR COMPANY POLICY:

(1) Only one unaccompanied minor may be carried on any one flight

(2) An able-bodied assistant shall accompany a passenger with a disability who cannot assist himself or herself, and such assistant shall be assigned with the responsibility of the safety of such passenger.

Name and Surname of passenger: _____

Passenger Reference Number: _____

Cell Phone Number: _____

Flight Number: 5Z _____ Date: _____

5Z _____ Date: _____

Please select one of the following options:

- MAAS - Meet and assist – requires assistance to and from the aircraft, but no wheelchair required.
- WHCR - Require wheelchair to/from the aircraft, but can walk up and down stairs. (6 stairs in total)

Passengers who are NOT able bodied (Limited per Aircraft)

- WHCS - Wheelchair to and from Aircraft and assistance up/down the stairs
- WCHC (**PAU**) - Wheelchair to and from the aircraft up/down the stairs and in cabin
- Please indicate whether you have a visual or hearing impediment:

Yes
No

No
Yes
- BLIND – Please advise if you have a service animal?

Yes
No

No
Yes
- DEAF

Please specify the reason for the special request? (Elderly, sick, accident, young guest, quadriplegic, etc.)

Age of Guest (years) _____

- Are you able to walk up/down the stairs without assistance? Yes No
- Are you able to walk long distances? Yes No
- Are you able to manage in the cabin unaided? Yes No
- Are you able to sit unaided for the duration of the flight? Yes No
- Are you able to control bowels/bladder? Yes No
- Are you registered with any Disability organisation i.e. NCPPDSA Yes No

No battery operated mobility aids weighing more than 32kg (inclusive of battery) will be accepted

Other important information:

For any questions please contact us on 0861 CemAir (0861 236247) or +27 11 390 1110

Date: _____

Signature: _____