

WHEELCHAIRS REQUEST PROCEDURES ON SAUDIA AIRCRAFT

| Date | Reference number | Implementation date |
|---------------|------------------|---------------------|
| 02 April 2018 | 201804021 | 03 April 2018 |

Introduction :-

Based on IATA's decision and recommendation No. (R700/RP1700) on the acceptance and transportation of Passengers Requiring Special Assistance, which aims to pay careful attention to this important category of passengers and give them their rights and facilitate their travel procedures by airlines and airports. Accordingly, the numbers of wheelchairs and their acceptance procedures on Saudia aircrafts have been modified.

Scoop application :

- All domestic and international flights.

Passengers requiring special assistance:

1. Blind passengers (BLND).
2. Deaf passengers (DEAF).
3. Disabled passengers who need assistance (DPNA).
4. Service of receiving and assistance (MAAS).
5. Passengers with special needs (SP).

Conditions :

1. The passenger must request the service in advance during the booking process.
2. Service must be added to the booking record (SSR) according to wheelchair type (AIRIMP CODE).
3. Arriving at the airport 2 hours before the domestic flight departure and 3 hours before the international flight departure.
4. Escort must be provided with the passenger on wheelchair with category (WCHC) to help passenger during flight and evacuation from aircraft.
5. If the passenger has health problems, a medical report must be provided indicating that the passenger is able to travel.
6. The validity of the medical report is (10) days from the date of issue.
7. Passenger with special needs cannot be seated next to the aircraft emergency exits.
8. Passenger requesting wheelchair servicing of category (WCHC) and his companion must be seated in

If you have any questions or comments on this Bulletin, please contact:

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تعتبر هذه النشرة ملزمة التطبيق، وهي خاصة بالتوزيع إلى مقدمي خدمات السفر والسياحة فقط ويمنع منعاً باتاً نشرها أو تداولها خارج إطار مقدم الخدمة. وفي حال عدم التقيد بذلك سيتعرض مقدم الخدمة للمساءلة القانونية.

adjacent seats.

9. The category required for wheelchairs must be adhered according to the motor disability case of the passenger, And not to request a random category for a security and safety reasons.

Wheelchair types:-

1. Wheelchair (WCHC) - C means CABIN

Used for passenger who needs the wheelchair in his movements in the airport ramp, terminal, entering the aircraft or walk inside the aircraft.

2. Wheelchair (WCHS) – S means STEPS

Used for passenger needs a wheelchair to climb the steps but he can walk inside the cabin from the door of the aircraft to his seat.

3. Wheelchair (WCHR) R means RAMP

The passenger needs a wheelchair to use inside the lounge and the ramp only and can board the aircraft and get off as well as walk to his seat. Therefore, there is no specified number for this type of wheelchairs, service can be request during the reservation or at the airport by availability.

Number of Wheelchairs and Stretchers:-

- The table below shows the number of wheelchairs and stretchers with categories (WAHC), (WAHS), (WAHR) on SAUDIA aircraft.

| Aircraft type | NO. OF STRETCHER | NO. OF (WCHC) | NO. OF (WCHS) | NO. OF (WCHR) |
|---|------------------|---------------|---------------|---------------------|
| B 777-268ER B 777-368ER B 787-9 AB 330-343 | *(1) (0) | (1) **(2) | (10) | No specified Number |
| AB 321-211 AB 320-214 | (0) *(1) | **(1) (0) | (8) | No specified Number |

NOTE: in event of stretcher request the number of wheelchairs will be reduced on the flight.

(*) it means there is stretcher onboard which will decrease the number of wheelchairs category (WCHC).

() it means the actual number of wheelchairs category (WCHC) in case of stretcher not requested.**

- Wheelchairs will be determined automatically in the system when issuing reservation which will be confirmed in case of availability & rejected in case of allowable number exceeded of wheelchairs in the aircraft, starting from date of this bulletin.

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- Staff must make sure there is no previous requests of wheelchairs on the flight before issuing new request for the first year of bulletin applying date (cause system will not read requests created before issuing this bulletin).
- To know the special services requested on flight, use the following entry:

LP/*S(WCHC)/SV265/16MAR

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> LP/*S(WCHC)/SV265/16MAR
**PASSENGER NAME LIST**
LP/*S(WCHC)/SV265/16MAR
JEDIST
001 05FAQIEH/SIRAJ MR RW90JV T HK 13MAR JEDSV08AA
SSR WCHC SV HK1
002 05HELAL/HUDA MRS RW90JV T HK 13MAR JEDSV08AA
SSR WCHC SV HK1
```

Example of a wheelchair entry:

SR WCHR/P1

Acceptance of a group of people with special needs:

- When a group of people with special needs require wheelchairs with category (WCHC) more than the agreed numbers on the airplane, (groups / teams, sports teams, etc.), the service must be booked at least 48 hours prior to the departure date through SAUDIA's Telephone Sales Centers.

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