



# Canada Jetlines



## Accessibility Plan and Feedback Process

### Accessibility

Everyone deserves a great travel experience. We know that accessibility factors into that experience for some passengers and we want to ensure that our accessibility services are easy to understand and access.

This page has links to the programs and services we provide to persons with disabilities. It is also home to our **Accessibility Plan and Feedback Process**. We recommend bookmarking this page for easy access to all things related to our accessibility services.

As a Leisure Carrier, our business model removes another—often ignored—barrier to travel for persons with disabilities: the cost of travel.

We deliver transparent, choice-based pricing and simplified, accessible service to your destination.

Accessibility services, carriage of mobility aids and seating accommodations are free of charge unless specifically noted.

## 1. Contact information for persons with disabilities:

The best way to contact us is through our Canada Jetlines Contact Centre or via email.

**E-mail:** To request a service, email Canada Jetlines at [customercare@jetlines.ca](mailto:customercare@jetlines.ca)

a minimum of 72 hours before your flight and include your:

- Full name
- Reservation code and date of birth
- Phone number, and
- The service you are requesting

Alternatively, you can call our Customer Care Team at:

**Phone:** 1-866-320-8687

Hours of operation (EST) Monday to Friday 6:00am – 9:00pm

\*Dial 7-1-1 using a TTY

We will make a reasonable effort to support last-minute requests, but for the best possible experience, we appreciate advance notice.

For assistance with our website, it is helpful if you tell us the web page and specific issue in your email or call so that we can assist or address the issue.

## 2. General:

As a small carrier and a new entrant in the Canadian aviation market, Canada Jetlines is a Canadian leisure carrier based in Toronto, Canada.

Our Accessibility Plan outlines how we will improve accessibility for our employees and travellers with disabilities.

Canada Jetlines operates as a leisure airline model, operating Airbus A320 aircraft. We deliver safety as our guiding principle, exceptional customer service and low fares to our customers and believe our business model removes another, often ignored, barrier to travel for persons with disabilities: the cost of travel and choice.

## **Our Commitment**

We believe in the core principles outlined in the [Accessible Canada Act](#). Plainly, this means we believe that individuals with disabilities have: an equal right to dignified treatment and barrier-free access to opportunities, freedom of choice, inclusive consideration, and involvement in how we provide a safe working environment and safe air travel.

Our Plan details the work we be doing over the next three years to demonstrate our commitment to our beliefs.

We will employ two primary practices to identify, prevent, and remove barriers, enhancing our efforts to achieve increased accessibility. Specifically, we will focus on:

1. *Collaboration*: Engaging our employees and travelers to understand their needs and fostering a collaborative culture. This includes developing accessible policies, processes, and opportunities for persons with disabilities.
2. *Consideration*: Adopting an accessibility-based perspective in purchases, onboarding, training, and service delivery.

## **Feedback collection**

Our Senior Manager, Human Resources collects our employee feedback, and our Director, Customer Experience and In-Flight Services has been designated to receive feedback from our customers and the public when submitted through the following channels:

Email: [customercare@jetlines.ca](mailto:customercare@jetlines.ca)

Phone: 1-866-320-8687

Mail: Director, Customer Experience, and In-Flight Services = Canada Jetlines  
6299 Airport Road, Suite 601  
Mississauga, Ontario, L4V-1N3  
Canada

We respond to all feedback unless it is submitted anonymously.

## **Alternate Formats**

- Available immediately for download

Regular Print

- Available by mail (using the contact methods above)

Print, large print (allow 10 days)

Audio format and Braille (allow 45 days).

## **Air travel is a relay race**

Picture air travel as a relay race, with Canada Jetlines as a key runner on the team. Other crucial team members include contracted services at the airport, baggage handlers, ground and de-icing crews, and government-led agencies managing air traffic control, customs, and security. Each runner represents a critical piece in this relay. If one runner is missing or doesn't hand over the baton smoothly, the entire relay team might stumble. Teamwork is the key to a successful race, just as collaboration is vital for smooth, safe air travel.

Making air travel more accessible requires extensive teamwork and collaboration. The timing and success of these changes depend on various factors, with safety taking being our priority, followed by considerations of day-to-day operations and costs. We are committed to this effort and are working closely with our partners to ensure the success of this collaborative race.

### 3. Consultations:

Consultations are the first and most important step in the development of any Plan. Canada Jetlines is committed to including the perspectives of people with disabilities in our accessibility planning. We are committed to consulting people with disabilities for all future accessibility plans and all other major projects undertaken by Canada Jetlines.

We will consult members of various disabilities organizations across Canada, and/or an independent accessibility advisory group made up of Canadians with disabilities. All the comments will be considered and informed the creation of the process for this consultation.

Beyond this plan, Canada Jetlines recognizes that consultations need to be ongoing. We are dedicated to building relationships of trust and respect with people who have disabilities to have even more meaningful consultations moving forward.

For future external consultations, we will explore ways to collaborate within the Canadian aviation portfolio and with other aviation departments on areas of common interest.

We commit to continue engagement and consultation throughout the implementation of the plan. This applies to both internally and externally. This will help us improve the accessibility of our organization and our programs and services.

Consultation was made internally looking at current practices and best practices amongst current air carriers and review of the Open Door Organization Market Studies to assist in developing our current Accessibility Plan.

#### **Employee consultation**

Canada Jetlines employees are asked to share their workplace accessibility to identify any barriers encountered in their hiring process, onboarding/orientation and day-to-day work experience.

#### **External consultation**

As a new entrant into the Canadian aviation market, consultation was challenging as many individuals and organizations have not yet flown with us.

To address this, we are planning to engage with the Open Doors Organization and are using the best practices we have found identified in the ODO Market Studies on Travelers with Disabilities. In addition we consult with an individual with disabilities to present a module for our Cabin Crew during their Flight Attendant Initial Training Program.

We will continue our efforts to remove identified barriers and proactively identify and prevent other barriers by:

- Actively seeking feedback from the public, our customers, various organizations, and our employees to establish priority areas.
- Investigating measures such as creating an external accessibility advisory committee or adding a feedback collection point to our itinerary etc.

As part of our consultation efforts, if we receive feedback indicating that a specific policy, program or service is not accessible, we will respond to this feedback, track and assess it and record our decision.

#### **4. Information and communication technologies (ICT):**

We are committed to providing accessible technology. As such, we are hard at work to ensure that our website, applications, and content are accessible to persons with disabilities including users of screen reader technology.

WCAG 2.0 AA conformance is required under both the Canadian Transportation Agency's Removing Communication Barriers for Travellers with Disabilities: Code of Practice and the U.S. Department of Transportation Ruling under 14 CFR Part 382, Non-discrimination on the Basis of Disability in Air Travel.

We are researching an appropriate partner to help test, remediate, and maintain our website in line with WCAG requirements. Annual reviews will help us to identify areas of improvement, and ensure we maintain accessibility as technology evolves. Our website content and any materials we provide in writing will be reviewed to ensure it is in plain language.

We are exploring opportunities to send emails outlining specialized services and pre-travel reminders to individuals with disabilities who have requested accessibility accommodations.

We use pre-recorded announcements whenever possible onboard and in our airport facilities to ensure consistency in speed, language and clear enunciation of information. Flight Information Display Systems at the airport in common use terminal environments provide visual notifications.

We use pre-recorded announcements onboard our aircraft whenever possible to ensure consistency in speed, language and clear enunciation of

information. We will make accessible technologies available for our employees when requested through our accommodation process.

## 5. Communication, other than ICT:

Good communication serves as the cornerstone for any successful interaction. We prioritize effective communication through our training programs, the development of processes and procedures, and ensuring they are easy to find, request and use. This proactive approach aids in identifying, removing, and preventing barriers for both our employees and travellers.

In the creation of new programs or services, and modifying existing ones, accessibility is a key consideration. We extend our commitment to consistency by providing training to our partners.

Our Accessibility Plan is available in print, large print and with a Braille version delivered within the prescribed 45-day timeline. For in-person interactions during check-in, boarding, or onboard, we offer alternative communication options for Travellers as follows:

- Use of a pen and paper for writing out instructions.
- Verbal descriptions of controls at a Traveller's seat, lavatory orientation, and aircraft configuration during individual briefings for persons with disabilities.
- Physical direction assistance through touch or verbal guidance.
- Braille cards for safety related information.
- Personalized briefings pre-flight.

In our dedication to accessibility, we are exploring methods to send emails outlining specialized services and pre-travel reminders to individuals with disabilities who have requested accessibility accommodations. Canada Jetlines will ensure that all members of our personnel who interact with travellers receive training on how to communicate in a language that is informed, respectful and accessible to persons with disabilities.

## 6. Procurement of goods, services and facilities:

We believe having accessible products and services, and ensuring our facilities are accessible begins at the initiation phase. As such, we will be reviewing our current procurement policies and processes and identify ways to make our programs, services and environments more accessible. As contracts are up for renewal, we will look for opportunities to improve accessibility.

We have also developed an accessibility statement that will be added into our project proposals and contracts, detailing the regulatory requirements we must follow. Moving forward, we'll also ask all vendors to provide an accessibility statement in their proposals and contracts.

## 7. Design and delivery of programs and services:

We have every intention of designing and delivering our programs and services so that they are accessible to all travellers.

We have recently reviewed our accessibility documentation for alignment across roles. We will be revising this accessibility content to better align some content and automating the tracking for our employees.

Contractors will be asked to complete the same training for alignment. All accessibility training will be required a minimum of every three-years for frontline contractors. Our inflight team will complete this training annually and our new hire Cabin Crew receive specific training on assisting customers with disabilities.

Additionally, we will make general accessibility training available to our employees who do not generally interact with the public but may interact with other employees who have disabilities.



## 8. Employment:

We are committed to ensuring an accessible workplace and as such:

- We include a notice on job postings that we are an equal opportunity employer.
- We inquire with candidates about accessibility accommodations before any interviews.
- We advise successful candidates that we have accessibility accommodations that are available upon request through their manager.
- Employees may request workplace accommodations through their manager and in conjunction with the Human Resources Team.
- We will be adding language to onboarding documentation and developing hiring manager training regarding our commitment around appropriate accommodations.
- Through our agreement with [Immigration, Refugees and Citizenship Canada](#) (IRCC), we have committed to building a relationship with underrepresented groups, including persons with disabilities.
- Our employees can access our accessible employment practices easily through their manager.
- Employees with a learning disability may request additional accommodations, such as extra time to complete tests during Inflight orientation training.
- We will make accessible technologies available for our employees when requested through our accommodation process.
- We provide accessibility training as required under Canada Labour Code for occupational health and safety.
- We will make accessibility training available to our employees who do not generally interact with the public, as they may interact with other employees who have disabilities.

## 9. Transportation:

As outlined in our Commitment, air travel is a team sport, much like a relay race. Our partners and others in the air transportation network play crucial roles in ensuring a seamless travel experience for all persons with disabilities.

We collaborate closely with our contracted partners, providing training on assisting persons with disabilities throughout the travel process — from check-in, navigating to and from the gate, to boarding or disembarking from the aircraft.

Furthermore, our inflight team is trained to assist persons with disabilities onboard. This includes providing personalized safety briefings, aiding with stowing carry-on baggage, and assisting persons with reduced mobility to and from the lavatory using an onboard wheelchair and ensuring the overall comfort and safety throughout the flight.

We will be working to improve the safe handling of mobility aids by reviewing and where possible, following [new guidance on the safe handling of mobility aids](#) published by the International Air Transportation Associations' Mobility Aids Action Group.

Canada Jetlines will ensure that any ground transportation from the terminal is accessible to persons with disabilities, including taxi's, limousines, bus or rental vehicles.

## 10. Built environment:

We strive to provide a built environment for our employees and customers that is barrier-free. We have an open-door policy for employees to identify accessibility barriers within the office environment to their manager.

### **Aircraft accessibility**

Our aircraft have accessibility features built in and include tactile row markers and liftable armrests across our fleet as well as designated cargo space for passenger-owned wheelchairs. Our aircraft are equipped with accessible lavatories.

### **Employee accessibility**

We provide ergonomic assessments to help address any necessary accommodations our employees may need in the workplace. We have also

developed content in our workplace emergency response plans regarding procedures to assist employees with disabilities.

Canada Jetlines commits to consult persons with disabilities when making modifications or new additions to the built environment which might relate to or impact accessibility.

## 11. Provisions of CTA accessibility – related regulations and standards:

At the time of publication of this Accessibility Plan, Canada Jetlines is subject to the accessibility provisions set out in the:

- **[Air Transportation Regulations](#)** (section VII, ss 145-146)
- **[Personnel Training for the Assistance of Persons with Disabilities Regulations](#)** (PTR)
- **[Removing Communication Barriers for Travellers with Disabilities: Code of Practice](#)**
- **[Aircraft Accessibility for Persons with Disabilities: Code of Practice for Fixed-Wing Aircraft with 30 or more Passenger Seats](#)**

We also follow **[Passenger with Disabilities Passenger Bill of Rights](#)** under the U.S. Air Carrier Access Act and its implementing regulation, 14 Code of Federal Regulations (CFR) Part 382.

## 12. Definitions:

**Airport Authority:** The group in charge of running and managing everything related to the airport terminal and its operations.

**Barrier:** Anything that blocks or creates an obstacle for a person with a disability in fully and equally participating in society. This could be a physical block, like a building without ramps, a technological issue, an attitude problem, or something related to information and communication. It can also be caused by policies or practices that create obstacles.

Disability: Any condition, whether it's a lasting physical, mental, intellectual, cognitive, learning, communication, or sensory issue, or a temporary one. This condition, along with any functional limitations, can make it hard for a person to fully participate in society, especially when there are barriers in the way.

Ground Handlers: Companies hired by airlines to handle various services for them, such as check-in, baggage and wheelchair handling, and assistance for passengers with disabilities.

VRS Voice Relay Service: A service that allows people with hearing or speech disabilities to communicate over the phone. They can dial 7-1-1 using a TTY (a telephone-typewriter) to send text messages to a relay operator. The relay operator then talks to the other person on behalf of the one with a disability.

# Accessibility Services:

- **Allergies**
- **Support Person**
- **Blind or Low Vision**
- **Deaf or Hard of Hearing**
- **Medical Equipment Acceptance**
- **Service Dogs**
- **Emotional Support Dogs**
- **Wheelchair Assistance**
- **Autism Aware**
- **Oxygen**
- **Accessibility Feedback Form**

Additional services you may wish to consider:

- **Priority medical seating**
- **Pre-boarding assistance**
- **Personalized safety briefings**



## Allergies

Canada Jetlines recommends that travelers who have severe allergies pack any necessary medication they require in their carry-on baggage, not in their checked baggage.

### Options Available When Allergens are on Board

Although Canada Jetlines is unable to provide compensation or make provisions for travelers who have severe allergies, we do not offer the following options if the traveler identifies that their allergen will be present on their flight (confirmed visually by the traveler on board the aircraft) and they:

- Are not comfortable travelling on their reserved flight, Canada Jetlines will book them on the next available flight to their original destination at no additional cost; or
- Elect to not travel at all, in which case Canada Jetlines will provide a full refund for the cost of the flight (base fare plus all taxes and surcharges applicable to the fare). Canada Jetlines Will not issue a refund for the flight after it has departed.

## Food Allergens in The Cabin

As a form of public transportation, Canada Jetlines cannot guarantee an allergen-free environment. We recommend that travelers with severe allergies to food products bring their food items. We recommend providing as much advance notice as possible so we can ensure we mitigate the risk of the allergen exposure to the best of our ability.

While our food items do not contain peanuts, some of Canada Jetlines onboard snacks may contain traces of peanuts or have been processed in a facility that also processes peanuts. We cannot screen food items brought on board by other Canada Jetlines travelers. As such, nut residue, oils or other allergens may be present on tray tables, seat cushions, or elsewhere in the cabin, and may not have been removed despite regular cleaning.

## Seating

We understand the medical implications of severe allergies. Travellers who inform a flight attendant or member of the flight crew about having a severe allergy will be asked if they have an epinephrine auto-injector (e.g. EpiPen®, Allerject®) with them.

Canada Jetlines will request that other travelers within the same bank of seats of a traveler with a severe allergy refrain from consuming food product(s) with items the allergic traveller may react to.

In addition, a public announcement can be made on board when a traveler self-identifies as being severely allergic to an item. Please let one of our crew members know if you would like this completed for you.

If Your Allergies are severe and we need to make medical accommodations for you, please fill out the [Medical Accommodations Form](#). You will be able to print the application and have it completed by a physician.



## Support Person

Canada Jetlines is committed to supporting customers who require additional assistance due to disabilities or medical conditions. The Medical Accommodations program can provide assistance for flights within Canada to passengers who require a support person, are travelling with a large service dog, or due to a disability.

Canada Jetlines will review applications based on the medical information provided by the passenger and their physician, following [Canadian Transportation Agency Regulations](#).

The Medical Accommodation Support Person Program is not for customers who are not disabled as a result of their medical condition or obesity, would only require a support person at their destination but not in-flight, and may want a travel companion for reasons other than a disability. Any passengers needing special requests or assistance, are to be made and arranged through our Customer Care department. Please phone us at **1-866-320-8687** or email us at [customercare@jetlines.ca](mailto:customercare@jetlines.ca).

Complete, scan, and email the forms below to [customercare@jetlines.ca](mailto:customercare@jetlines.ca). As this form is to be completed manually, please be sure to print all information legibly.

This form should be submitted as soon as possible and no later than seven (7) business days before the flight departure to allow for adequate time for review. Incomplete forms will not be reviewed or processed, and fees incurred for the completion of these forms are the responsibility of the customer.

The Support Person must be able-bodied to assist the applicant and must be over 18 years old.



## Blind or Low Vision

Upon request, we can provide an agent to help guide you to your gate. We also offer the option to have you board your flight before other passengers for us to help you locate your seat, store your carry-on baggage and/or personal item and assist you by reviewing the layout of our aircraft and the various amenities at your seat.

Upon request, our crew will describe the meal and beverage offerings. If you wish, we can also assist by operating food or beverage packages. If you require, we will assist you in moving between your seat and lavatory. Please be aware that you must be able to attend your own needs as our cabin members are not permitted to assist with personal hygiene.

Before take-off, a member of our Inflight Crew will provide you with an individual safety briefing. Supplemental briefing cards are made available in Braille on all Canada Jetlines flights. Please note that passengers can advise us of their needs by contacting the Canada Jetlines Customer Contact Centre by phone at least 72 hours before their scheduled time of departure. Please call us at **1-866-320-8687**. We are available from 6 a.m. until 9 p.m. (EST). Alternatively, you can reach out to us via email at [customercare@jetlines.ca](mailto:customercare@jetlines.ca)



## Deaf or Hard of Hearing

Our inflight crew will provide you with an individualized safety briefing before departure. They will also advise you of all information provided to other passengers. This includes information on when the flight will take off and land. They will also provide you with general announcements and help you out with meal and beverage service. Upon request, one of our crew members will assist you with accessing the onboard entertainment.

Passengers can advise us of their needs by contacting the Canada Jetlines Contact Centre by phone at least 72 hours before their scheduled time of departure. Please call us at **1-866-320-8687**. We are available from 6 a.m. until 9 p.m. (EST). Alternatively, you can reach out to us via email at [customercare@jetlines.ca](mailto:customercare@jetlines.ca)



## Medical Equipment Acceptance

Canada Jetlines accepts most approved medical devices for transport however some medical devices cannot be used during certain critical phases of the flight (taxi, take-off, or landing), as they may interfere with communication and navigation systems.

Please Ensure that the medical device is in good repair (depending on the type of devices this may mean free from oil, grease, damage, and/or excessive wear and tear) and labelled appropriately.

Medical devices must be stowed for taxiing, take-off, and landing under the seat in front of you or stowed in the overhead bin. If it is determined that the equipment is affecting aircraft operation, it will need to be powered off immediately.

Although there are charging ports on the aircraft, you may not use them to charge medical devices or batteries used for medical devices or mobility aids as they are not designed for this use. Canada Jetlines is not liable for any injury, harm, or damage to the equipment caused by a traveler attempting to use this power supply for batteries or portable medical electronic devices.

### Batteries

There are strict criteria for travelling with a battery or battery-operated equipment. To avoid your battery being denied for your flight, please review the information below:

- Batteries are classified as dangerous goods- we take handling of batteries very seriously and will not accept batteries that are not prepared properly for transport.
- Some batteries must be removed from the object they are in, or deactivated. For larger items like wheelchairs and mobility aids, we can assist if you provide the manufacturers or verbal instructions.
- All battery terminals must be either recessed or packaged to protect them and prevent contact with metal objects (short circuit), including the terminals of other batteries.
- Ensure you bring an adequate supply of approved batteries to meet your specific needs. Consider the duration of the flight, all ground time before and after the flight, and any unexpected delays in the terminal, during the flight, or before landing.

Information on battery acceptance and packing:

- Non-spillable dry cell battery-powered wheelchair
- Checked baggage only.
- Battery terminals must be protected from short circuits.
- Battery must be attached securely to the wheelchair.
- Wet cell battery-powered wheelchairs have the same restrictions as dry battery-powered devices PROVIDED the wheelchair or mobility device can always be maintained in an upright position. Otherwise:
  - Battery will be removed and packed in a strong, rigid, leak-proof container impervious to battery fluid.
  - Battery will be stored upright in a container, surrounded by special absorbent material sufficient to soak up total liquid contents.
  - Batteries should be fitted with spill-resistant vent caps.



If you require, needles and syringes are accepted in your carry-on baggage. Syringes will not be accepted in carry-on baggage without accompanying medication. Please ensure the medication you need to bring is labelled with a pharmacy-dispensed label that includes the passenger's name. Canada Jetlines also requires that the syringes have protective needle guards and are carried in a proper medical container. If needles have been used during your flight, please dispose of these in the sharp's container. Our inflight crew members can direct you to the sharps container's location on board.

**Canada Jetlines recommends that you pack all medical equipment and/or medications in your carry-on baggage. Please do not pack these items in your checked baggage.**



## Service Dogs

Canada Jetlines accepts service dogs on our flights. No other service animals are accepted on board at Canada Jetlines. Depending on where you are traveling, additional documentation for entry may be required. We recommend researching entry requirements for different countries by visiting their respective websites.

Failure to meet the requirements for where you are travelling may result in your dog being:

- Denied carriage.
- Denied entry upon arrival.
- Return to your point of departure or country of origin.
- Quarantined, or
- Euthanized (humanely put down) by the local government authority.

We request that you provide us with notice at least 72 hours notice before departure time, so that we can arrange for additional seating; should it be required. If we are notified less than 72 hours before your scheduled departure time, we will make our best effort to accommodate you at the airport.

Canada Jetlines considers your service dog to be working for the duration of your trip. As such, your service dog must:

- Be under control.
- Wear a harness, vest, or collar and leash (tether) or be inside a kennel.
- Be appropriately behaved.

If for any reason a service dog is not under the care and control of the handler or exhibits disruptive or inappropriate behaviours.

Canada Jetlines may refuse transport. Some of these include:

- Barking, growling, or biting
- Jumping on people
- Urinating or defecating in unapproved areas
- Causing significant disruption

Depending on the size of your service dog, they may need additional room to be comfortable for their flight. Additional seating for your service dog may be arranged at no cost for flights operating solely within Canada.

To book your trip or to add your service dog to an existing reservation, please call us at **1-866-320-8687** up to 72 hours before your departure. We are available from 6 a.m. until 9 p.m. (EST). Alternatively, you can reach out to us via email at [customercare@jetlines.ca](mailto:customercare@jetlines.ca)

Please understand that we may require you to answer some questions regarding your service dog and your needs. We will never ask you to disclose your specific disability, however, you will be required to confirm that your dog is traveling to assist you with a disability, and what task or service your dog provides.

We recommend that your travel with the service dog's documentation from the IGDF or ADI certified schools, should it be requested at the airports.

**Service animals fall into one of the four following sizing categories:**

- ✓ Small
- ✓ Medium
- ✓ Large
- ✓ Extra Large



## Emotional Support Dogs

Canada Jetlines does not support emotional support dogs/ animals on our flights.



## Wheelchair Assistance

Canada Jetlines offers three different wheelchair services to get you to and from check-in to the aircraft as follows:

- Wheelchair for distances between the check-in counter and the departure gate as well as the arrival gate and the baggage collection area.
- Wheelchair for distances and the passenger is unable to ascend or descend stairs.
- Wheelchair for passengers who are partially or completely immobile and require assistance to be transferred between their seat and a wheelchair.

To book your trip or to add a wheelchair to an existing reservation, please call us at **1-866-320-8687**. We are available from 6 a.m. until 9 p.m. (EST). Alternatively, you can reach out to us via email at [customercare@jetlines.ca](mailto:customercare@jetlines.ca)

## Travelling With Your Personal Wheelchair or Medical Scooter

If you are traveling with a mobility device, we recommend that you notify Canada Jetlines at least 72 hours before departure. If you do not provide 72 hours notice, we will make our best effort to accommodate you at the airport.

Each traveler with reduced mobility is permitted one medically required wheelchair or scooter at no charge.

Maximum weight and dimensions of mobility aids as checked baggage are as follows:

- 136 kg (300 lbs)
- 84 cm x 122 cm (33 in x48 in)

## Personal Recreational Scooters are Not Permitted

If you plan to bring your own personal wheelchair or mobility scooter, please be prepared to answer the following questions (as applicable):

- Does your mobility device have a battery and is the battery removable?
- What type of battery are you travelling with? Examples include spillable (wet cell), non-spillable (sealed lead acid), or lithium.
- What is the height, weight, width, and length of your mobility aid?
- Do you have any detachable items, which should be brought into the cabin of the aircraft to avoid damage?

Please be aware that the cargo door configuration may require your mobility aid to be turned onto its side to fit through the entrance. If your mobility aid cannot be turned on its side for loading and unloading, we cannot accept it for transport. Most mobility aids will be transported in an upright position. Depending on the type of wheelchair battery that your mobility aid uses, the battery may need to be removed. Please be aware that if a battery cannot be deactivated or disconnected, it will be denied transportation.

We recommend you review your owner's manual to ensure you are familiar with how your mobility aid should be prepared for transport. We also recommend you bring your owners manual with you to the airport.

If you have had any modifications made to your mobility aid, detailed instructions on how to prepare this equipment for transport must also be provided. Canada Jetlines strictly adheres to the individual manufacturer's recommendation for proper disassembly and stowage as described in the owner's manual when provided.

## Batteries

There are strict criteria for travelling with batteries or battery-operated items. To avoid your battery being denied on your flight, please review the information below:

Batteries are classified as dangerous goods, and we take handling of them very seriously. We will not accept batteries that are not prepared properly for transport.

Some batteries must be removed from the object they are in or deactivated. For larger items like wheelchairs and mobility aids, we may be able to assist, if you provide the manufacturers or verbal instructions.

If you cannot remove the battery yourself, provide the manufacturers information or verbal instruction on how to remove, deactivate, or prevent activation, or properly prepare the battery for transport, the battery and the mobility device will be denied.

In some instances, due to strict regulations, Canada Jetlines may not be able to transport mobility devices battery-operated devices that are marked by the manufacturer as “Airline Approved” or “Safe for Air Travel”.

For more info on battery acceptance and restrictions, please visit [Canada Jetlines- Restricted and Prohibited Items](#)

### Canes, Walkers, and Other Items

Other non-electronic mobility devices (for example, braces, canes, etc.) will be accepted free of charge in the cabin if they are within the carry-on baggage size allowance. If you do not require these items to assist with your disability, you may transport them in a checked baggage, however, all applicable checked and excess baggage fees will apply.

Canada Jetlines accepts the FAA-certified Special CARES systems for adults who require core support or stability.



Canada Jetlines does not accept passenger supplied liquid or gaseous oxygen on board our aircraft. Canada Jetlines does not provide medical oxygen for purchase on board, however, we accept portable oxygen concentrators (POCs) during all phases of flight as follows:

- Passengers must inform Canada Jetlines at least 72 hours before departure of his/her intent to use a personal oxygen concentrator during the flight.
- Passengers must obtain medical clearance from Canada Jetlines as to the passenger’s ability to travel and to determine the rate of the oxygen to be maintained.
- The personal oxygen concentrator must be a type approved by Canada Jetlines and must be free of oil and grease. Some restrictions apply to certain types of personal oxygen concentrators that cannot be safely stowed during flight. If you’re unsure about your device, please contact our customer service team.
- Passengers must bring extra batteries as part of their carry-on baggage. Batteries are not accepted as checked baggage. Batteries must be packages in a manner that protects them from short circuit and physical damage, and away from metal objects such as keys, coins, etc. Extra batteries must be enough to cover the use of the personal oxygen concentrator for the entire duration of the travel itinerary, including connection time, check-in, and an additional buffer of several hours. The ability to recharge batteries during connection is not available.
- Personal oxygen concentrators and extra batteries are accepted free of charge, in addition to the normal carry-on baggage allowance, provided they can be safely stowed away underneath the seat. However, the area around the personal oxygen concentrators must be clear of the blankets, coats, and other pieces of carry-on baggage.

- Check-in is not permitted through the web.
- A POC bearing a manufacturers label stating in red text that “The manufacturer of this POC has determined this device conforms to all applicable FAA acceptance criteria for POC carriage and use on board aircraft”.

Other medical devices such as dialysis machines, CPAP machines, mobility devices, etc. can be transported provided the passenger notifies Canada Jetlines and they can fit into the overhead storage area. The size limitations are 23 cm x 40 cm x 55 cm (9 in x 15.5 in x 21.5 in) and 10 Kg (22 lbs). Canada Jetlines waives the baggage fees for medical devices deemed required for travel on Canada Jetlines services required at destination.



### Priority Medical Seating

Priority medical seating is blocked near the front of the aircraft, if you self-identify that you have a specific seating need. This service is offered when space is available and can be requested at check-in.



### Pre-Boarding Assistance

Pre-boarding assistance is available if you need assistance getting to and from the aircraft using a wheelchair and/or assistance in transferring to/from your seat using an onboard wheelchair.



### Personalized Safety Briefings

Personalized safety briefings are available if you have a physical, sensory, or comprehension limitation. These individual safety demonstrations/briefings can be given on:

- Operation of seat belts
- Placement of any service dogs
- Use of fixed oxygen system
- Seat backs and chair table
- Stowage of carry-on baggage
- Life vest (if required)
- Description of preferred, alternate exits
- English, French, Braille and large print safety cards