

Special Assistance and/ or Disability Assistance and/or Reduced Mobility – IndiaOne Air

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1. Disability Assistance and/or Reduced Mobility

1.1 Disability Assistance

IndiaOne Air welcomes the opportunity to provide caring Passenger service to our Passengers with disabilities and/or persons with reduced mobility (PRM). To be able to assist you the best, we request you to notify us of your **special needs/wheelchair request at least forty eight (48) hours prior to the schedule departure of your flight.** While making your bookings please let us know how we can best assist you and what seat will best accommodate your needs. If you arrive at the airport without a seat assignment, we will make every effort to provide the requested accommodation.

IndiaOne Air operates Cessna Grand Caravan EX model 208B with seating capacity less than 10 seats and hence doesn't have any cabin crew on-board as per the aircraft rules 1937, Section 38B Point 1 (a). To ensure safety of operations and in line with the regulations, all non- ambulatory persons with disability and/or reduced mobility are therefore permitted to travel only if they are accompanied by a trained escort during the flight. IndiaOne Air doesn't have any interline transactions agreement for carriage of persons with disability or reduced mobility (As per 4.1.6 of CAR3M1).

Acceptance for carriage of incapacitated persons, persons with illness or other people requiring special assistance is subject to prior arrangement with us. Passengers with disabilities **who have advised us 48 hours prior of departure** of any special requirements they may have and been accepted by us, shall not subsequently be refused carriage on the basis of such disability or special requirements. We may charge a fee for providing these special requirements.

Note: In compliance with current regulations, if any of our Passengers has limited mobility, is hearing or visually impaired, is unable to understand/react to safety instructions, we will be unable to allocate a seat in the emergency exit rows.

To ensure a seamless check-in and boarding experience, we request you to report at least two (2) hours prior to the scheduled time of flight departure at the reservation counter.

1.2 Requirement of Travelling with Trained Escort

A trained escort is any certified Nurse, Paramedics, Doctors or Medical Practitioner personnel who is trained to handle a medically disabled Passenger according to their medical disability. A trained escort should be Atleast eighteen (18) years old, physically and mentally able and willing to evacuate a guest with disability or reduced mobility in case of an emergency.

For any of Passenger travelling alone, they should be able to perform the following activities independently:

- i. Fasten and unfasten their seat belt
- ii. Leave the seat and Evacuate through emergency exit
- iii. Climb and descend the stairs of aircraft

For certain Passengers we express our special concern and insist that they travel with a Trained Escort Only. Passengers who are likely to need a safety assistant are those:

- a) Passenger who have a severe learning or cognitive challenge which prevents them from understanding or reacting to safety instructions.
- b) Passengers who have a challenge that prevents them from moving without assistance to reach an emergency exit.
- c) Passengers with mental disability who are unable to comprehend or respond appropriately to safety instructions, including the regulatory safety briefing and any other safety related instructions provided in the aircraft.
- d) Passengers with mobility impairment so severe that the person is unable to physically assist in his or her own evacuation from the aircraft in case of an emergency.
- e) Passenger with severe hearing, vision and speech impairment - who cannot establish any means of communication with the crew on board that, is adequate both to allow transmission of the safety briefing and to enable the guest to assist in his or her own evacuation from the aircraft in the event of an emergency.
- f) Passengers who are unable to fasten and unfasten their seat belt.
- g) Passengers who are unable to leave their seat and evacuate themselves.

1.3 Assistive Device

Assistive devices are not considered as part of the carry-on or checked baggage limit, however, for safety reasons and due to limitation of aircrafts they are subject to carry-on size and weight restrictions. If any of our Passengers wishes to carry any assistive device with them on board then they will have to contact our customer service centre 48 hours prior to their departure.

Kindly note: Assistive Device such as Wheelchair, Strollers, POC and CPAP machines, will not be permitted to carry on the aircraft due to aircraft limitations

1.4 Guide Dogs

As the cabin of Cessna Grand Caravan Ex Model 208B is unpressurised, IndiaOne Air does not accept any Guide dogs on Cessna Grand Caravan Ex Model 208B.

1.5 Guest with Psychiatric or Emotional Disorders

We would request our guests with psychiatric or emotional disorders to always travel with a trained escort.

The trained escort shall carry the treating physician's certificate along with a prescription for a sedative medicine, which may be administered by the ground staff, prior to commencement of travel or as may be required en-route.

1.6 Spinal Support Equipment

- i. Passengers who bring their own spinal support equipment can call our call centre, at least seven (7) working days prior to departure to inform us about their SSE specifications.
- ii. Our team will check and confirm if the equipment can be accommodated safely on our aircraft.
- iii. Passenger supplied spinal support equipment will be carried free of charge.

1.7 Internal Medical Devices

- i. If you are travelling with an internal medical device, such as a pacemaker or a defibrillator, kindly inform the security personnel conducting your screening, before the process begins.
- ii. In case you have an internally implanted brace, please carry a certificate specifying the same from your doctor.

1.8 Portable Oxygen Concentrator

IndiaOne Air neither facilitates nor allows carriage or usage of oxygen cylinders on board. Due to safety concerns the portable oxygen concentrator will not be permitted in the aircraft.

1.9 Passengers with Certain Adverse Medical Conditions

Due to non-availability of any cabin crew on board, and for safety of our Passenger with adverse medical condition, we request our Passengers who are ailing from any particular medical condition to be escorted by trained escorts ONLY.

1.10 Passenger Requiring Stretchers

Due to aircraft limitations, IndiaOne Air neither facilitates nor allows the stretcher facility on board.

1.11 Passenger with Cognitive Challenges/ Dementia/ Alzheimer/ Autism and Down Syndrome

If you have cognitive challenges, IndiaOne Air's awareness of the assistance needed is very important. Passengers with such syndrome should travel only with a trained escort. Same has to be notified to IndiaOne Air team 48 hours prior to the scheduled departure.

1.12 Cardiovascular and Other Circulatory Disorders

Kindly note that any Passenger with any below mentioned disorder has to be accompanied with a Trained Escort due to safety concerns.

MEDA CASES	NOT PERMITTED (PERMITTED- UNDER CERTAIN CONDITIONS)	PERMITTED	ANNEXURE - 2 (NOT OLDER THAN 72 HOURS)
Angina	Unstable angina or angina with minimal exertion	Permitted if controlled with medication and no chest pain at rest. Carry medicines in hand baggage	Yes
Myocardial infraction/ heart attack	Not permitted before 10 days of the last attack	Permitted to travel after 10 days provided Passenger is carrying a ANNEXURE - 2 from treating doctor	Yes
Cardiac failure	Not permitted if acute heart failure/uncontrolled chronic heart failure	Permitted if cardiac failure is controlled and condition is stable	Yes
Cardiac surgery(heart surgery like CABG, ASD, VSD)	Not permitted before 10 days	Permitted from 10 th day onwards	Yes
Angiography (heart – coronary artery x rays)	Not permitted to fly for 24 hours	Permitted to fly after 24 hours	Yes
Angioplasty with or without stent (widening of arteries)	Not permitted to fly for 2 days	Permitted from 3 rd day onwards	Yes
Heart transplant	Not permitted to fly for 21 days	Permitted after 21 days	Yes
Pacemaker or defibrillator implantation	Not permitted to fly for 2 days	Permitted after 2 days if rhythm is stable and no pneumothorax	Yes
Cyanotic congenital heart disease	---	All cases to be considered by airline doctors before being permitted to fly. Inflight oxygen requirement to be considered	Yes
Pulmonary Edema	Unresolved cases.	Resolved cases(including precipitating causes) after certificate to that effect required	Yes
Ablation	Not permitted before	Permitted 7 days after procedure	Yes

therapy	2 days of procedure. (May be permitted by airline doctor between 2 to 7 days). Risk of DVT to be considered.		
Pulmonary embolism	Not permitted before 5 days	Permitted \geq 5 days if anticoagulation stable and pao2 normal	Yes

1.13 Blood Disorder

MEDA CASES	NOT PERMITTED (PERMITTED-UNDER CERTAIN CONDITIONS)	PERMITTED	ANNEXURE – 2 (NOT OLDER THAN 72 HOURS)
Anaemia	Not permitted to fly if haemoglobin count is less than 7.5gm/dl	If haemoglobin is more than or equal to 5gm/dl	No
Sickle cell disease	Not permitted to fly for 10 days after a sickling episode	After 10 days if does not require supplement of oxygen	Yes

1.14 Communicable & Infectious Disease

MEDA Cases	Not Permitted	Permitted	ANNEXURE - 2 (NOT OLDER THAN 72 HOURS)
Chicken Pox	Not allowed to fly for 14 days after rashes appear	If no fresh rashes and all rashes have dried up	Yes
Measles	Not allowed to fly for 7 days after rashes appear	After 7 days	Yes
Mumps	Not allowed to fly for 7 days after swelling appears	After 7 days	Yes
Rubella	Not allowed to fly for 7 days after rashes appear	After 7 days	Yes
H1N1/swine flu	Not permitted to fly for 10 days	After 10 days	Yes

1.15 ENT Disorder

MEDA Cases	Not Permitted	Permitted	ANNEXURE - 2 (NOT OLDER THAN 72 HOURS)
Otitis media and sinusitis	Acute illness with loss of Eustachian tube function (severe cold and ear infection)	If able to clear ear	No
Middle ear surgery	Not permitted to fly before 10 days	Permitted from 10 th day onwards with fit to fly from treating Ent specialist	Yes
Tonsillectomy	Not permitted to fly before 10 days	Permitted from 10 th day onwards	Yes

1.16 Eye Disorders

MEDA Cases	Not Permitted	Permitted	ANNEXURE - 2 (NOT OLDER THAN 72 HOURS)
Penetrating eye injury	Not permitted to fly for 7 days	Permitted after 7 days	Yes
Intra-ocular surgery	Not permitted to fly for 7 days	After 7 days with fitness from treating eye surgeon	Yes
Cataract surgery	Not permitted for 24 hours	Permitted after 24 hours	Yes
Surgery for retinal detachment	Not permitted to fly for 21 days	After 21 days with fit to fly	Yes
Corneal laser surgery	Not permitted before 24 hours	Permitted after 24 hours	No

1.17 Respiratory Disorder

MEDA CASES	NOT PERMITTED (PERMITTED- UNDER CERTAIN CONDITIONS)	PERMITTED	ANNEXURE - 2 (NOT OLDER THAN 72 HOURS)
Pneumothorax (air in the cavity around a lung due to puncture, wound or spontaneous)	Not permitted to fly upto 6 days and until pneumothorax is resolved and lung is fully inflated	Permitted after 7 days after full inflation of lungs in spontaneous pneumothorax and 14 days after traumatic pneumothorax	Yes
Chest surgery (lung)	Not permitted to fly for 10 days	Passenger may be allowed to fly, 10 days after surgery provided with uncomplicated recovery	Yes
Pneumonia	Not permitted to fly until fully recovered/ must be symptom free	Permitted if fully recovered and symptom free	Yes
Tuberculosis	Not permitted to fly for minimum of 02 weeks from the day of diagnosis & treatment started	After at least 02 weeks of start of treatment	Yes
COPD, emphysema, pulmonary fibrosis, pleural effusion, Hemothorax etc or chronic lung disease	Recent acute exacerbation and unresolved cases requires supplementary oxygen	Fully recovered and no current infection.	Yes
Pulmonary hypertension	Not permitted if breathlessness present (NYHA ii & iii)	Permitted if not breathless (NYHA – i)	Yes
Cystic fibrosis	Not permitted in presence of additional infection	Permitted if no current infection	Yes
Asthma	If symptomatic on inhaler also	Currently asymptomatic and no infection. must carry inhaler & medicines in hand baggage	No

1.18 Central Nervous System

MEDA CASES	NOT PERMITTED (PERMITTED- UNDER CERTAIN CONDITIONS)	PERMITTED	ANNEXURE - 2 (NOT OLDER THAN 72 HOURS)
CVA (stroke)	Not permitted to fly for 14 days	Permitted after 14 days	Yes
Spinal surgery	Not permitted within 7 days of surgery	Permitted after 7 days of surgery	Yes
Cranial surgery(neuro surgery)	Not permitted to fly before 10 days	Permitted from 10 th day onwards. cranium should be free from air	Yes
Tia	Not permitted to fly before 02 days	Permitted after 2 days and proper investigation	Yes
Cognitive impairment/ autism/ cerebral palsy	Not permitted without escort	Permitted with 1:1 escort, stable clinically	No
Epilepsy	Not permitted within 24 hrs of epileptic episode	Permitted after 24 hrs of epileptic, episode if controlled, must take a dose of medicine before flight	Yes

New Wings of Bharat

1.19 Gastro – Intestinal

MEDA CASES	NOT PERMITTED (PERMITTED- UNDER CERTAIN CONDITIONS)	PERMITTED	ANNEXURE - 2 (NOT OLDER THAN 72 HOURS)
Major abdominal surgery	Not permitted to fly before 10 days	Permitted from 10 th day onwards	Yes
Appendectomy/laparoscopic surgery (keyhole)	Not permitted to fly for 5 days	Permitted from 5 th day onwards	Yes
Investigative laparoscopy	Not permitted to fly for 2 days	Permitted to fly after 2 days	Yes
Jaundice(liver disease)	Not permitted to fly in certain cases like severe jaundice/hepatic failure/hepatic encephalopathy	In case of mild/moderate jaundice, no abdominal pain and no vomiting can fly with company doctor's approval.	Yes
Liver/kidney transplant	Not permitted to fly	Permitted after 14 days	Yes

	for 14 days		
GI bleed	Not permitted to fly for 10 days	Permitted from 10th day onwards	

1.20 Trauma

If you are travelling with broken or fractured limbs in a plaster, please carry a 'fit to fly' certificate. The cast must be at least forty eight (48) hours old as a fresh fracture could swell inside the cast (except in cases of a Bivalve Cast or a Post cast Slab).

MEDA CASES	NOT PERMITTED (PERMITTED-UNDER CERTAIN CONDITIONS)	PERMITTED	ANNEXURE - 2 (NOT OLDER THAN 72 HOURS)
Broken/plastered legs	Plaster knee joint and above but not extending to pelvis Passenger cannot fold the knee /unable to travel in sitting posture	Not permitted - it will be a stretcher case	-
Major back/neck injury/spinal injury	Not permitted	Not permitted - it will be a stretcher case	-
Full plaster involving lower limb and pelvis	Not permitted	Not permitted - it will be a stretcher case	-
Burns	(not permitted (severe burns) if still shocked or with widespread infection)	Intentionally left blank	No
Spine surgery	Within 7 days of surgery	Permitted after 7 days of surgery. Passengers must be able to sit upright for the duration of flight	Yes

1.21 Pregnancy

MEDA CASES	NOT PERMITTED (PERMITTED-UNDER CERTAIN CONDITIONS)	PERMITTED	ANNEXURE - 2 (NOT OLDER THAN 72 HOURS)
Pregnancy (single and uncomplicated)	Not permitted to fly beyond 24 weeks	0 weeks up to 24 weeks: permitted to travel	Yes
Pregnancy (multiple and uncomplicated)	Not permitted to fly beyond 24 weeks	Permitted till 24 weeks with fit to fly	Yes
Complicated	Not permitted	Company doctors opinion // approval in case of any doubt	-
Miscarriage (threatened or complete)	Not permitted	Permitted to fly once stable, no bleeding and no pain for at least 24 hours	-

1.22 Miscellaneous

MEDA CASES	NOT PERMITTED (PERMITTED-UNDER CERTAIN CONDITIONS)	PERMITTED	ANNEXURE - 2 (NOT OLDER THAN 72 HOURS)
Infants	Not permitted to fly if age is less than 7 days	Permitted to fly if healthy from 03 day onwards	Yes
Parkinsonism	N/a	Permitted	No
Arthritis	N/a	Should be controlled with medication	No
High blood pressure	N/a	Should be controlled with medication	No
Diabetic	Uncontrolled diabetes in	Controlled with	No

	diabetic ketoacidosis or HHS	medication and should carry medication in hand baggage and maintain proper feeding time	
Chronic renal failure on dialysis or on CAPD	If general condition of patient is very poor	Permitted with fit to fly, if required take company doctor's approval	Yes
Fracture mandible with wired jaw	N/a	N/a	N/A
Deep vein thrombosis (DVT)	Not permitted if not stabilized on anticoagulant	Permitted if stabilized on anticoagulant therapy and no pulmonary complication	Yes
Cancer patients	Not permitted on active chemo/radio therapy. HB should be >7.5g%	Permitted if stable	Yes
After radio nucleotide therapy	Not permitted , 7 days of therapy due to risk of radiation exposure	Permitted from 7 th day of therapy	Yes
Neuromuscular disease	Not permitted if respiratory involvement is there and needs ventilator	Can travel if no respiratory muscle involvement	Yes
Ventilators/ POCS	Seriously ill cases would require discussion with airline doctors	Stable on POCS. FAA certified POCS are permitted	Yes
Infants	Not permitted to fly if age is less than 7 days	Permitted to fly if healthy from 03 rd day onwards.	No
Parkinsonism	N/a	Permitted	Yes

2. Special Assistance

2.1 Travelling with Infants

At IndiaOne Air we are committed to making our youngest Passengers' travel experience enjoyable and comfortable. Please see details below.

- i. **Age:** Children above the age of **seven (7) days, up to two (2) years** are considered infants and need to be accompanied by an adult at all times throughout their journey. Before you arrive to the airport, please carry a valid proof of age for the infant. Some of the documents that we accept as proof of age include passport, birth certificate etc.
- ii. **Seating:** No extra seats may be booked for infants as they travel in a parents lap. Child Restraint Seats (CRS) **cannot** be used on Cessna Grand Caravan Ex Model 208B, due to aircraft limitation.
- iii. **Number:** Only one (1) infant per adult is permitted.
Note: In compliance with regulations, if any of our Passengers is carrying an infant with them, then we will be unable to allocate a seat in the emergency exit rows.
- iv. **Fee:** For infants not occupying a seat, a fee of Rs.1000 per sector is applicable, such fees is inclusive of all applicable taxes including, but not limited to GST, fees and surcharges.
- v. **Baggage allowance:** We permit a hand baggage allowance of up to Five (5) kgs for every infant traveling with us.

2.2 Unaccompanied Minor

Children above the age of two (2) years and below the age of twelve (12) years are regarded as minors. We would request children between the ages of two (2) and twelve (12) to be accompanied by a companion aged eighteen (18) years or more as **Cessna Grand Caravan Ex Model 208B doesn't have any cabin crew on-board.**

Age of Child	Airline Policy
Under 12 Years	We would not be able to let the child fly by himself/herself. The child must travel with someone over the age of 18 years
12 - 16 Years	The child can travel alone but No immediate assistance may be provided if required to young Passengers, as Cessna Grand Caravan Ex Model 208B doesn't have any cabin crew on-board

2.3 Expecting Mother

For safe travel, we have a few requirements for our Passengers who are expecting mothers.

Pregnancy (Single and Uncomplicated)	0 weeks up to 24 weeks: permitted to travel. 24 weeks and above: Not permitted to travel	You are required to get a ANNEXURE - 2 from the treating Obstetrician not older than seven (7) days from the date of travel.
Pregnancy (Multiple and Uncomplicated)	Permitted till 24 weeks with fit to fly	You are required to get a ANNEXURE - 2 from the treating Obstetrician not older than three (3) days from the date of travel.
Complicated	Not permitted	

The 'fit to fly' certificate should include the following details:

- Weeks of pregnancy
- Expected date of delivery
- Complications if present
- Fitness of travel

For a sample form of the "Fit to Fly" certificate, please see Annexure -1.

Annexure – 1

TO WHOM IT MAY CONCERN

Patient Name	
DOB	
Last Menstrual Period	
Estimated Date of Confinement	
Proposed Dates Of Air Travel	

In my opinion the above mentioned lady has an uncomplicated single pregnancy of _____ week's gestation and is fit to fly for her booked journey with your airline.

Yours Sincerely,

_____ Stamp & Signature of Doctor with Degree and Reg No

_____ Stamp of Hospital/ Med Establishment (Not required if the certificate is issued on the hospital letterhead)

Date:

Annexure – 2
Application for Carriage of Medical Passenger – IndiaOne Air

Detailed Medical Certificate must accompany this completed form. Medical Passenger Completed Application to be forwarded to the IndiaOne Air Headquarters (mentioned in the footer) for approval.

Passenger's Last Name	
Passenger's First Name	
IndiaOne Air Flight Number	
Date of Travel	
Departure City	
Arrival City	
Permanent Address	
Departure Contact Telephone Number	
Arrival Contact Telephone Number	

Medical Details: To be completed by Passenger's Treating Doctor

1. Doctor's Name, Address, Tel / Fax No, Qualifications, Registration No

2. Patients' Name _____ Sex _____ Age _____

3. Diagnosis & Date of onset of illness _____

4. Is the disease contagious or infectious in any form? Yes / No

5. a) Present Symptoms

b) Prognosis during flight

6. Vital Parameters (Pulse, BP, Temperature, Respiratory rate, Level of Consciousness)

a. Normal / Abnormal (Please Specify) _____

7. Dyspnea

8. Nil / On Accustomed Exertion / At Rest

9. Details of ongoing medical treatment / any special comments regarding treatment on flight

10. Does patient have full control of bowels / bladder? Yes / No

11. Can patient eat / drink unaided? Yes / No

12. Does patient require wheelchair? Yes / No. If yes which of the following:

- a. To aircraft steps
- b. To the cabin door
- c. To seat

13. Does patient require Doctor/Qualified Nurse/Non-Medical Escort? Yes / No

14. Is patient accompanied? Yes/ No

15. If Yes, by whom _____

16. Have arrangements for Ambulance / Hospitalization made at departure/arrival airports?

If yes, give details _____

Have above details been specified to passenger? Yes / No

PASSENGER DECLARED FIT TO FLY - Yes / No

Signature: _____ Stamp: _____ Date: _____

Note: 1) The trained escort should ensure that all items / medical equipment brought on to the aircraft by the patient (needles, syringes, and unused medications) are removed at the time the patient disembarks from the aircraft.

