

Special /Disability Assistance – 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 to 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 differently abled 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 Passenger 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 Passenger 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 Passenger 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 Passenger with Psychiatric or Emotional Disorders

We would request our Passengers 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.

Diagnosis	Assessment by a doctor with aviation medicine experience	Accept	Comments	Annexure Required (Not older than 72 hours)
Acute Psychosis	Episode within 30 days (e.g. mania, schizophrenia, drug induced)		This is for safety reason. Consider Trained Escort	Annexure -2
Chronic Psychiatric Disorders	If significant risk of deterioration in flight	If properly controlled by medication and stable (i.e. living out in the community taking care of all own needs including medication)		Annexure -2

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.

Diagnosis	Assessment by a doctor with aviation medicine experience	Accept	Comments	Annexure Required (Not older than 72 hours)
Angina	Unstable angina or angina with minimal exertion	Controlled with medication. No angina at rest		Annexure -2
Myocardial Infarction Post – STEMI and NSTEMI		Low Risk* 3 days Medium Risk** 10 Days	High Risk*** Defer travel until condition is stable	Annexure -2
Cardiac Failure	Acute heart failure or uncontrolled chronic heart failure	If cardiac failure is controlled and condition is stable	Adequate control is someone that can walk 50 meters or go up a flight of stairs on room air at a normal pace without breathlessness. Otherwise, in-flight oxygen needs to be considered.	Annexure -2
Pulmonary Oedema	Unresolved	Resolved pulmonary Oedema + any precipitating condition	May need also to comply with myocardial infarction rules	Annexure -2
Cyanotic congenital heart disease	All cases		In-flight oxygen needs to be considered in all	Annexure -2

			cases	
Cardiac surgery	9 days or less for CABG and valve surgery. Recent transpositions, ASD, VSD, transplants etc.	≥ 10 Days	ASD = Atrial Septal Defect VSD = Ventricular Septal Defect CABG = Coronary Artery Bypass Graph	Annexure -2
Angiography (Heart – Coronary artery X rays)	24 hours or less	≥ 24 hours if original condition is stable		Annexure -2
Angiography with or without Stent (Widening of Arteries)	2 days or less	≥ 3 days if asymptomatic		Annexure -2
Pacemaker or defibrillator implantation		≥ 2 days if no pneumothorax and rhythm is stable		Annexure -2
Ablation Therapy		≥ days	Patient flying within a week of the procedure is considered at high risk of DVT	Annexure -2
Deep Venous Thrombosis of legs	If active	Once Asymptomatic	Stable on oral anticoagulants	Annexure -2
Pulmonary Embolism	Onset 4 days or less	≥ 5 days if anticoagulation stable and PAO ₂ normal on room air		Annexure -2

* Low risk: age <65, first event, successful reperfusion, EF >45%, no complications, no planned investigations or interventions

** Medium risk: EF >40%, no evidence of inducible ischaemia or arrhythmia, no planned investigations or interventions

*** High risk: EF <40%, signs and symptoms of heart failure, those pending investigation, revascularisation or device therapy

1.13 Blood Disorder

Diagnosis	Assessment by a doctor with aviation medicine experience	Accept	Comments	Annexure Required (Not older than 72 hours)
Anemia	Hb less than 8.5 g/dl (5.3 mmol/L) unless due to chronic disease	≥ Hb 8.5 g/dl (5.3 mmol/L)	If acutely anaemic, Hb level should be assessed more than 24 hrs after last blood loss, which must have ceased. Considered oxygen requirement.	Annexure -2
Sickle Cell Disease	Sickling crisis in previous 9 days	≥ 10 days	Always need supplement of Oxygen	Annexure -2

1.14 Communicable & Infectious Disease

Diagnosis	Assessment by a doctor with aviation medicine experience	Accept	Comments	Annexure Required (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		Annexure -2
Measles	Not allowed to fly for 7 days after rashes appear	After 7 days		Annexure -2
Mumps	Not allowed to fly for 7 days after swelling appears	After 7 days		Annexure -2
Rubella	Not allowed to fly for 7 days after rashes appear	After 7 days		Annexure -2
H1N1/swine flu	Not permitted to fly for 10 days	After 10 days		Annexure -2

1.15 ENT Disorder

Diagnosis	Assessment by a doctor with aviation medicine experience	Accept	Comments	Annexure Required (Not older than 72 hours)
Otitis media and sinusitis	Acute illness or with loss of Eustachian function	If able to clear ears		Annexure -2
Middle ear surgery	9 days or less	≥ 10 days with medical certificate from treating ENT	Ex: Stapedectomy	Annexure -2
Tonsillectomy	10 days or less		Although it may be ok to fly between day 3 and 6, there is a significant risk of bleeding between day 1 and 2 between day 7 and 10	Annexure -2
Wired Jaw	Without Escort	Escorted (+cutters) or self-quick release wiring		Annexure -2

1.16 Eye Disorders

Diagnosis	Assessment by a doctor with aviation medicine experience	Accept	Comments	Annexure Required (Not older than 72 hours)
Penetrating Eye Injury	6 days or less	≥ 7 days	Any gas in globe must be resorbed	Annexure -2
Intra-ocular Surgery	6 days or less	≥ 7 days	Any gas injected in the globe must be resorbed; for injection of SF6, a minimum of 2 weeks is required, for C2F6 and C3F8, a minimum of 6 weeks is required; written specialist fitness to fly commercially is required	Annexure -2
Cataract Surgery	24 hours or less	≥ 24 hours		Annexure -2
Corneal Laser Surgery	24 hours or less	≥ 24 hours		Annexure -2

1.17 Respiratory Disorder

Diagnosis	Assessment by a doctor with aviation medicine experience	Accept	Comments	Annexure Required (Not older than 72 hours)
Pneumothorax (air in the cavity around the lung due to a puncture wound or spontaneous)	6 days or less after full inflation. If general condition is adequate, early transportation with "Heimlich type" travelling with trained escort is acceptable	7 after full inflation 14 days after inflation for traumatic pneumothorax		Annexure -2
Chest Surgery	10 days or less	≥ 11 with complicated recovery	e.g. lobectomy, pleurectomy, open lung disease	Annexure -2
Pneumonia	With Symptoms	Fully resolved or, if X-ray signs persists, must be symptom free	Consider supplementary oxygen especially in case of recent episode, elderly passenger and longer flights	Annexure -2
Tuberculosis	Untreated or non-responsive to treatment	After at least two weeks of appropriate treatment and with evidence of response to treatment		Annexure -2
COPD, emphysema, pulmonary fibrosis, pleural effusion (fluid in the lung cavity) and Hemothorax (blood in the cavity around the lung) etc.	Supplementary oxygen needed at ground level. PO ₂ < 50 mmHg Unresolved recent exacerbation	Exercise tolerance (Elk) > 50 meters without dyspnea and general condition is adequate. Full recovery if recent exacerbation. No current infection.		Annexure -2

Pulmonary hypertension	Not permitted if breathlessness present (NYHA II & III)	NYHA I	NYHA (See Below) functional classification IV would normally be done under an air evacuation protocol. NYHA III required supplemental oxygen.	Annexure -2
Cystic Fibrosis	FEV1 < 50% at ground level	No current infection		Annexure -2
Asthma		Currently asymptomatic and no infection	Remind to carry PRN medication in carry – on luggage	Annexure -2
Cancer	Under active treatment (radio on chemo) Pleural effusion Dyspneic at ground level	Asymptomatic	Major haemoptysis is a contraindication	Annexure -2
Bronchiectasis	Hypoxemic at ground level	No current infection		Annexure -2
Neuromuscular Disease	Severe extra pulmonary restriction Need home ventilation			Annexure -2
Pulmonary arteriovenous malformations	If severe hypoxemic (SpO2 < 80%) at ground level			Annexure -2
Ventilators	Seriously ill cases should only be accepted after detailed discussion with airline medical advisor	Long term stable cases requiring only ventilation with air		Annexure -2

1.18 Central Nervous System

Diagnosis	Assessment by a doctor with aviation medicine experience	Accept	Comments	Annexure Required (Not older than 72 hours)
TIA	2 days or less	After 2 days and proper investigation		Annexure -2
CVA (Stroke)	4 days or less	5 -14 days if stable or improving, with a trained escort. Passenger travelling in the first 2 weeks post stroke should receive supplementary oxygen		Annexure -2
Grand mal fit	24 hours or less	≥ 24 hours if generally well controlled		Annexure -2
Cranial Surgery	9 days or less	≥ 10 days, cranium free of air and adequate general condition		Annexure -2
Cognitive impairment/ Dementias	History of delusional, paranoid, aggressive or disinhibited behaviours, disorientation, agitation in familiar surroundings, wondering, significant anxiety	Mild impairment, independent function and living in the community. No significant paranoia, aggressive behaviour, wondering or agitation. No change or deterioration since recent flight	Consider support of travel companion	Annexure -2

1.19 Gastro – Intestinal

Diagnosis	Assessment by a doctor with aviation medicine experience	Accept	Comments	Annexure Required (Not older than 72 hours)
GI Bleed	24 hours or less following a bleed	≥ 10 days	1-9 days can travel if endoscopic or other clear evidence (i.e Hb has continued to rise to indicate bleeding has created) of healing. See also anemia.	Annexure -2
Major abdominal surgery	9 days or less	≥ 10 days if uncomplicated recovery	e.g. bowel resection, "open hysterectomy, renal surgery etc.	Annexure -2
Appendectomy	4 days or less	≥ 5 days if uncomplicated recovery		Annexure -2
Laparoscopic surgery (Keyhole)	4 days or less	≥ 5 days if uncomplicated recovery	e.g. cholecystectomy (gall bladder removal), tubal surgery	Annexure -2
Investigative laparoscopy	24 hours or less	≥ 24 hours if gas absorbed		Annexure -2

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).

Diagnosis	Assessment by a doctor with aviation medicine experience	Accept	Comments	Annexure Required (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	Not permitted - it will be a stretcher case	Broken/plastered legs	Not Required

	posture			
Major back/neck injury/spinal injury	Not permitted	Not permitted - it will be a stretcher case	Major back/neck injury/spinal injury	Not Required
Full plaster involving lower limb and pelvis	Not permitted	Not permitted - it will be a stretcher case	Full plaster involving lower limb and pelvis	Not Required
Burns	(not permitted (severe burns) if still shocked or with widespread infection)	Intentionally left blank	Burns	Annexure -2
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	Spine surgery	Annexure -2

1.21 Pregnancy

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

We understand that pregnancy is not a medical condition unless there are known medical complications which can endanger the life of mother or the child.

However we request you to avoid travelling after 28th weeks of pregnancy as IndiaOne Air operates Cessna Grand Caravan EX 208B aircraft which has unpressurised cabin and no cabin crew on board. Passengers travelling after 28th week of pregnancy will require submitting a “Fit to Fly” certificate (Annexure -1) which has to be approved by a doctor with aviation medicine experience.

The ‘fit to fly’ certificate should include the following details:

- a. Weeks of pregnancy
- b. Expected date of delivery
- c. Complications if present
- d. Fitness of travel

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

Diagnosis	Assessment by a doctor with aviation medicine experience	Accept	Comments	Annexure Required (Not older than 72 hours)
Single, Uncomplicated	Beyond end of 36 th week (Calculated using the Estimated Date of Delivery – EDD)	Clearance not required before end or 28 weeks		Annexure -1 & 2
Multiple, Uncomplicated	Beyond end of 32 nd week (Calculated using the Estimated Date of Delivery – EDD)	Clearance not required before end of 28 weeks		Annexure -1 & 2
Complicated Pregnancies	On individual basis			Annexure -1 & 2
Miscarriage (threatened or complete)	With active bleeding	Once stable, no bleeding and no pain for at least 24 hours		Annexure -1 & 2

1.22 Miscellaneous

Diagnosis	Assessment by a doctor with aviation medicine experience	Accept	Comments	Annexure Required (Not older than 72 hours)
New Born (Infants)	Not permitted to fly if age is less than 7 days	Permitted to fly if healthy from 03 rd day onwards		Annexure -2
Parkinsonism	N/a	Permitted		Not Required
Arthritis	N/a	Should be controlled with medication		Not Required
High blood pressure	N/a	Should be controlled with medication		Not Required
Diabetic	Uncontrolled diabetes in diabetic ketoacidosis or HHS	Controlled with medication and should carry medication in hand baggage and maintain proper feeding		Not Required

		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		Annexure -2
Fracture mandible with wired jaw	N/a	N/a		Not Required
Deep vein thrombosis (DVT)	Not permitted if not stabilized on anticoagulant	Permitted if stabilized on anticoagulant therapy and no pulmonary complication		Annexure -2
Cancer patients	Not permitted on active chemo/radio therapy. HB should be >7.5g%	Permitted if stable	Passenger on a chemotherapy regime can fly but not during active administration of cytotoxic medicine, especially when this involves slow release cytotoxic drugs via vascular access.	Annexure -2
After radio nucleotide therapy	Not permitted , 7 days of therapy due to risk of radiation exposure	Permitted from 7 th day of therapy		Annexure -2
Neuromuscular disease	Not permitted if respiratory involvement is there and needs ventilator	Can travel if no respiratory muscle involvement		Annexure -2
Ventilators/ POCS	Seriously ill cases would require discussion with airline doctors	Stable on POCS. FAA certified POCS are permitted		Annexure -2

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

Annexure – 1

TO WHOM IT MAY CONCERN – Fit To Fly Certificate

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.

Special Precautions (If any) _____

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.

