

## Wheelchair assistance – SSR WCHR/WCHS/WCHC

Please always inform bmi when a customer requires a wheelchair. There is no charge.

bmi will not refuse to carry any customers with reduced mobility except where they cannot safely be carried or cannot physically be accommodated. For example bmi currently has restrictions on the Embraer EMB-145 and 135, due to safety issues concerned with accessing the aircraft. If we should refuse to carry a passenger, we will explain clearly and explicitly the reason for refusal.

Please advise us of any specific needs at least 48 hours in advance so we can arrange the necessary equipment and staff.

Wheelchair passengers are classified in three different ways:

**WCHR** – Passengers who can ascend and descend steps and move in the aircraft cabin but who require a wheelchair for distance to/from the aircraft

**WCHS** – Passengers who cannot ascend and descend steps, where the wheelchair is required to/from the aircraft and the passenger must be carried up/down the steps but is able to make their own way to/from cabin seat

**WCHC** – Passengers who are completely immobile and require a wheelchair to/from the aircraft and must be carried up/down the steps and to/from their cabin seat.

Please let us know if the passenger is providing their own wheelchair and be as specific as possible regarding their requirements.

There are two types of wheelchairs which we can accept for travel: those with spillable batteries and those with non-spillable batteries.

Please note that we can provide a lift-on facility for all passengers of 18.5 stones or below.

WCHC and WCHS services are unavailable on Embraer aircraft.

On shorthaul services a maximum number of WCHS/WCHC can be accommodated at one time. Please offer your passengers alternative flights if wheelchairs cannot be confirmed.

Companions providing assistance will be required if a passenger cannot independently:

- Reach an emergency exit unaided
- Go to the toilet unaided
- Unfasten a seat belt
- Retrieve and fit a life jacket
- Fit an oxygen mask.