



# DISABILITY ACCESS FACILITATION PLAN

## REGIONAL EXPRESS HOLDINGS LIMITED

AIRLINE:	<i>Regional Express Pty Limited</i>
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This plan has been prepared in consultation with the following organisations:

The Australian Human Rights Commission

The Civil Aviation Safety Authority

The Department of Infrastructure, Transport, Regional Development and Local Government

Members of the Aviation Access Working Group

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## OBJECTIVE

The primary purpose of the Regional Express (Rex) Disability Access Facilitation Plan is to advise passengers with disabilities of:

- the service measures undertaken to ensure access for passengers with disabilities,
- how passengers with a disability can assist Rex to be best placed to provide an appropriate service (e.g. provision of information prior to travel).

The measures in the plan provide details on Rex's policies and approaches to enable access to each stage of the journey for passengers with a disability.

This plan applies to all Regular Passenger Transport (scheduled) services provided by Rex operating the SAAB 340 aircraft.

The policies, procedures and conditions for the carriage of passengers with special requirements are spelt out in *Annex A: Special Requirements Conditions of Carriage*. This document is correct only at time of publication and is extracted from Rex's website (<http://www.regionalexpress.com.au/FlightInfo/SpecialRequirementsConditions.aspx>).

Rex reserves the right to amend policy and processes as conditions change and we advise the reader always to consult the website for the latest updates. Alternatively they could call the Rex's Customer Contact Centre on 131713.

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# 1. RESERVATION AND PRE-FLIGHT PLANNING

## RESERVATION

The conditions for Reservations are covered in Annex A:

- *Condition 1, Booking a Flight.*

This condition also includes additional charges for using call centre to amend a booking.

Additional information relating to booking a flight may be found in Annex A:

- *Condition 2, Carriage of Wheelchair Dependent Passengers*
- *Condition 3, Breathing aids*
- *Condition 6, Companions*
- *Condition 7, Assistance Animals*

## RESERVATION ADDRESS AND NUMBERS

Bookings and notification of special requirements can be made through the Internet in almost all cases on:

[www.rex.com.au](http://www.rex.com.au)

The preferred method of booking is through the internet, however, special requirements that cannot be catered for through the internet will be processed by the Customer Contact Centre on

131713.

## FEES

Bookings made through the internet must specify the Special Requirements needed at time of booking. Otherwise administration charges are applicable if the call centre is used to add on Special Requirements (*Refer to Annex A, Condition 1, Booking a Flight*).

There will be no charge for call centre administration of Special Requirements that cannot be catered to in the internet booking.

Any fees paid by Rex to regulators associated with obtaining regulatory approvals will be passed onto the passenger.

## **TELEPHONE RESERVATION FOR HEARING IMPAIRED**

The Regional Express Customer Contact Centre does not have TTY facilities. Rex will accept bookings made through third party services such as the National Relay Service (133677).

## **WEB SITE ACCESS FOR VISUALLY IMPAIRED**

The Rex web site is not fully accessible for the totally vision impaired (refer to Section 10, Expected Improvements). However the internet booking pages have the ability to have the words magnified at the choice of the user.

## **INDEPENDENT TRAVEL CRITERIA – REQUIREMENT FOR A COMPANION**

*Refer to Annex A, Condition 6, Companions.*

## **COMPANION FARES**

*Refer to Annex A, Condition 6, Companions.*

## **COMPANION CARD SCHEME**

Regional Express is not an affiliate of the National Companion Card Scheme.

## **INFORMATION REQUIRED BY REX DURING BOOKING**

All information needed is specified during the internet booking process.

## **BOOKING CONFIRMATION**

Special requirements indicated during the booking are summarised in the confirmation at the end of the booking process. This could be printed out if desired.

## **RETENTION OF CUSTOMER INFORMATION**

Regional Express does not retain special request information after the travel has been completed. Refer to Section 10, Expected Improvements.

## **SEATING**

When notified of a booking for a Customer with a Disability, Rex airport staff will reserve appropriate seating in the aircraft.

Customers with Disabilities will normally be seated near the front of the aircraft. Other seats may be requested, however, emergency exit row seats will not be available.

## **ACCESS TO SEATS**

All aisle seats in the SAAB 340 have arm rests which can be raised for access.

## **INFORMATION DISEMINATION AND PROTECTION**

All special requests made during booking will be forwarded to the relevant airport staff.

All customer information is protected under the requirements of the Aviation Transport Security Act 2004 and the Regional Express Privacy Policy. Details are only released to the appropriate staff who will deal with the flight.

Rex does not control the information provided to Rex by travel agents. Customers who are concerned that a travel agent may not pass on all relevant details should book their travel through the Rex online booking system or through the Rex Customer Contact Centre. Alternatively they can call the Rex CCC after the agent's booking to confirm that all requirements have been updated.

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# **2. KERBSIDE PROCESSES**

## **KERBSIDE ASSISTANCE**

Rex considers that the access and movement in the terminal is the full responsibility of the airport operator and Rex will only assume responsibility for the passenger from the departure gate onwards. Please refer to the Disability Access Facilitation Plan of the relevant airport regarding any assistance they may provide. Wheel chair bound passengers are advised to have a facilitator up to the departure gate.

## **TERMINAL ACCESS FACILITIES**

Access facilities to and from terminal buildings is the responsibility of the airport. Please refer to the Disability Access Facilitation Plan of the relevant airport regarding any assistance they may provide.

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## 3. CHECK-IN AND SECURITY SCREENING

### **WHEELCHAIR CHECK-IN**

*Refer to Annex A, Condition 2, Wheelchair Dependent Passengers.*

Please note – staff at regional airports will normally commence work 30 minutes prior to a departure. Failure to notify Rex of the special requirement may mean that staff may not be available when you arrive at the airport.

### **AISLE CHAIRS**

Wheelchair dependent customers must use a Regional Express aisle wheelchair for embarkation and disembarkation. *Refer to Annex A, Condition 2, Wheelchair Dependent Passengers.*

### **PASSENGER FACILITATORS**

*Refer to Annex A, Condition 5, Passenger Facilitators.*

### **CHAIR STOWAGE**

*Refer to Annex A, Condition 2, Wheelchair Dependent Passengers.*

### **CHECK-IN COUNTERS**

All check-in counters used by Rex are owned and provided by airport authorities. No check-in counters currently used by Rex are at wheelchair height. Please refer to the Disability Access Facilitation Plan of the relevant airport regarding their facilities.

### **DISRUPTIONS**

In the event of disruption Regional Express airport staff will assist customers in rebooking any connecting flights.

In the event of inclement weather preventing the use of lifting equipment, flights may be delayed until the equipment can be used. If the flight must depart before conditions are suitable for the use of equipment, the customer will be re-booked onto another flight.

## **SCREENING**

Regional Express is not a screening authority and is not responsible for any security screening activities. For information relating to screening, please refer to the Disability Access Facilitation Plan of the appropriate airport.

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# **4. CARRIAGE OF WHEELCHAIRS, OTHER MOBILITY AIDS AND MEDICAL EQUIPMENT**

## **MULTIPLE DEVICES**

*Refer to Annex A, Condition 2, Wheelchair Dependent Passengers*

## **OXYGEN**

*Refer to Annex A, Condition 3, Breathing Aids*

## **MEDICATION**

Customers requiring medication must medicate before boarding, be capable of self medicating during the flight, or be travelling with a Companion who can provide the medication during flight.

*Refer to Annex A, Condition 10. What Assistance Will Not Be Provided*

## **WHEELCHAIR CARRIAGE**

*Refer to Annex A, Condition 2, Wheelchair Dependent Passengers.*

## **RELINQUISHING THE WHEELCHAIR**

Wheelchair dependent customers with electric wheelchairs will be transferred to the aisle chair at check-in, to allow sufficient time for the chair to be prepared. *Refer to Annex A, Condition 2, Wheelchair Passengers* for information regarding the preparation of a chair for carriage.

Wheelchair customers with manual chairs may request to remain in their chairs until just prior to the boarding announcement. Transfer will take place in sufficient time to allow staff to transfer the customer to an aisle chair, pre-board the customer and load the manual chair in the aircraft hold.

All electric wheel chairs are carried in an upright position in the cargo hold of Rex aircraft.

## **RETURNING WHEELCHAIRS TO CUSTOMERS ON ARRIVAL**

Wheelchairs will be returned to the customer as soon as possible, normally in the terminal.

Customers and/or Companions may be requested to provide advice to staff on reassembling and reactivating electric chairs.

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# **5. ASSISTANCE ANIMALS**

## **GUIDE DOGS AND HEARING ASSISTANCE DOGS**

*Refer to Annex A, Condition 7, Assistance Animals.*

## **OTHER COMPANION AND ASSISTANCE ANIMALS**

*Refer to Annex A, Condition 7, Assistance Animals*

Besides Guide Dogs and Hearing Assistance Dogs, all other animals are classified as Assistance Dogs. For such dogs, the following information is required during booking:

- the type of assistance provided by the animal
- the name of the animal
- the name of the organisation that trained the animal

On receipt of this information and confirmation by Rex that the animal has been appropriately trained for travel on public transport, an application has to be made to the Civil Aviation Authority of Australia (CASA) for approval. Rex may assist in the application but will not be responsible for the fees or any eventual delays (a minimum of 5 working days is recommended).

## **ANIMALS CARRIED IN THE CARGO HOLD**

All animals which cannot be carried in the cabin due to a customer arriving at an airport without notification or due to a request from the customer are to be carried in the cargo hold (*refer to Annex A, Section 7, Direct Assistance*). These animals are to be consigned through the freight forwarder Australian Air Express.

Many airports no longer allow animals (except for approved assistance animals) in the terminal and the ability to surrender an animal at check-in may not be available. Refer to the Disability Access Facilitation Plan of both the departure and arrival airports for further information.

Where both the departure and arrival airport authorities allow animals to be checked-in within the terminal, Rex may accept an animal for check-in to the cargo hold provided the animal is contained in an approved animal transport box or cage.

Animal transport containers must be provided by the customer. Regional Express does not maintain a stock of containers.

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## 6. ACCESS TO, AND ONBOARD AIRCRAFT

### **BOARDING / DISEMBARKATION**

Customers with special needs will generally be boarded before other passengers. Wheelchair passengers will be boarded and seated before general boarding commences.

Special needs customers who require assistance to disembark, particularly wheelchair customers, will be disembarked after all other passengers.

### **PASSENGER FACILITATORS**

*Refer to Annex A, Condition 5, Passenger Facilitators.*

### **DISABLED PASSENGER LIFTER**

Regional Express provides a Disabled Passenger Lifter (DPL) at its regular airports. DPL's may not be available at some airports which are not normally serviced by Rex in the case of a diversion due to weather or other reasons.

### **MOVEMENT INTO AND OUT OF AIRCRAFT SEATS**

Regional Express does not employ any equipment to assist with movement between the aisle wheelchair and the aircraft seat. All such movement will be assisted by staff and involves manual lifting. Passenger Facilitators may assist with this movement.

### **PRE FLIGHT SAFETY BRIEFING**

Passengers with special needs will receive individual safety briefings from the Flight Attendant. Safety briefings can be provided in verbal, written and pictorial format.

Braille safety briefing cards are available for the vision impaired and customers will be asked by the Flight Attendant if they would prefer this service.

## **HEARING IMPAIRED CUSTOMERS**

If a customer makes it know that they have a hearing impairment, Flight Attendants will bring cabin announcements to their attention, normally through individual contact whereby a customer can lip read if they have that capability.

## **AIRCRAFT LAYOUT**

### **SAAB 340**

The SAAB 340 aircraft is a single aisle aircraft with between 33 and 36 seats. Each row contains 3 seats with a single seat on the left hand side of the aisle and two seats on the right hand side. Some aircraft will have 4 seats in the rear row.

The SAAB 340 has a single toilet which may be either at the front of the aircraft on the right hand side near the galley, or at the rear of the aircraft, depending on the particular aircraft operating the service.

The over wing emergency exits are located in row 6 and other emergency exits are at the front of the aircraft in row 1. Disabled customers cannot be seated in emergency exit rows.

The crew of the SAAB 340 comprises 2 pilots and a single Flight Attendant.

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# **7. DIRECT ASSISTANCE**

## **DIRECT ASSISTANCE**

Regional Express staff can provide direct assistance with movement between wheelchairs and seats.

Flight Attendants will provide individual safety briefings to customers with special needs.

Flight Attendants are not permitted to provide certain types of assistance. *Refer to Annex A, Condition 10, What Assistance will not be Provided*

Regional express will assist customers with special needs who are connecting to flights on other airlines by assisting them to baggage collection areas where the other airline should continue with the assistance.'

## **FAILURE TO NOTIFY REX OF SPECIAL REQUIREMENTS**

Unless Rex is notified of special requirements, Rex cannot guarantee that resources will be available to assist customers.

Wheelchair dependent customers who arrive at an airport without prior notification of the special requirement may be denied boarding. *Refer to Annex A, Condition 1, Booking a Flight.*

Customers with guide dogs and hearing assistance dogs who arrive at an airport without prior notification of the animal may be denied boarding as seating space for the animal may not be available. As an alternative, the animal may be consigned to the cargo hold if a suitable animal transport container is provided by the customer.

Customers with assistance animals which are not guide dogs or hearing assistance dogs and who arrive at an airport without prior notification of the special requirement and where Rex has been unable to obtain CASA approval, (*refer to Annex A, Condition 7, Assistance Animals*) will be required to consign the animal for carriage in the cargo hold.

## **LEVELS OF ASSISTANCE**

The levels of assistance can vary depending on the airport. Small regional airports are staffed by only two persons and certain types of special assistance, apart from boarding and disembarkation assistance and transfer to the passenger's wheelchair from the aisle chair may be delayed.

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# **8. SERVICE DELIVERY**

## **STAFF QUALIFICATION**

Regional Express does not currently employ staff with specific AUSLAN capabilities.

All Flight Attendants are trained in handling assistance animals in particular and other disability requirements in general.

## **SECURITY**

At times of heightened security alert, special provisions will be implemented at airports. This may include increased distances for car parking from terminals. Refer to the airport's Disability Access Facilitation Plan for details of any special requirements.

## **CONSULTATION**

Regional Express is a member of the Aviation Access Working Group which comprises Government, industry, Human Rights Commission and disability group members.

Specific consultation with Regional Express by an individual or disability group can be obtained by contacting Rex on:

[www.rex.com.au/FeedBack](http://www.rex.com.au/FeedBack)

### **QUALITY ASSURANCE**

Regional Express maintains an internal Quality Assurance program. Internal audits monitor compliance with disability processes and recommend improvements where applicable.

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## **9. COMMUNICATION STRATEGIES**

### **FURTHER INFORMATION**

Further information can be obtained from the Rex Web site:

[www.rex.com.au](http://www.rex.com.au)

or through the Customer Contact Centre on:

131713

### **FEEDBACK**

Feedback relating to disability issues can be submitted online at:

[www.rex.com.au/FeedBack](http://www.rex.com.au/FeedBack)

### **COMPLAINTS**

Complaints can be submitted online at:

[www.rex.com.au/FeedBack](http://www.rex.com.au/FeedBack)

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## **10. EXPECTED IMPROVEMENTS**

Regional Express endeavours to provide the best possible service to the disabled community commensurate with the constraints in equipment and resources. Continual improvement is embraced through the Quality Assurance program.

Regional Express has trialled equipment to assist with movement between wheelchairs and aircraft seats and will continue to monitor improvements in this area.

Regional Express will endeavour to achieve a level of compliance with the website standards for visually impaired persons in the future. Current software and internet systems preclude full compliance. A timeframe for this is not known at time of publication.

Regional Express will endeavour to update software to allow the retention of a customer's special needs for inclusion in future bookings. A timeframe for this is not known at time of publication.

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# ANNEX A. SPECIAL REQUIREMENTS CONDITIONS OF CARRIAGE

## INTRODUCTION

Regional Express (Rex) goes to great length to accommodate the special requirements of its passengers within the limits of its capability and practicality.

This document lays down the Terms and Conditions for the carriage of passengers with special requirements which would include the following:

- - Wheelchair
- - Other Medical Conditions
- - Breathing Aids
- - Harnesses for Child and Adult and Car Seats
- - Carriage of Firearms
- - Carriage of Musical Instruments
- - Carriage of Guide Dogs

## 1. BOOKING A FLIGHT

If you require special assistance from Rex you must notify us at least 48 hours prior to the planned departure date of the forward travel. If you are unable to provide at least 48 hours notice you may still book your travel, however, Rex cannot guarantee that the resources required will be available and you must plan for this eventuality.

Notification of special requirements must be made at the time of booking be it through the website or the travel agent. If your special requirements cannot be catered for through the web site, you must call the Rex Customer Contact Centre (CCC) on 131713. However, if you call the Rex CCC to request for special needs which you have omitted to indicate during your internet booking, you will be charged an administration fee.

If you are wheelchair dependent and arrive at the airport without prior notification you will only be carried if there is adherence to the earlier check-in times for wheelchair passengers and there is no negative impact in achieving an on-time departure.

Otherwise you will be denied boarding and if you choose not to travel at all then a full refund will be given. If you choose to fly on a later flight, be aware that upgrade charges may be applicable.

Please note that Rex staff at regional airports may not commence work until 30 minutes prior to the scheduled departure time unless they have been notified the day before of a special requirement.

## 2. WHEELCHAIR DEPENDENT PASSENGERS

### ***Checking-In***

If you have a wheelchair or similar mobility device you are required to check-in no later than 60 minutes prior to the scheduled time of flight from a Capital city airport and 45 minutes from a Regional airport. This is to allow sufficient time for deactivation of electric mobility devices, transfer to aisle wheelchairs and pre-boarding.

If you do not observe the earlier check in times you may be refused carriage if you cannot be processed prior to the closure of the flight and your fare will be treated as a no-show.

### ***Transfer of Wheelchair Passenger***

An aisle wheelchair will be provided to assist you to embark and disembark Rex aircraft. These wheelchairs have been specially designed so that they can be moved along the aisle of the Saab aircraft.

You may provide a friend or assistant as a Passenger Facilitator to assist with the movement between the wheelchair, the aisle wheelchair and the aircraft seat. If you cannot provide a Passenger Facilitator (or Companion), Rex staff shall assist you with this movement. Due to OH&S constraints, you must provide a Passenger Facilitator if you weigh more than 130kg or be able to assist with the movement yourself. If you are able to move yourself between chairs and seats please notify staff on arrival at the airport.

### ***Aircraft Space Availability for Wheelchair***

Weight is a very important safety consideration in our aircraft. Our cargo compartment has only a very limited capacity. If you have a wheelchair you must notify Rex of the weight of the wheelchair. This notification can be done during the internet booking process or through the Rex CCC on 13 17 13 (administration fee chargeable).

Rex cannot uplift a chair in excess of 140Kg in weight. Chairs weighing in excess of 140KG may still be carried only if they can be broken down into parts each weighing not more than 140Kg and only if space and weight is available for the uplift.

It is possible that a flight may already be approaching its cargo weight limit by the time you wish to book. If, when making an internet booking, you are advised that the flight may not be available, either try to book another flight or call the Rex CCC on 13 17 13 for assistance.

### ***Stowage of Wheelchair***

Your wheelchair will need to be stowed as checked baggage during the flight.

If you have an electric wheel chair, you or your Companion (if you are travelling with one) may be asked by ground staff to advise on the best method of disabling the chair at the departure port and re-enabling the chair at the destination. In addition, our staff has to ensure that the battery is prepared according to the Dangerous Goods Regulations.

### ***Carriage of Multiple Devices***

If you need to carry multiple devices because of your medical condition, for example a wheelchair and oxygen equipment, you will not be charged excess baggage fees for the carriage of these devices. However each of these devices cannot weigh more than 140kg and you need to give at least 48 hours advance notification.

If you wish to carry multiple devices of similar nature, for example two wheelchairs or two oxygen delivery systems, you will be charged excess baggage fees for the second and subsequent devices. The second device will not be guaranteed to be carried in the same aircraft due to weight considerations.

### ***Rex Passenger Transfer Assistance***

Upon disembarking a Rex aircraft, Rex staff will only provide assistance to transfer you to the Rex baggage collection or the nearest taxi stand in the airport terminal. Rex will not be responsible for transfers to other airline counters/lounge and you are advised to make separate arrangements with the connecting airline. Rex may be able to transfer you to its lounge(where available) for you to wait for pick-up from the other airline.

## **3. BREATHING AIDS**

### ***Oxygen Bottles***

Regional Express permits the carriage of BOC Gases Oxycare Travel Packs (suitable for air transport) aboard their flights. BOC Gases provide "C" size oxygen cylinders and Travel Packs for either hire or purchase. All oxygen cylinders must be contained in the Travel Pack before they can fly. Rex does not provide Travel Packs or Oxygen bottles.

Your physician must complete the [Medical Certificate of Fitness to Fly](#) which must be shown to staff during check-in and on board the aircraft. Failure to carry and produce this statement will result in denial of carriage for the equipment.

BOC Gases (1800 050 999) will discuss with you how to operate the oxygen bottle. Your oxygen flow rate should be prescribed by your doctor, as your crew is not responsible for this.

### ***Oxygen Concentrators***

Rex permits the carriage of the following Oxygen Concentrators aboard their flights.

AirSep Life Style, AirSep Free Style, Inogen One, SeQual Eclipse, Respironics, and EverGo.

This equipment may be carried and used under the following conditions:

Your physician must complete the [Medical Certificate for Fitness to Fly](#) which must be shown to staff during check-in. A copy of the completed form must be given to the Flight Attendant on board the aircraft for each sector/flight. Failure to carry and produce this statement will result in denial of carriage for the equipment. In the event of an emergency, Rex is deemed to be authorized to pass on this form to any paramedic/emergency services should the need arise.

**Caution - Electronic equipment may cause interference with aircraft systems. If such interference is experienced, the crew will ask you to switch off your unit.**

You must comply with the following conditions to use the device on board the aircraft:

1. You must be capable of hearing the unit's alarms, seeing the alarm light indicators, and have the ability to respond to the various caution and warning alarms and alarm light indicators, or be traveling with someone who is capable of performing those functions;
2. You must ensure that the portable oxygen concentrator is free of oil, grease or other petroleum products and is in good condition free from damage or other signs of excessive wear or abuse;
3. Only lotions or salves that are oxygen approved may be used by you when using the portable oxygen concentrator device;
4. You must carry a sufficient number of batteries for the duration of the oxygen use on board flight including a conservative estimate of any unanticipated delays; and
5. You must ensure that all portable oxygen concentrator adheres to Rex's cabin baggage restrictions. Batteries must be protected from short circuit and damage. When a battery-powered oxygen concentrator is carried onboard aircraft as carry-on baggage and is not intended to be used during the flight, the battery must be removed and packaged separately unless the concentrator contains at least two effective protective features to prevent accidental operation during transport.

During movement on the surface, takeoff, and landing, the unit must be stowed under the seat in front of you. You must ensure there is sufficient length of hose so that it does not restrict/obstruct any other passengers.

### ***Easy Breathers and Nebulisers***

Easy breathers and nebuliser air pumps (which must be supplied by the passenger) may be used on Regional Express aircraft to enable a passenger to obtain relief from asthma, emphysema and other respiratory ailments. Easy breathers are normally packaged in portable light-weight cases which are acceptable as cabin baggage.

## **4. OTHER MEDICAL CONDITIONS INCLUDING INTELLECTUAL DISABILITIES**

Passengers with other medical conditions, not listed above, which could endanger themselves or other passengers during the flight should make their bookings through the Rex CCC on 131713. Rex may request that passengers have their physician complete the [Medical Certificate of Fitness to Fly](#) when a passenger:

- has an unstable medical condition,
- is recovering from an acute illness or infectious disease,

- pregnant past the 36<sup>th</sup> week of pregnancy or multiple or complicated pregnancy,
- has Intellectual Disabilities and/or is not able to understand safety briefings and other instructions, and/or
- is required to travel with a Companion due to their condition.

The [Medical Certificate of Fitness to Fly](#) is to be presented at all check-in and departure gate. A copy of the completed form is also required to be given to the Flight Attendant upon boarding for each sector/flight. In the event of an emergency, Rex is deemed to be authorized to pass on this form to any paramedic/emergency services should the need arises.

## 5. PASSENGER FACILITATORS

You may wish to be assisted to/from an aircraft by relatives, friends or other persons over the age of 15 years who have been trained in assisting you, but who do not wish to travel. These are referred to as Passenger Facilitators.

Passenger Facilitators do not require a boarding pass as they will not fly in the aircraft, however they must be escorted at all times by Rex staff when on the apron or in the aircraft.

When checking in, you should advise Check-in staff if you have a Passenger Facilitator to assist you board, or if there will be someone at the arrival port to assist you to disembark.

Passenger Facilitators must identify themselves to Rex staff at an arrival port so airport staff can escort them to/from and within the aircraft

## 6. COMPANIONS

Companions will be guaranteed the lowest advertised fare excluding Rex-Promo fares (regardless of whether these fares are still available). This requires the booking to be made with the Rex Customer Contact Centre on 13 17 13.

If you require a companion to assist you with the travel, you can request a Companion fare at 13 17 13. However, you must present at check-in a [Medical Certificate of Fitness to Fly](#) from your physician.

If you have booked a Companion fare and are not able to produce a [Medical Certificate of Fitness to Fly](#) at check-in, the companion will not be entitled to the preferential fare and he/she will be booked at the prevailing lowest available fare class and charged the difference if applicable, excluding any Rex Promo fares regardless of whether such fares are still available.

If you have an Assistance Animal and a Companion, the Companion may elect to sit in the seat reserved for the dog or sit in the single seat across the aisle.

## 7. ASSISTANCE ANIMALS

Rex allows the carriage of guide dogs and assistance dogs for the hearing or vision impaired in the cabin of our aircraft free of charge. If you require this type of assistance animal to travel in the cabin with you, at least 48 hours notice must be given at the time of booking.

Other assistance animals which provide an actual service to the customer in the cabin such as medical alert dogs, must be approved by the Civil Aviation Safety Authority (CASA) on a case by case basis before we can allow them to travel in the cabin. 5 full working days are needed to obtain appropriate CASA approvals.

Any CASA fees in obtaining such an approval will be passed onto the customer.

All other animals must be consigned as freight or checked-in for carriage in the aircraft hold.

The animal must be suitably harnessed, relieved before boarding and at any intermediate stops. The owner must supply an absorbent mat to prevent soiling of the cabin.

The animal may also travel in the aircraft hold at your request.

Rex will not be liable for any injury, loss or death of any assistance animal.

## 8. CHILD AND ADULT HARNESSSES AND INFANT CAR SEAT

### ***Child & Adult Harnesses***

Rex supplies two different harnesses for use by passengers who have no upper body control, who have muscle weakness handicaps or for passengers with quadriplegia:

- An Adult harness; suitable for weights over 50kg, and
- A Child harness; suitable for weights up to 50kg.

A Companion is required to accompany passengers who require an upper torso harness.

### ***Infant Car Seats***

Passengers may supply their own infant car seat but it must meet Australian Standards code AS1754. Only infants with paid seats may travel in an approved infant car seat.

If the seat is manufactured in the USA or Europe, it must have the following manufacturer's instruction label or leaflet:

"This restraint is certified for use in motor vehicles and aircraft. This child restraint conforms to all applicable FMVSS 213 standards on date of manufacture. Designed for use rear-facing by infants from birth to 20 pounds and forward-facing by toddlers from 20-40 pounds and the midpoint of whose head is not above the seat back."

## 9. FIREARMS

Firearms must be carried in checked-baggage and cannot be carried in the cabin of an aircraft. Firearms will be returned to you personally by Rex staff at the destination.

Passengers travelling with firearms must notify Rex of the requirement during booking.

When travelling with a firearm, the following requirements must be met:

- The firearm is to be carried in a locked case or bag
- The firearm is to be unloaded
- If a firearm has a bolt, the bolt is to be removed

No more than 5kg of ammunition (per passenger) is to be carried. Ammunition must be packed in the manufacturer's packaging. AFP Officers and ADF personnel travelling on duty may carry ammunition in no more than 2 magazines plus boxed ammunition to a total weight of no more than 5kg. All ammunition must be packed in a locked bag or case and checked-in for carriage in the baggage compartment.

The firearm and ammunition must be declared at check-in.

A valid firearm/shooters licence must be produced at check-in and at the destination to collect the firearm. (Police or ADF identification is suitable when carrying non-private firearms).

### ***Junior Shooters***

Minors carrying firearms must produce their firearms/shooters licence AND must be accompanied by an adult at check-in and the destination who must also produce a firearm/shooters licence.

## 10. WHAT ASSISTANCE WILL NOT BE PROVIDED

Rex will not provide assistance within the cabin for the administration of medication, consumption of food (apart from opening packets if required) or toiletry needs apart from assisting passengers to/from the toilet door. Flight Attendants are not permitted to handle urine-draining equipment.

Passengers who require assistance that cannot be provided by Rex must travel with a Companion.