



# Frenchbee

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## Passenger Assistance Guide





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## Introduction

Are you traveling with French bee soon and you need special assistance? If you have a disability or functional limitation (visual, hearing, mental or physical), you can count on us! To best prepare you for your trip, we have created this guide to help you request the assistance that best suits your needs.

To start, please follow the checklist below to guide you during your trip preparation

- Check whether you need to inform us prior to your departure
- Check whether it is necessary to travel with a travel partner (assistant)
- Check whether a medical clearance will be necessary

If, however you need additional information, do not hesitate to contact our Call Center at 1 833 376 7158 (toll free number accessible Monday through Saturday from 8am to 5pm, San Francisco time zone).





## Medical clearance

In some medical cases, our medical clearance department needs to issue an authorization allowing you to fly with us. To do so, you need to send an INCAD document completed by your primary physician.

The INCAD form “Incapacitated Passengers Handling Advice Document” can be downloaded on our website: [us.frenchbee.com/en](https://us.frenchbee.com/en). This document needs to be sent to French bee at least 72 hours before departure to the following email address: [specialtransport@frenchbee.com](mailto:specialtransport@frenchbee.com) Our medical clearance department will review your request and inform you about the outcome.

This document contains relevant information about the passenger’s condition and will determine the prerequisites necessary (i.e. if a travel partner is necessary, if the travel partner must be a healthcare professional, etc.)

## When is it mandatory to notify French bee of your medical situation?

To make your trip as comfortable as possible, we kindly ask you to inform us when you:

- ✦ suffer from a contagious and/or a transmissible disease
- ✦ need medical supervision or special equipment during the flight
- ✦ want to bring along your own Portable Oxygen Concentrator
- ✦ need to have oxygen provided during the flight

If either case applies to you, our medical clearance department needs to review your case. Therefore, an INCAD form needs to be completed and signed by your primary physician. The INCAD can be downloaded on our website: [us.frenchbee.com/en](https://us.frenchbee.com/en). This document needs to be sent to French bee at least 72 hours before departure to the following email address: [specialtransport@frenchbee.com](mailto:specialtransport@frenchbee.com) Our medical clearance department will review your request and inform you about the outcome.

## Medical conditions that prevent you from traveling

Some medical conditions may prevent you from flying. To avoid any complications, you cannot be admitted on board if you present any of the following cases:

- ✦ Some specific contagious or infectious disease, e.g. open tuberculosis, infectious hepatitis, scarlet fever, diphtheria, etc.
- ✦ You had a recent heart attack (flying is not allowed until 21 days after the heart attack)
- ✦ You had a recent stroke (flying not allowed until 21 days after the stroke)

## Do you need wheelchair assistance?

We want your experience with us to be as pleasant as possible. Therefore, if you need wheelchair assistance, we have 3 options available for you, depending on your needs. To determine the type of assistance you need, please follow the checklist below:





- ✦ Are you able to walk up and down the stairs and can you get to your cabin seat by yourself?
  - No – **Your assistance code is: WCHC\* assistance from check-in to your cabin seat**
  - Yes – Another type of assistance may be more suitable for you, please skip to the next question
- ✦ Are you able to walk up and down the stairs by yourself?
  - No – **Your assistance code is: WCHS\*: assistance from check-in to the aircraft door**
  - Yes – Another type of assistance may be more suitable for you, please go to the next question
- ✦ Are you able to walk up and down the stairs by yourself but you have difficulties with long distances?
  - Yes – **Your assistance code is: WCHR\*\*: assistance from check-in to the boarding area**
  - Non – We cannot provide you a wheelchair assistance

The wheelchair assistance can be booked via our website during the reservation and can also be added after your reservation has already been made. To do so, login on our website in the “Manage my booking” section and add the service. It is also possible to add the assistance via our call center. You can reach our Call Center at 1 833 376 7158 (toll free number accessible Monday through Saturday from 8am to 5pm, San Francisco time zone).

If you are travelling with a group of 10 or more pax that need wheelchair assistance, we kindly ask you to notify us at least 48h prior to the departure of your flight.

## [Are you traveling with your own wheelchair?](#)

If you are traveling with your own wheelchair, you can take it along on your French bee flight, free of charge. Wheelchairs can only be held as checked luggage, we do not have the possibility to transport your wheelchair in the cabin. Restrictions regarding the weight or size of your wheelchair are non-applicable.

To accommodate your regular or electric wheelchair, our ground staff will prepare your wheelchair as follows:

- ✦ Remove all loose parts
- ✦ Adjust the seat back to its lower stand
- ✦ Unplug the battery by using the main switch
- ✦ Regular wheelchairs need to be folded

If you have your own special requirements of how to prepare your wheelchair, please let our staff know.

Are you travelling with an electric wheelchair? Please note that some battery types are not allowed on board of our flights. To make sure yours will be allowed onboard, please contact our Call Center by dialing 1 833 376 7158 (toll free number) available Monday through Saturday from 8am to 5pm, San Francisco time zone.





For your convenience, all our aircrafts are equipped with an aisle wheelchair enabling you to move about easily during the flight. They are designed to circulate in aircraft aisles and access the restrooms during the flight. Our crew on board will guide you through the aisles or to the restrooms. For safety and security reasons, our crew members are not allowed to assist you in the restrooms.

## Do you have hearing or vision loss?

We kindly ask you to inform us when you are deaf/hard of hearing and/or are blind/have low vision. We will make your trip as safe and pleasant as possible. You can add this information to you booking during the reservation on our website or can also be added after your reservation has already been made. To do so, login on our website in the "Manage my booking" section and add the service. It is also possible to add the information to your booking via our call center. You can reach our Call Center at 1 833 376 7158 (toll free number accessible Monday through Saturday from 8am to 5pm, San Francisco time zone. If you wish, we will arrange pre-boarding for you. On board our crew will gave you a briefing about the safety instruction.

## Travel partners:

We require the presence of a travel partner for your safety if you are not able to do the following things by yourself in case of an emergency:

- ✦ Understand the safety instructions given by our crew
- ✦ Physically assist in your own evacuation

A travel partner must be at least **16 years** old and able to assist you during your flight to be allowed onboard.

In the case you are visually or hearing impaired or if you have a motor-based disability, your travel partner may also be a service dog (refer to the section "Are you traveling with a service dog" on page 6)

## Are you traveling with a service dog?

Traveling with a service dog is allowed with you in the cabin, free of charge during your French bee flight. However, you are required to notify us at least 48 hours before departure that you will be bringing your service dog with you. There are two ways to contact us for this:

- ✦ Call our Call Center at 1 833 376 7158 (toll free number accessible Monday through Saturday from 8am to 5pm, San Francisco time zone.
- ✦ Go directly to our sales desks located in Paris Orly and Reunion airports.

On board our planes, we allow two types:

- ✦ Service dogs

Please read our conditions regarding the allowance of service dogs onboard:

- ✦ Dogs must comply with all health requirements of the countries of departure and arrival and / or correspondence.
- ✦ Service dogs must remain permanently attached (on a leash)





- ✦ Service dogs do not need to be muzzled (*provide the device if needed*)
- ✦ Service dogs must not obstruct aisles
- ✦ Service dogs must be well behaved at all times

The following formalities will also be required for your dog to be allowed onboard:

- ✦ Animal must be individually identified by a microchip
- ✦ It must be identifiable by a dog tag or harness. You must be able to provide proof (along with credible verbal proof) of the animal's certification and its use.
- ✦ A copy of the pet's passport page with breed, weight, and height information.
- ✦ Current rabies vaccination certificate dated more than a month and less than a year from the date of travel
- ✦ For scheduled flights longer than 8 hours, a veterinary certificate indicating that the dog will not have to relieve himself during the flight, or a list of items (e.g. diapers, medication) that the customer will take on board in order to avoid any hygiene problems in the cabin
- ✦ Fill in and sign a Service Animal Air Transportation Form available in «organize my trip» section, then «Animals» and «Service Animals»

Service animals are not allowed on flights from and to Papeete, Tahiti.

For more information regarding the rules and regulations regarding service dogs, please feel free to refer to the section dedicated to transporting animals onboard of our plane found on our website.

### Emotional support animals

French bee does not transport emotional support animals.

Customers will not be able to book flights with an emotional support animal. Customers who wish to travel with a pet may do so in accordance with French bee's Pet Travel in the Cabin (PETC) policy.

## Are you in cast and / or had surgery recently?

Are you in cast and/or did you have surgery recently? Differences in cabin pressure can cause your hands and feet to swell. For your comfort and safety, we advise you to split or open your plaster in half lengthwise (if your medical condition allows it).

Are you traveling anyway with a closed cast? In this case, you must download the "Fit to Fly" certificate on our website and have it completed by your primary physician. You will need to present the document at the time you are boarding.

If you are traveling with a closed cast and you do not have a correctly filled out "Fit to Fly" certificate on you, boarding may be denied.

## Do you need to bring medical equipment?

If you need to bring medical equipment on board, it is mandatory that these items are stored in designated priority storage areas, in overhead compartments or under your seat. As medical equipment we understand:

- ✦ Mobility aid equipment, such as canes (including those used for impaired vision), crutches and walkers.





- All support items (e.g. prescription drugs and medical devices necessary to administer them such as syringes or auto-injectors, vision enhancing devices, ventilators and respirators that need storage or you need to use in the cabin that use waterproof batteries). These items need to comply with current safety and hazard regulations.

Medical equipment such as a dialysis machine, nebulizer or other devices, are allowed onboard free of charge provided you present us with a medical certificate at time of check-in. This certificate must be issued and signed by an attending physician no later than 6 months before your departure.

The transportation of your portable dialysis machine in the aircraft cabin is allowed whenever the device does not exceed the following dimensions and weight:

- 12 kilos (26lbs)
- 55 x 40 x 20 cm / 21 x 15 x 7in, the sum of the three dimensions must not exceed 115 cm/45in.

In case your device and its related supplies exceed the maximum allowance for transportation in the cabin, you have the possibility to check in the supplies exceeding the allowance at no additional costs for transportation in the aircraft hold.

### **Oxygen:**

The use of a personal oxygen cylinder is prohibited on board, and can also not be transported in the hold of our airplanes. Nevertheless, if you need oxygen during your flight, we can provide you with this. To request the oxygen, you must download the INCAD form from our website and have it completed and signed by your primary physician. Once completed the document needs to be sent to French bee at least 48 hours before departure to the following email address: [specialtransport@frenchbee.com](mailto:specialtransport@frenchbee.com) Our medical clearance department will review your request and inform you about the outcome.

### **Portable Oxygen Concentrator:**

On your French bee flight, you can travel with your own Portable Oxygen Concentrator. The following models are accepted in the cabin:

- AirSep FreeStyle
- Airsep LifeStyle portant une étiquette RTCA (SFAR No. 106, Aug 11/2005)
- Airsep Focus
- Delphi RS-00400
- DeVilbiss Healthcare iGo
- Inogen One (SFAR No. 106, Aug 11/2005)
- Inogen One G2
- Inogen G3
- Inova Labs LifeChoice
- Inova labs LifeChoice Activox
- Invacare SOLO2
- International Biophysics LifeChoice
- Invacare XPO100
- Invacare XP02
- Oxlife Independence Oxygen Concentrator
- Oxus RS-00400
- Philips Simply Go







- ✦ Precision Medical EasyPulse
- ✦ Respironics EverGo (Fed. Reg. Sep 12/06)
- ✦ SeQual eQuinox Oxygen System Model 4000
- ✦ SeQual Oxywell Oxygen System Model 4000
- ✦ SeQual SAROS
- ✦ SeQual Technologies Eclipse (Fed. Reg. Sep 12/06)
- ✦ VBOX Trooper Portable Oxygen Concentrator units
- ✦ Weinmann Ventilologic plus ventilator

If your portable oxygen concentrator model is not listed above but is approved by the FAA (Federal Aviation Administration), we kindly ask you to bring the approval certificate for your concentrator.

You will have the possibility to have your medical equipment transported free of charge as additional hand baggage, as long as it does not exceed the hand baggage weight and dimensions:

- ✦ 12 kilos (26lbs)
- ✦ 55 x 40 x 20 cm / 21 x 15 x 7in, the sum of the three dimensions must not exceed 115 cm/45in.

If your medical equipment exceeds the dimensions mentioned, it will be placed free of charge in hold. You will have the possibility to connect your respiratory device to power outlets on board. Our power outlets have the following 11V / 60Hz / 1.5W

To bring your own POC, you must download the INCAD form from our website and have it completed and signed by your primary physician. Once completed the document needs to be sent to French bee at least 48 hours before departure to the following email address: [specialtransport@frenchbee.com](mailto:specialtransport@frenchbee.com) Our medical clearance department will review your request and inform you about the outcome.

### **Special case - syringe carriage on board:**

If your treatment requires you to carry syringes on board, The European Restriction of Cabin Baggage Regulation requires you to provide a prescription issued by an attending physician. Without this formality, you will be unable to carry your syringes in the cabin.

Your certificate must mention the following:

- ✦ The need to keep syringes in the cabin
- ✦ The necessary medication
- ✦ Treatment details
- ✦ Your flight departure and return dates
- ✦ The number of days planned at your destination

We also advise you to bring your own cooler bag for the storage of your medicines / vaccines.

Also make sure the injection needles are well packed and protected. Only you, or the person accompanying you, can do your injections. Our staff on board is not allowed to assist you.

## **Some extra special attention we give you**

### **Check-in**





We recommend that you arrive at the airport 3 hours before your flight departure for optimal assistance. To help you get around the airport easily and save time, some airports have put in place special signage to guide you. In addition, express passage for passengers with reduced mobility minimizes your waiting time at check-in and various airport check points (police, security, etc.)

### **Priority boarding**

If you are traveling in a wheelchair, are hard of hearing/have low vision or if you have requested individual assistance, French bee offers you priority boarding whenever possible. We remind you that it is imperative to wait for the arrival of the service provider of the airport, at the agreed place.

### **Upon arrival**

To make your trip as comfortable as possible, we ask that you leave the aircraft after all the other passengers. We will make sure that your baggage and wheelchair (if this has been placed in the hold), as well as any personal mobility device, will be delivered with priority, if necessary.

### **CRO**

If you feel the need, you can speak to a French bee Complaint Resolution Officer by calling our Call Center at 1 833 376 7158 (toll free number accessible Monday through Saturday from 8am to 5pm, San Francisco time zone. In the menu select “Direct Customer” and then the option for “CRO”.

