



# 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 and Regional Development

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 and Air Link operating the Beech 1900D 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:

- *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 1, Wheelchair Dependent Passengers*
- *Condition 2, Oxygen and Breathing aids*
- *Condition 4, Companions & Passenger Facilitators*
- *Condition 5, 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.

**Please note that Air Link aircraft cannot cater for all special requirements due to smaller aircraft size. Mobility disabled passengers who require a wheelchair or motorised aid cannot be carried on Air Link flights and must book a flight on the SAAB340. If you require assistance onboard from a flight attendant due to your condition, please book a flight on a SAAB340 as there is no flight attendant onboard Air Link flights.**

**Please note that some airports in Queensland cannot cater for passengers who require the use of the Disabled Passenger Lifter (DPL). Mobility disabled passengers who are not capable of ascending the aircraft stairs are asked to call the CCC prior to booking to check. Further information is available on the Rex Website at <http://www.rex.com.au/flightinfo/SpecialRequirementsConditions.aspx>**

## 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, 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 payed 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). The home page of the Rex web site is accessible to visually impaired persons and 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 4, Companions & Passenger Facilitators.*

## COMPANION FARES

*Refer to Annex A, Condition 4, Companions & Passenger Facilitators*

## 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.

The arm rests on the B1900 are fixed and cannot 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. *Refer to section 4, Carriage of Wheelchairs, Other Mobility Aids and Medical Equipment.*

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 1, 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. Please note, mobility disabled passengers who require a wheelchair or motorised mobility aid cannot be carried in the B1900 and must book a flight on the Rex SAAB340.

*Refer to Section 4 – Carriage of Wheelchairs, Other Mobility Aids and Medical Equipment and to Annex A, Condition 1, Wheelchair Dependent Passengers.*

## **PASSENGER FACILITATORS**

*Refer to Annex A, Condition 4, Companions & Passenger Facilitators.*

## **CHAIR STOWAGE**

*Refer to Annex A, Condition 1, 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 1, Wheelchair Dependent Passengers*

## **OXYGEN**

*Refer to Annex A, Condition 2, Oxygen and 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 14, What Assistance Will Not Be Provided*



## **WHEELCHAIR CARRIAGE**

*Refer to Annex A, Condition 1, Wheelchair Dependent Passengers.*

## **RELINQUISHING THE WHEELCHAIR**

Wheelchair dependent customers with electric wheelchairs may be transferred to the aisle chair at the departures gate. *Refer to Annex A, Condition 1, Wheelchair Passengers* for information regarding the preparation of a chair for carriage.

Rex will provide assistance from the departures gate. *Refer to Annex A, Condition 1, Wheelchair dependant passengers.*

Transfer to an aisle chair will take place in sufficient time to allow staff to pre-board the customer and load the customer's chair in the aircraft hold.

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

## **OTHER POWERED MOBILITY DEVICES**

Regional Express may allow other powered mobility devices (such as scooters) for carriage on a case by case basis, provided they are a primary mobility device. Such devices must be powered electrically, be capable of being rendered inoperable during carriage, be capable of being folded to fit into the aircraft hold and weigh no more than 120 Kg with battery.

All aids to be carried in the cargo compartment must be of the following dimensions, or be capable of being dismantled into pieces not exceeding these dimensions:

Width – 85 cm

Height – 130 cm

Length – 115 cm

Customers or their companions or facilitators may be requested to provide advice on the method of deactivating the device for carriage.

Please note, mobility disabled passengers who require a wheelchair or motorised mobility aid cannot be carried in the B1900 and must book a flight on the Rex SAAB340.

## **OTHER NON-POWERED MOBILITY DEVICES**

Other non-powered mobility devices such as walking sticks and walking frames may be carried in the cabin provided they can fit into the overhead luggage lockers. Flight Attendants may assist with the stowage and retrieval of these items from overhead luggage lockers.

Devices such as some walking frames which cannot be folded into a size to fit into the overhead luggage lockers may be relinquished to Rex staff at the aircraft stairs during boarding for carriage in the cargo hold.

Please note, mobility disabled passengers who require a wheelchair or motorised mobility aid cannot be carried in the B1900 and must book a flight on the Rex SAAB340.

## **RETURNING MOBILITY DEVICES TO CUSTOMERS ON ARRIVAL**

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

Devices relinquished at the aircraft stairs for carriage in the cargo hold, such as large walking frames, will be returned to the customer at the bottom of the aircraft stairs on arrival.

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

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# 5. ASSISTANCE ANIMALS

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

*Refer to Annex A, Condition 5, Assistance Animals.*

## **OTHER COMPANION AND ASSISTANCE ANIMALS**

*Refer to Annex A, Condition 5, Assistance Animals*

Besides Guide Dogs and Hearing Assistance Dogs, all other animals which provide assistance to the disabled or infirmed are classified as Assistance Animals. For such animals to be carried in the aircraft cabin, the following information is required during booking:

- the type of assistance provided by the animal in the cabin
- the name and breed of the animal
- the name of the organisation that trained the animal
- the date the animal last received the Public Access Test (the animal must have passed this test within 12 months before the date of carriage for approval to be obtained)

On receipt of this information Rex will assess the animal for approval for carriage in the cabin and respond to the customer via the Customer Contact Centre.

The Customer with an assistance animal approved for carriage in the cabin must produce the Public Access Test certificate or the Assistance Animal Identification Card at check-in. Failure to provide the documentation will result in the animal being carried in the hold. In this case, the customer may be required to take the animal to Qantas Freight for consignment (refer to *Animals Carried in the Cargo Hold*).

## **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 Section 7, Direct Assistance*). These animals are to be consigned through the freight forwarder Qantas Freight or Toll Holdings.

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 4 Companions & Passenger Facilitators.*

### **DISABLED PASSENGER LIFTER**

Regional Express provides a Disabled Passenger Lifter (DPL) (a high lift device) 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.

The DPL is available for customers who cannot board or disembark from the aircraft using stairs. Requests to use the DPL must be made during booking, with at least 48 hours prior notification.

**The DPL cannot be used with the B1900 aircraft. Mobility disabled passengers who require a wheelchair or motorised mobility aid cannot be carried in the B1900 and must book a flight on the SAAB340.**

**Please note that some airports in Queensland cannot cater for passengers who require the use of the Disabled Passenger Lifter (DPL). Mobility disabled passengers who are not capable of ascending the aircraft stairs are asked to call the CCC prior to booking to check. Further information is available on the Rex Website at <http://www.rex.com.au/flightinfo/SpecialRequirementsConditions.aspx>**

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

Regional Express does not employ any equipment to assist with movement of passengers between the aisle wheelchair and the aircraft seat whilst boarding or disembarking the aircraft. Passengers who require assistance for movement between the aisle chair and aircraft seats must provide either a Passenger Facilitator at each end of the journey, including scheduled mid-point stops if the passenger is to disembark, to perform this assistance, or provide a travelling companion who is able to perform this assistance.

Travelling Companions who perform this assistance may be provided a seat free of charge provided the [Regional Express Disability Assistance Form](#) has been completed, appropriate notification is made during booking, and the form is presented at check-in. This form must be kept with the passenger at all times.

Regional Express staff may assist the Facilitator or Companion with this service in a non-heavy lifting role.

## **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 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.

### **Beech B1900D**

The Beech B1900D aircraft is a single aisle aircraft with 18 seats. Each row contains one seat on either side of an aisle.

There is a small toilet facility at the back of the aircraft.

The emergency exits are located at the emergency exit entry door and in row 6 on the port side, and in rows 4 and 6 on the starboard side.

The crew of the B1900D comprises 2 pilots only. There is no flight attendant.

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## **7. DIRECT ASSISTANCE**

### **DIRECT ASSISTANCE**

Regional Express staff can assist a Passenger Facilitator or Travelling Companion to provide direct assistance with movement between wheelchairs and seats in a non-heavy lift role (Refer to Section 6, Movement into and out of Aircraft 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 15, 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, 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 grant approval, (*refer to Annex A, Condition 5, 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 assisting with the special requirements of passengers, including passengers with assistance animals. Flight Attendants are not trained in the handling of assistance animals.

## **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.

It is a requirement that all passengers can understand and respond to Emergency Procedures and the on-board Safety Announcements and Demonstrations.

Rex will not provide assistance within the cabin for the:

- Use of the toilet facilities – Flight Attendants are able to assist passengers to and from the toilet door and are not permitted to handle urine-draining equipment.
- Administration of medication – Flight Attendants are able to assist passengers in the retrieval of medication from cabin baggage.
- Consumption of food - Flight Attendants are able to assist passengers with opening packets and assisting to locate the food as required.

Passengers who;

- require assistance that cannot be provided by Rex or
- who cannot understand and respond to Emergency Procedures and the on-board Safety Announcements and Demonstrations, must travel with a Companion.

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

1. Wheelchair dependent passengers
2. Oxygen and breathing aids
3. Other medical conditions
4. Companions and Passenger Facilitators
5. Assistance animals
6. Carriage of Live Animals
7. Pregnant passengers
8. Baby on Board
9. Unaccompanied Minors
10. Child and adult harnesses
11. Persons in Lawful Custody
12. Firearms
13. Musical instruments
14. Connecting flights
15. What assistance will not be provided

## 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.

**Please note that Air Link aircraft cannot cater for all special requirements due to smaller aircraft size. Mobility disabled passengers who require a wheelchair or motorised aid cannot be carried on Air Link flights and must book a flight on the SAAB340. If you require assistance onboard from a flight attendant due to your condition, please book a flight on a SAAB340 as there is no flight attendant onboard Air Link flights.**

**Please note that some airports in Queensland cannot cater for passengers who require the use of the Disabled Passenger Lifter (DPL). Mobility disabled passengers who are not capable of ascending the aircraft stairs are asked to call the CCC prior to booking to check. DPLs are currently not installed at Bedourie, Boulia, Burketown, Karumba and Quilpie.**

## 1. WHEELCHAIR DEPENDENT PASSENGERS

Passengers that require the use of wheelchairs should provide at least 48 hours notice before the flight departure time. Bookings can be made on our website, through the Customer Contact Centre at 13 17 13 or via local travel agents.

The Disabled Passenger Lifter (DPL) used to assist mobility disabled passengers to board an aircraft cannot be used with the B1900 aircraft. Mobility Disabled passengers who require a wheelchair or motorised mobility aid cannot be carried in the B1900 and must book a flight on the Rex SAAB340.

Please note that some airports in Queensland cannot cater for passengers who require the use of the Disabled Passenger Lifter (DPL) at this time. Mobility disabled passengers who are not capable of ascending the aircraft stairs are asked to call the CCC prior to booking to check. DPLS are currently not installed at Bedourie, Boulia, Burketown, Karumba and Quilpie.

## ***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 major cities & all Queensland regional airports except Burketown; 45 minutes prior to scheduled departure time in NSW, SA, TAS, VIC & WA regional airports; and 90 minutes prior to scheduled departure time in Burketown. 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 Passengers***

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.

A wheelchair dependent passenger who requires assistance to transfer between their chair and the Rex aisle chair and between the aisle chair and the aircraft seat must provide a Passenger Facilitator at each end of the flight and at scheduled mid-point stops if the passenger is to disembark, or a Travelling Companion to facilitate the movement of the passenger to/from the aircraft seat. Rex staff may assist with this movement in a non-heavy lifting role.

A travelling Companion who manually handles and facilitates the movement of the wheelchair dependent passenger between chairs and seats may travel free of charge provided a [Rex Disability Assistance Form](#) has been completed and presented at check-in. This form must be kept with the passenger at all times.

## ***Batteries***

If your chair is powered by Lithium batteries, we can only carry your chair if it has one battery with a power rating of no more than 300 Watt Hours (300Wh) or if the chair is powered by two batteries they each must not exceed 160 Watt Hours (160Wh). You may also carry one spare battery of no more than 300Wh or two spare batteries of no more than 160Wh. Spare batteries must be carried in the cabin as carry-on baggage.

Batteries carried in the cabin must be carried in a protective cover to prevent damage and must have the terminals protected from short circuit by taping over the terminals or using a cap which will not come off in flight.

If your chair is powered by a different type of battery, please contact our Customer Contact Centre (CCC) on 13 17 13 for further information.

## ***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 120Kg in weight. Chairs weighing in excess of 120KG may still be carried only if they can be broken down into parts each weighing not more than 120Kg and only if space and weight is available for the uplift.

All wheelchairs must be of the following dimensions, or be capable of being dismantled into pieces not exceeding these dimensions:

Width – 85 cm

Height – 130 cm

Length – 115 cm

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 Passenger Facilitator 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 have 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 or a wheelchair and a walking frame or bath chair, you will not be charged excess baggage fees for the carriage of these devices. However each of these devices cannot weigh more than 120kg 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.

Regional Express will carry a total of two dissimilar mobility aids free of charge. Fees will apply to additional mobility aids.

### ***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/lounges 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.

### ***Limitation of Liability***

Regional Express will take all reasonable steps to ensure that mobility aids are handled with care and returned in the condition in which it was received. The Company's liability in respect of loss or damage to mobility aids stowed in the cargo hold is limited to the circumstances and amounts laid down in the applicable law.

*Refer to the Regional Express Conditions of Carriage, Condition 2, Limitation of Liability*

## 2. OXYGEN AND BREATHING AIDS

The carriage of breathing aids must be notified to Rex during booking. If you have a breathing aid and arrive at the airport without prior notification the breathing aid may be denied carriage.

If you require the administration of oxygen in-flight but cannot administer it yourself, you must travel with a Carer.

### **Oxygen Bottles**

Regional Express permits the carriage of any manufacturer type of "C" size oxygen cylinder/s for use or carriage in the cabin, provided that the cylinder is contained in a BOC Oxycare Travel Pack, Supagas Airline Travel Bag or the equivalent Air Liquide Travel Pack, all of which are compliant with restraint permissions. These travel packs and oxygen bottles are available for hire or purchase from the respective companies. Regional Express does not hold stocks of these Travel Packs or oxygen bottles. If bottles are to be carried in the cargo hold they and any attached equipment such as regulators must be protected from damage which could cause inadvertent activation or they must be empty with no regulator attached.



Air Liquide

1 permitted in cabin



Old Style BOC

2 permitted in cabin



New Style BOC

1 permitted in cabin



Supagas

2 permitted in cabin

Contact BOC Gases, Supagas or Air Liquide to discuss how to operate the oxygen bottle, as your crew will not be responsible for this. Your oxygen flow rate should be prescribed by your doctor.

Your physician must complete the [Rex Medical Certificate of 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. The [Rex Medical Certificate of Fitness to Fly](#) must be valid for the intended dates of travel.

Please note, oxygen bottles are permitted, but cannot be used during take-off and landing in the B1900 aircraft. If you require the use of an oxygen bottle during take-off and landing, please book a flight on the SAAB340 aircraft.

### **Oxygen Concentrators**

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

AirSep Life Style, AirSep Free Style, AirSep Freestyle 5, AirSep Focus, Inogen One, Inogen One G2, Inogen One G3, SeQual Eclipse, SeQual SAROS, SeQual eQuinox / Oxywell (model 4000), Respiroics SimplyGo, (Phillips) Respiroics SimplyGo Mini, Respiroics EverGo, De Vilbiss Healthcare Co, Invacare Solo 2, Inova Labs Lifechoice, Oxlife Independence Oxygen Concentrator, Delphi RS-00400 / Oxus Inc RS-00400, and VBox Trooper.

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

Your physician must complete the [Rex Medical Certificate for Fitness to Fly](#) which must be shown to staff during check-in. A copy of the form must be given to the Flight Attendant on board the aircraft for each sector/flight. If a physician's statement is not carried, the Oxygen concentrator may travel, however it cannot be used. 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. The [Rex Medical Certificate of Fitness to Fly](#) must be valid for the intended dates of travel.

**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.

### **3. 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 [Rex Medical Certificate of Fitness to Fly](#) when a passenger:

- has an unstable medical condition,
- is recovering from an acute illness or infectious disease,
- is pregnant past the 36<sup>th</sup> week of pregnancy or multiple and/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 [Rex Medical Certificate of Fitness to Fly](#) must be shown to staff during check-in. 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 arise.

The [Rex Medical Certificate of Fitness to Fly](#) must be valid for the intended dates of travel.

### **4. COMPANIONS & PASSENGER FACILITATORS**

#### **Companions**

All passengers must be able to understand and respond to Emergency Procedures and the on-board Safety Announcements and Demonstrations. Please note: we carry a Cabin Safety Information card in Braille on board each aircraft.

If you cannot understand and respond to these briefings you must travel with a Companion, who must be able to mentally and physically assist you.

In addition, if you require assistance with any of the following you must travel with a Companion:

- Use of the toilet facilities – Flight Attendants are able to assist passengers to and from the toilet door and are not permitted to handle urine-draining equipment.

- Administration of medication – Flight Attendants are able to assist passengers in the retrieval of medication from cabin baggage.
- Consumption of food - Flight Attendants are able to assist passengers with opening packets and assisting to locate the food as required.

A Companion is required to accompany passengers who are unable to sit upright unassisted and for those passengers where the flying is likely to require medical attention.

Please note, if you arrive at the airport without a Companion and do not meet the requirements above, we reserve the right to decline your travel until you have a Companion available to accompany you. In such circumstances we will rebook you at no charge.

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's Fare' at 13 17 13. However, you must present at check-in a [Rex Medical Certificate of Fitness to Fly](#) or [Rex Disability Assistance Form](#) as applicable from your physician. Although the Rex Medical Certificate of Fitness to fly must be completed for each booking, the Disability Assistance Form is only required to be completed once, however, it must be produced for each journey and kept with the passenger at all times. The [Rex Medical Certificate of Fitness to Fly](#) must be valid for the intended dates of travel.

If you have booked a Companion's Fare and are not able to produce a [Rex Medical Certificate of Fitness to Fly](#) or [Rex Disability Assistance Form](#) 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.

Travelling Companions who manually handle and facilitate the movement of wheelchair dependent passengers between chairs and seats may be carried free of charge provided the [Rex Disability Assistance Form](#) is completed and presented at check in. The form can be faxed to the Rex Customer Contact Centre at least 48hrs prior to travel for the free seat to be entered into the system.

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.

### ***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 must 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.

## 5. ASSISTANCE ANIMALS

### ***Guide Dogs***

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***

Other assistance animals which provide an actual service to the customer in the cabin such as medical alert dogs, must be prior approved 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 approvals.

The animal must be trained to a level which meets or exceeds the requirements of Assistance Dogs International. In determining the suitability of the training, Rex shall consider the training organisation's accreditation against the requirements of Section 9 of the Disability Discrimination Act 1992. Assistance animals will only be permitted in the Cabin if they have been trained by an organisation accredited by or affiliated with Assistance Dogs International, Assistance Dogs Australia or which satisfies the requirements of various state legislation and guidelines in training for Public Access.

The animal must have passed a Public Access Test within 12 months prior to the flight date. Proof of the test such as the certificate or a current assistance animal Identity Card must be produced at check-in. Failure to provide the documentation will result in the animal being carried in the cargo hold. In this case the customer may be required to take the animal to Qantas Freight for consignment.

### ***Both Guide Dogs & Assistance Animals***

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.

Please note if travelling in the B1900 aircraft, the assistance animal will be positioned under the seat on the other side of the aisle to the passenger.

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

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

## 6. CARRIAGE OF LIVE ANIMALS

Domestic animals, with the exception of assistance animals will be accepted for check-in provided the animal is carried in a suitable domestic animal container that is clean and secure and meets the specifications as set out in the Domestic Animal Container Requirements. Animals will be accepted as excess baggage only and charged at the current excess baggage rate per kilogram. Hoofed animals are not accepted on any Rex services.

### **NOTE TO ALL SOUTH AUSTRALIA, QUEENSLAND, WESTERN AUSTRALIA, AND NEWCASTLE TRAVELLERS:**

Adelaide, Newcastle, Townsville, Perth, Brisbane and Cairns airports have advised that, with the exception of assistance animals, no animals are accepted within the terminal building. All animals must be lodged with Qantas Freight ([excluding QLD regulated routes](#)) or Dogtainers ([accepts freight on QLD regulated routes](#)) and travel as cargo. Dogtainers can be contacted on 1300 13 52 52 or through [www.dogtainers.com.au](http://www.dogtainers.com.au).

Please be aware that Qantas Freight cannot accept live animal bookings on the day of travel and must be submitted a minimum of three business day (72 hours) prior to the scheduled time of departure. For urgent booking requests (less than three full business days before departure) please call 13 12 13.

For additional information regarding baggage please contact **13 17 13**.

## 7. PREGNANT PASSENGERS

Rex is pleased to welcome pregnant passengers onboard our flights.

Pregnant passengers are required to supply a [Rex Medical Certificate of Fitness to Fly](#) for the following:

1. single pregnancy – beyond the 36th week of pregnancy,
2. multiple pregnancies – for any travel, and
3. complicated or high risk pregnancies – for any travel.

The [Rex Medical Certificate of Fitness to Fly](#) must be completed and signed by a medical practitioner & presented at the Rex check-in counter to travel on any Regional Express flight/s. A copy of the completed form is also required to be given to the Flight Attendant upon boarding for each flight/sector.

The [Rex Medical Certificate of Fitness to Fly](#) must be valid for the intended dates of travel. Boarding may be denied if the form is not completed in full.

Pregnant passengers are advised to consult their practitioner prior to travel.

Please note: Pregnant passengers will not be permitted to be seated / allocated an emergency exit row seat following the 24th week of pregnancy.

## 8. BABY ON BOARD

Infants (children who have not reached their second birthday) may travel on an adult's lap (lap-infant), at no charge, on Rex Services. An infant seatbelt will be provided. Only one lap-infant per accompanying adult passenger is permitted. An adult with one lap-infant is allowed to purchase an additional seat for ONE additional infant but the following conditions must apply:

- the infant must be able to sit upright (without assistance) in an aircraft seat and has the appropriate seat restraint at all times when the "Fasten Seatbelts" sign is on;
- no more than two infants can be accompanied by the one adult; in these circumstances, one infant may be nursed and the other must be able to sit upright in a seat at all times; and
- passengers with infants are not permitted to be seated in an emergency exit row

Due to regulatory requirements, there are limits on the total number of lap-infants permitted on a single flight. Rex recommends that all infant bookings are made online via the Rex Internet Booking Engine as this will ensure that the maximum number of infants on a single flight is not exceeded and that all infant details are received by Rex in the correct format.

For infants over the age of six months old, you may bring on board your infant car seat (must be forward facing) for your infant's comfort. Children over two years of age may also use an infant car seat providing the child weighs less than 18kg.

Please note, this Special Service Requirement is not permitted on the smaller Air Link aircraft. If you would like to travel with an infant car seat, please book a flight operated by Rex on the SAAB340 aircraft.

To travel with an infant car seat you must ensure:

- The infant car seat is in good condition with no cracked or damaged edges
- The seatbelts and harnesses must be fully functioning
- The car seat must meet the Australian/New Zealand Design Standards AS1754
- If you are travelling with an overseas car seat please note that we only accept the following design standards:
  - United Kingdom CAA or
  - European Community Regulation 44 of FMVSS213 approved

The label displaying the applicable standard must be legible. If your car seat does not meet these standards then unfortunately you will not be able to use it during the flight.

If you choose to use your car seat, you must purchase an additional seat to use it. Due to seating restrictions on the aircraft, Customer Service staff **must** be informed if an infant is going to be using an approved Infant Car Seat when you are checking-in.

Regional Express is not permitted to use Baby Capsules or Baby Booster Seats in the cabin. However, we do have infant seat belts if you do not want to use an infant car seat.

Lap-infants are entitled to checked baggage not exceeding a total weight of 10kg for the carriage of a stroller, carry basket or car seat only.

NOTE: Parents travelling with infants and small children on aircraft must pay extra attention to passenger safety briefings to be ready to cope with an emergency. A range of trial evacuations of a typical passenger jet, undertaken by the US Federal Aviation Administration, were carried out with adults carrying dummies to simulate children ranging from two months to 24 months. The study found parents should hold on to children if they could still easily and quickly climb through an emergency exit, while larger children should be passed through the exit to another adult. The key to making a good and quick decision about how to exit during an emergency is thinking about what approach should be taken during the normal passenger safety briefings. Parents are urged to listen carefully to the briefings, remember where emergency exits are located and think about the size of their infant or small child.

## 9. UNACCOMPANIED MINORS

Children above 5 but under 12 years of age when travelling alone must travel as UNACCOMPANIED MINOR (UMNR), unless they are travelling with a parent or guardian who is 15 years and above. However teenagers aged 12 but below 15 years of age can voluntarily request to travel as UMNR, if desired. Children below 5 must be accompanied by an adult aged 15 years and above.

Bookings for UMNR should be made through the internet or via the Rex Customer Contact Centre on 13 17 13. If you are purchasing your ticket through a travel agent, you will need to call the Customer Contact Centre to confirm that the flight can accept your UMNR request. For safety reasons, the maximum number of UMNR per flight is limited by law. In addition, Rex reserves the right to refuse the carriage of any UMNR at its absolute discretion.

An administration fee of \$33 per minor per sector will be charged for UMNR travel. To change an adult booking to a UMNR booking and add UMNR details via the Customer Contact Centre or at the airport, a \$55 charge per minor per sector is applicable.

The conditions and requirements below must be met for UMNR travel. The booking of UMNR travel implies that the below conditions are understood and accepted by the Parent/Guardian/Responsible Adult:

### ***Before the flight***

- The UMNR **must have already been** checked-in at the airport (online check-in is not available) no later than:

- 60 minutes prior to departure time in a major cities & all Queensland regional airports except Burketown
  - 45 minutes prior to scheduled departure time in NSW, SA, TAS, VIC & WA regional airports
  - 90 minutes prior to scheduled departure time in Burketown
- The sending Parent/Guardian/Responsible Adult must fill in the UMNR wallet (instructions) upon check-in. Each UMNR must travel with an individual wallet. We strongly recommend arriving at the airport early if there is more than one UMNR wallet to be completed.
  - The sending Parent/Guardian/Responsible Adult must remain at the departure airport until the aircraft has departed. This is to ensure that the UMNR is not left abandoned should there be a last-minute cancellation of the flight. The UMNR may be handed over to the Police if this happens.

### ***During the flight***

The UMNR must be able to travel without constant direct supervision and must not need any special services including any medical assistance during the flight. The UMNR must carry on board appropriate medication if the UMNR has any life-threatening allergy or other similar conditions and must be capable of self medication. **Rex staff is strictly prohibited from administering any medication to the UMNR.** No food will be served if food allergy is declared at check-in or if this section of the form is incomplete.

**NOTE: REFER TO THE TERMS OUTLINED IN THE RELEVANT SECTIONS OF THESE SPECIAL REQUIREMENTS FOR MORE INFORMATION.**

### ***Connecting/Transit Flights***

- If the UMNR travels on two or more Rex Flights and has a scheduled time of one hour or more between flights, the sending Parent/Guardian/Responsible Adult must also appoint a person to be present at the transit airport who will be responsible for the UMNR's supervision and welfare during the transit. The nominated adult is responsible for presenting the UMNR to check-in staff by the deadline stipulated above.
- Rex does not accept transfers of UMNR from/to most other carriers. The Customer Contact Centre (13 17 13) will be able to provide the most updated information on interlining carriers for UMNR and the conditions attached.

### ***Receiving the Child***

The nominated Parent/Guardian/Responsible Adult to receive the UMNR at the final/transit destination must present acceptable official photo identification papers such as driver's license, passport or other similar official identification issued by the

State or Federal Government. If official photographic identification will not be available, the following conditions will apply:

1. The acceptable forms of identification must be indicated by Sending Adult at check-in; and
2. These 'exact' forms of signed identification as stated above in Point 1 **must** be produced or the UMNR will not be released to the receiving adult.

**NOTE: THE UMNR WILL NOT BE RELEASED AT THE FINAL/TRANSIT DESTINATION IF THE SPECIFIED FORMS OF IDENTIFICATION ARE NOT SUPPLIED. THE CHILD MAY THEN BE HANDED TO THE POLICE.**

### ***Diversions***

On occasions such as diversions due to weather, Rex may not be able to land at the destination airport. In such cases, Rex reserves the right to transfer the UMNR to another carrier for onward carriage to the destination port or hold the UMNR at the transit port. In the latter case the nominated Parent/Guardian/Responsible Adult is responsible for collecting the UMNR at the transit port.

### ***Indemnity and Limitations of Liability***

The Parent/Guardian/Responsible Adult delivering the child to Rex for UMNR carriage jointly and severally confirms to reimburse Rex for all additional and out of pocket expenses incurred for the purpose of the carriage of the UMNR whether it is

1. due to the breach of the conditions above; or
2. due to unforeseen events like diversion of aircraft; or
3. due to damages caused by the UMNR.

The Parent/Guardian/Responsible Adult delivering the child to Rex for UMNR carriage jointly and severally confirms and acknowledges that Rex shall not be held responsible for any losses, expenses, or consequential damages arising or occurring in the event Rex is not able to deliver the UMNR to the destination port or delivers the UMNR late to the destination port due to reasons of weather, technical failures or any other operational reason whatsoever, and further indemnifies Rex to the fullest extent permitted at law against all claims arising or occurring in respect of such UMNR carriages, except only in the case where Rex has been grossly negligent. It is further acknowledged that the maximum amount of liability of Rex, if any, in respect of or arising from the carriage of the UMNR, shall be limited to the full refund of the price of the fare paid for the UMNR.

If in doubt, please contact Rex at **13 17 13**.

## **10. CHILD AND ADULT HARNESSSES AND INFANT CAR SEAT**

Flight reservations requiring the Child or Adult Harness must be booked and paid for a minimum of 72 hours in advance of the flight booking. Passengers requiring the Child or Adult Harness are required to make their booking through the Rex CCC on 131713.

Regional Express supplies two different harnesses for use by passengers who have no upper body control, who have muscle weakness handicaps or for passengers with quadriplegia. A Companion is required to accompany passengers who require an upper torso harness.

- The Child harness is suitable for weights up to 50kg and a height of at least 122cm.
- The Adult harness can support a person over 50kg. Our crew is trained to fit these harnesses and are only too happy to assist you in conjunction with the Companion.

In addition to the Adult and Child harnesses provided by Regional Express Airlines, passengers are permitted to use a Child Aviation Restraint System onboard the aircraft.

Child Aviation Restraint System (CARES) is a harness style restraint device suitable for children aged two (2) to four (4) years of age, weighing 10-20kg (22-44lb). Regional Express **does not** provide the CARES harness. The adult accompanying the child is responsible for the fitment of the CARES harness on the aircraft. Due to seating restrictions on the aircraft check-in staff must be informed if a child is going to be using a CARES harness.

Children over two years of age may also use an infant car seat providing the child is **less than** 18kg. *Refer to Baby on Board for infant car seat requirements and restrictions.*

## 11. PERSONS IN LAWFUL CUSTODY

A maximum of 2 Persons in Lawful Custody (PILC) may be carried in accordance with the Requirements of the Air Transport Security Regulation Division 4.5 – Persons in Custody. Approval must be granted by Rex prior to carriage.

### ***Arranging the movement of one or two PILC on a single flight***

If making a booking to move one or two PILC on a single flight please advise Regional Express of the following information:

- The names and details of the PILC.
- The names of the Escorts and the contact details of the Custodial Agency (including telephone and fax numbers).
- The preferred flight number and date.
- The reason why the PILC are being moved.
- A copy of the PILC Authorisation Form for each PILC.

This information is to be provided on the REX [Person in Lawful Custody Authorisation Form](#) or on the Department of Infrastructure notification form which may be found in the

Department of Infrastructure web site at  
[http://www.infrastructure.gov.au/transport/security/aviation/persons\\_in\\_custody.aspx](http://www.infrastructure.gov.au/transport/security/aviation/persons_in_custody.aspx) .

The form must then be forwarded to Network Operations:

By email: [operations@rex.com.au](mailto:operations@rex.com.au), or

By Fax: 02 9023 3556

### ***On the day of the flight***

Please arrange to check in at least 30 minutes before the flight is scheduled to depart. On the day of the flight, it is preferable to check in earlier than other passengers so that the Escorts and PILC can be seated on the aircraft before other passenger's board. To assist us please:

- Check in at least 30 minutes before the scheduled flight time
- Ensure the PILC is searched prior to arriving at the airport. PILC are not to carry cigarettes, matches or cigarette lighters.

During the flight, the Escort and PILC can expect to:

- Board the flight first and disembark last.
- Be seated at the rear of the aircraft and not next to an emergency exit.
- The PILC will be seated near the window, with the Escort seated between the aisle and the PILC.
- Both the Escort and PILC will only be provided with plastic cutlery.

### ***Restraints***

Escorts must carry sufficient restraints for all PILC. Escorts are not permitted to carry firearms or batons, electrical emitting devices or disabling sprays in the cabin of the aircraft. The use of restraints MUST be approved by the Captain.

### ***Special Arrangements***

Should you need assistance at the airport for the movement of the PILC, annotate this on the Form. While assistance at some airports may be limited due to other operational reasons, REX may be able to assist with an airside transfer so that the PILC can discreetly board or disembark the aircraft.

At security controlled airports escorts and PILC must be screened when boarding an aircraft regardless of the method of boarding.

### ***Need more Information***

Contact Network Operations:

[operations@rex.com.au](mailto:operations@rex.com.au).

Fax (02) 9023 3556



## 12. 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 the Rex Customer Contact Centre (CCC) on 13 17 13 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 manufacturers 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 to Customer Service staff when checking-in.

A valid firearm/shooters license 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 license AND must be accompanied by an adult at check-in and the destination who must also produce a firearm/shooters license.

## 13. MUSICAL INSTRUMENTS

The carriage of cellos and guitars is permitted in the cabin, provided the instrument does not exceed the weight limit of 20kg. All passengers travelling with a cello or guitar are required to purchase a separate seat for the item, which needs to be booked through the Rex Customer Contact Centre (CCC) on 13 17 13 at least 48 hours prior to the departure time. Internet only fares (Rex Net, Rex Net Plus, Rex Promo) can be purchased through the CCC subject to booking class availability and adherence to the applicable fare conditions, provided the musical instrument/s and passenger/s are booked within the same booking transaction.

The carriage will be undertaken with the Passenger bearing full liability for all associated risks.

## 14. CONNECTING FLIGHTS

For passengers travelling on more than one flight on any day, there are minimum connection times that should be allowed for when booking flights. These connection times are based on the experience of our airport staff to ensure customers have enough time to move within and between terminals and check-in again where required.

The following minimum connection times apply for all airports:

- 45 minutes between Rex flights
- 60 minutes between Rex and Virgin Australia flights
- 90 minutes between Rex and Qantas and other domestic airlines
- Two hours between international flights (2 hours 30 minutes in Sydney & Brisbane)

### **ADELAIDE TRAVELLERS, PLEASE NOTE:**

For onward connections to Rex or Interline partners' flights inbound to Adelaide, passengers may have their bags checked through to their final destination & upon arrival passengers will need to proceed to T1 for check-in with their onward carrier. Baggage will be automatically transferred to the connecting carrier if the Rex Check-In staff are advised of the connection when checking in at the boarding port. Please note the minimum connecting time for Rex flights is 45 minutes and interline flights is 60 minutes. A list of Rex interline partners is available [here](#).

Passengers transferring to other airlines, unless advised otherwise, will be required to collect their baggage from the ground floor baggage carousel in T1 before checking in with their onward carrier.

## 15. 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.