



Special Passenger Service Demand Sheet (Type A)

(Wheelchair passengers (WCHS/WCHR), physically challenged passengers, passengers with general service requirements _____)

Dear passengers:

Thanks for choosing HNA's flights. Please fill out this form in details by ticking items in so that we can provide better services to you.

A	Personal information	Name	Gender	Age	
		Flight date	Flight No.	Tel	
		Starting Airport	Stop-over airport	Destination	
		Type of certificate	Number of certificate		
		Address			
B	Physical condition				
		For passengers with sight or hearing challenged, whether escorted by a seeing eye dog or hearing aid dog? No <input type="checkbox"/> Yes <input type="checkbox"/>			
C	Wheelchair services	(1) Wheelchair service needed in the airport? No <input type="checkbox"/> Yes <input type="checkbox"/>	<input type="checkbox"/> Able to go up and down stairs, but need wheelchair for long-distance movement (WCHR) <input type="checkbox"/> Unable to go up and down stairs, but able to move unassisted in the cabin (WCHS)		
		(2) Availability of passenger's own wheelchair? No <input type="checkbox"/> Yes <input type="checkbox"/>	<input type="checkbox"/> Manual wheelchair <input type="checkbox"/> Mechanical axle wheelchair (WCMP)	<input type="checkbox"/> Complete wheelchair check-in at the check-in counter <input type="checkbox"/> Prefer to use my own wheelchair to the boarding gate and complete wheelchair check-in at the boarding gate <input type="checkbox"/> Prefer to retrieve the checked wheelchair at the cabin door upon arrival <input type="checkbox"/> Prefer to retrieve the checked wheelchair at the baggage claim area upon arrival. * We regret to inform you currently there is no space in the cabin to store the passenger's own wheelchair.	
			<input type="checkbox"/> Electric wheelchair	<input type="checkbox"/> Travelling with a wheelchair driven by spill-able battery (WCBW) <input type="checkbox"/> Travelling with a wheelchair driven by sealed non-spill-able battery (WCBBD) <input type="checkbox"/> Prefer to retrieve the checked wheelchair at the cabin door upon arrival <input type="checkbox"/> Prefer to retrieve the checked wheelchair at the baggage claim area upon arrival. * It takes a relatively long time to load the electric wheelchair in the cargo cabin, so please complete wheelchair check-in at the check-in counter 90 minutes before the departure time.	
		(3) DO you need on-board wheelchair service? No <input type="checkbox"/> Yes <input type="checkbox"/>		* Hainan airlines can provide you with on-board wheelchair services in A330 & B787 aircraft cabin .	
D	Guidance services	Guiding service till the boarding gate required at the departure airport? No <input type="checkbox"/> Yes <input type="checkbox"/>			
E	Special in-flight arrangements need	(1) Special seat required No <input type="checkbox"/> Yes <input type="checkbox"/> If "yes", please specify: aisle seat <input type="checkbox"/> , window seat <input type="checkbox"/> , other _____			
		(2) Bassinet required? No <input type="checkbox"/> Yes <input type="checkbox"/> Seats No.: _____			
		(3) Child seat required? No <input type="checkbox"/> Yes <input type="checkbox"/> Seats No.: _____			
		(4) Other requirements _____			
F	With retinue?	Yes <input type="checkbox"/> , Name: _____ ; telephone: _____ .			
		No <input type="checkbox"/> , Emergency Contact: _____ ; telephone: _____ ; Relationship: _____ .			

I, the undersigned, hereby guarantee the above information is authentic and valid.

Signature of passenger (guardian/Retinue) _____ Date _____

HNA's department handling the application: _____ Ticket office or ground service department; Handled by:

Date _____

Note:

① This application form does not apply to unaccompanied minor. Unaccompanied minor should use Special Passenger Service Demand Sheet (Type B) ② This application form does not apply to passengers who need certain medical equipment (e.g. oxygen cylinder) or stretcher during the flight for medical care purposes, passengers who can not take care of their own needs unassisted, passengers on wheelchairs, passengers who need assistance sitting down or getting up (WCHC), passengers suffering from certain disease,. Special Passenger Service Demand Sheet (Type C) shall apply to these passengers. ③ This application form consists of two forms without carbon copy. The first form is airline form to be kept by the department handling the passenger's application, the second form is passenger form.



Special Passenger Service Demand Sheet (Type A)

This application form has been designed to provide better services to passengers. It enumerates free service items available to special passengers including wheelchair services, guidance services, special meal services. Medical information sheet certifying the passenger's flight-worthiness is not required.

When booking ticket via phone or buying ticket at the ticket counter, passengers should fill out the back of this form where appropriate so that HNA can make appropriate arrangement in advance based on the information provided to ensure thoughtful services. Whether to fill out this application is entirely up to the passengers. For more information, please contact HNA at 95339 or visit the nearest ticket office. Special services are described below for reference only, see back for detailed information.

Guidance services

Hainan Airlines can provide you with guidance services, help you go through the check-in procedures, check your luggage, assist you through security checks, enter the waiting hall and rest, and guide you to the boarding gate. It is suitable for passengers with disabilities, passengers with language barriers (including foreign passengers) and other passengers who need guidance services provided by HNA.

Wheelchair services

Passengers who require wheelchair services should apply at the time of ticket-buying. Service personnel at the airport's check-in counter will require passengers to go through wheelchair check-in procedure. HNA may provide special wheelchair services to passengers by placing the wheelchair beside the passenger's seat. If any passenger intends to use his/her own wheelchair up till the boarding gate, s/he should notify HNA at the time of ticket-buying. As there is no space to store wheelchairs in the cabin, passengers who intend to use their own wheelchairs need to go through baggage check-in procedure at the boarding gate and have their wheelchairs stored in the cargo cabin. Apply to mobility-restricted older passengers, passengers with disability and other passengers physically or mentally impaired needing wheelchair service. To ensure your safety, the wheelchair is for yourself only. Please do not carry babies/children or carry-on luggage exceeding the class requirement.

Infant cradle service:

HNA provide infant cradles to those infants whose height is within 72cm and the weight is within the 11kg and the age is between 0 to 2 years old. The facility is only equipped on international flight taken by wide-body aircraft. The amount of infant cradles on each aircraft of HNA is limited, passengers shall consult with the ticket seller when booking tickets.

Child seat service

HNA provide child seat to those children whose weight between 10kg to 25kg (inclusion) and the age between 0 to 6 (inclusion) years old. The facility is only equipped on international flight taken by wide-body aircraft. The amount of child seat on each aircraft of HNA is limited, passengers shall consult with the ticket seller when booking.

Friendly Tips

If you need help to reach the exit in case of an emergency, after you board, you can learn the way to reach the exit in case of an emergency and obtain evacuation instructions through the cabin crew. In order to reduce the risk of injury, please take into account your actual situation. Inform the cabin crew of the most appropriate way in which your entourage (if any) and other passengers can assist you to the nearest exit in case of emergency, such as whether you need to be carried to the exit, how best to assist you, etc. Please pay attention to cabin announcements and other prompts throughout the flight, and follow the on-site instructions of cabin crew in case of emergency.