

Special Passenger Service Request Form (Type A)

Wheelchair passengers (WCHS/WCHR), physically challenged passengers, passengers with general service requirements _____							
Please complete the form and check the boxes that apply to you <input type="checkbox"/> so that we can provide the appropriate services to you.							
A	Personal information	Name		Gender		Age	
		Flight date		Flight No.		Tel	
		Starting Airport		Stop-over airport		Destination	
		Travel Document		Document No.			
		Address					
B	Physical condition	Have you recently experienced unstable physical condition, illness (including hypertension, heart disease, etc.), received treatment, or surgery, etc? No <input type="checkbox"/> Yes <input type="checkbox"/> Details: _____					
		For passengers who are vision or hearing challenged, will you bring a service dog? <div style="text-align: right;">No <input type="checkbox"/> Yes <input type="checkbox"/></div>					
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 not able to walk for long distance (WCHR) <input type="checkbox"/> Unable to go up and down stairs, but able to move unassisted in the cabin (WCHS)				
		(2) Will you bring your 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"/> Will check in the wheelchair 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"/> WCBD (Non-spillable Wet Batteries, Nickel-Metal Hydride Batteries or Dry Batteries) <input type="checkbox"/> WCBW (Spillable Batteries) <input type="checkbox"/> WCLB (Lithium Batteries), Battery capacity _____ WH Is the battery detachable? Yes <input type="checkbox"/> No <input type="checkbox"/> Brand: _____ Model: _____ Weight: _____ KG Length _____ Width _____ Height _____ CM Electric wheelchairs require more time to be loaded into the cargo hold. Please arrive at the check-in counter no later than 2 hours before the check-in deadline.			
				(2) Do you need on-board wheelchair service (WCOB) ? No <input type="checkbox"/> Yes <input type="checkbox"/> * Hainan airlines can provide on-board wheelchair services for A330 & B787 aircraft.			
				Kind reminder: If you use your own wheelchair to board or disembark, please pay attention to safety, slow down, and avoid accidental injuries. For flights departing from remote stands, where adequate equipment is available, shuttle bus restraint devices will be used to secure wheelchairs. If you decline to use it, there is a risk of falling. For the above situation, the airline will not be responsible for any direct or indirect losses or damages caused by reasons other than the airline.			
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	Accompanied traveler?	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/accompanied traveler) _____	Date _____
Hainan Airlines's department handling the application: _____ Ticket office or ground service department; Handled by Date _____	
Note: ① This application form does not apply to unaccompanied minors. Unaccompanied minor should use Special Passenger Service Request Form (Type B) ② This application form does not apply to passengers who need certain medical equipment (e.g. oxygen cylinders or stretchers) 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. Please use Special Passenger Service Request form (Type C). 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 for the passenger.	



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 certificate stating the passenger is fit for flight 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 Hainan Airlines can make appropriate arrangements in advance based on the information provided. Passenger can choose to fill out this application form or not. For more information, please contact Hainan Airlines 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 Hainan Airlines.

Wheelchair services

Passengers who require wheelchair services should request when purchasing a ticket. Service personnel at the airport's check-in counter will require passengers to go through wheelchair check-in procedure. Hainan Airlines 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 Hainan Airlines when purchasing a ticket. 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 bassinet service:

Hainan Airlines provide infant bassinets 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. Only available for international flights that use wide-body aircraft. The amount of infant bassinets on each aircraft of Hainan Airlines is limited, passengers shall consult with the ticket seller when booking tickets.

Child seat service

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

Friendly Tips

1.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.

2.If you have recently experienced unstable physical conditions, illnesses (including hypertension, heart disease, etc.), or have received treatment or surgery, etc, please inform Hainan Airlines in advance before booking tickets so that Hainan Airlines can prepare and provide thoughtful services. Hainan Airlines is not responsible for any consequences arising from caused by passengers intentional concealment of disease or incomplete information.

(Ver. 11/2024)