

Special Passenger Service Request Form (Type C)

Stretcher passengers, wheelchair passengers (WCHC), sick passengers or passengers suffering from disease or injury, passengers requiring oxygen equipment on board the aircraft.

Please complete the form and check the boxes that apply to you 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	Wheelchair service	(1) Wheelchair service needed in the airport? No <input type="checkbox"/> Yes <input type="checkbox"/>		<input type="checkbox"/> Completely unable to move, need assistance when sitting down or getting up in the cabin (WCHC)			
		(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 get to the boarding gate and complete wheelchair check-in at the boarding gate * We regret to inform you that 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		
				<input type="checkbox"/> Electric wheelchair 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.			
		(3) 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.			
C	Guiding service	(1) Hainan Airlines staff will guide you from the check in counter to the to the boarding gate.					
		(2) For passengers taking a connecting flight, Hainan Airlines ground service personnel will guide you to the boarding area. Please write your connecting flight number _____ and departure time _____.					
		(3) Hainan Airlines ground service personnel at the destination airport will meet you upon arrival, assist you to claim your baggage and guide you to the departure hall exit					
D	Stretcher	Stretcher required? (Escort and medical information sheet required)				No <input type="checkbox"/> Yes <input type="checkbox"/>	
E	Oxygen equipment	(1) Specialized on-board potable oxygen concentrators (POCs) required?				No <input type="checkbox"/> Yes <input type="checkbox"/>	
		(2) The Type of portable oxygen concentrators (POCs):					
		(3) Weight					
		(4) Size:					
F	Ambulance	Hainan Airlines does not provide ambulance service, passengers should arrange ambulance on their own and provide the following information:					
		(1) Arrival at the departure airport. Name of the ambulance company _____ Telephone: _____ (2) Departure from the destination airport. Name of the ambulance company _____ Telephone: _____					
G	Accompanied Escort Personnel?	(1) Name: _____ Age: _____ Gender: _____ <input type="checkbox"/> Doctor <input type="checkbox"/> Nurse <input type="checkbox"/> Other (_____)					
		Yes <input type="checkbox"/> (2) Name: _____ Age: _____ Gender: _____ <input type="checkbox"/> Doctor <input type="checkbox"/> Nurse <input type="checkbox"/> Other (_____)					
		(3) Name: _____ Age: _____ Gender: _____ <input type="checkbox"/> Doctor <input type="checkbox"/> Nurse <input type="checkbox"/> Other (_____)					
		No <input type="checkbox"/> , Emergency Contact: _____; Telephone: _____; Relationship: _____					
H	comment						

Passenger's Declaration: I, the undersigned, hereby guarantee the above information is authentic and valid. Signature of passenger (guardian): _____ date: _____
Hainan Airlines's department handling the application _____ ticket office Signature of the staff handling the application: _____ Date: _____ _____ ground service department of the departure airport, handled by: _____ Date: _____
Note: this application consists of three forms without carbon copy. The first page is the ticket issuance form to be kept by the ticket office; the second page is the check-in form kept by the check-in counter of the departure airport; the third page is the service form to be delivered by the ground service personnel of the departure airport to the chief steward after confirming transportation condition and all service arrangement, the chief steward will deliver this service form to the ground service personnel of the destination airport for filing purposes; the third form is the passenger form.



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As the fastest and most convenient way of transportation for sick passengers, air transportation boasts great superiority in convenience and stability. However, the physical condition of sick passengers may deteriorate due to long flights, altitude and cabin environment. Therefore, not all sick passengers are suitable to travel by air.

Normally, civil aircraft travel at a near-sonic speed of 900 km/hour (560 miles/hour) at a height of 9,000-12,000 meters (30,000-40,000 feet). Under the condition of the high altitude environment whose air pressure has a huge difference from ground air pressure, the flight cabin shall be engine-driven supercharged at the time of flying only. During the flying, the air pressure in the flight cabin shall be remained at the level equivalent to that at a peak of 1,500-2,100 meters (5,000-7,000 feet) high. However, the air pressure of the cabin fluctuates greatly during the take off and landing process for 15-30 minutes.

The air pressure in the cabin: When air pressure falls, the gas inside the human body will expand. During the flight, the gas pressure accumulated in the human body cannot be released, therefore, the injured part and body organs of passengers will be extruded, this may cause pain and/or respiratory difficulty.

Oxygen density: Gradually decreased oxygen density with the increase of height may deteriorate the physical condition of passengers who suffering from respiratory disease, heart disease, cerebrovascular disease or severe anemia. Pregnant passengers at the parturient period and newborn infants will also be negatively affected.

Given the above reasons, passengers who meet any of the following seven categories must fill out the Special Passenger Service Request Form (Type C) and provide Medical certificate when booking tickets. Medical certificates will serve as the basis for the airline company to judge whether the sick passenger is suitable for flight.

- (1) Passengers who require to use stretcher or incubator during the flight.
- (2) Passengers who require portable oxygen concentrators (POCs) during the flight.
- (3) Passengers suffering from severe diseases or infectious diseases that may cause direct threatening to other passengers.
- (4) Passengers who need to use their own auxiliary medical equipment and require additional medical treatment during the flight.
- (5) Passengers who are suspect to be needed additional medical treatment during the flight by their carriers or the authorized agents.
- (6) Passengers who have doubts about whether they are fit for flight under the consideration of their discomfort, illness, and other physical conditions.

A valid Medical Certificate must be signed by the doctor and be stamped by the medical organization at or above the county level, municipal level or equivalent level (e.g. national-level class-2 and grade-A hospital). There is no restriction on the format and edition of the Medical Certificate as long as it bears "fit for flight" before the date of XX" with definite issue date. Certificate of overseas passengers should be filled out by qualified doctors approved by government departments. The certificate of passengers from African areas can also be issued by Chinese medical institutions. The medical certificate should be written in Chinese in China as well as other languages in overseas areas accompanied with English or Chinese translation. Passengers who have any of the above seven symptoms must 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

Passengers under the following conditions must be accompanied by an escort:

① North American routes: A. Passengers who require to use stretcher or incubator; B. Passengers who cannot understand or respond to safety instructions because of psychological disease; C. Passengers who hurt their sight and hearing; D. Passengers who are unable to carry out emergency evacuation due to severe injury (or damage);

② Domestic and other international or regional routes: A. Passengers who require to use stretcher or incubator; B. Passengers who can not take care of themselves and require POC during the flight. Escorts must be adults and able to take care of their own needs unassisted and able to assist sick/physically or mentally challenged passengers to use the bathroom, carry out emergency evaluation, get on/off the aircraft, have dinner, etc. Escorts must be familiar with the passenger's condition and must not be occupied with other tasks (e.g. taking care of a child). Escorts must be competent at dealing with the medical needs of the sick passengers.

Special Attention: 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.

Please fill out the Special Service Request Form on the back, and then read the Passenger Declaration and sign your name after complete the form.

(Ver. 11/2024)