

## **Passengers with Reduced Mobility and Disabilities**

### **Safety Restrictions**

1. SIA has a restriction, according to aircraft type, on the number of passengers with reduced mobility and disabilities that may travel unescorted or escorted individually. The control number per flight, according to aircraft type, is as follows:
  - Boeing 747: 10
  - Boeing 772: 8
  - Boeing 773: 10
  - Airbus 340: 8
  - Airbus 380: 16 (6 on Upper Deck and 10 on Main Deck)

These restrictions are set by SIA and approved by CAAS with safety considerations in mind, and serve as a general guideline to the number we can accept on each flight. Carriage in excess of the above numbers can be permitted if the requirement is made in advance. All requests will be subjected to approval.

### **Safety Rules**

1. SIA requires escorts to accompany passengers with reduced mobility and disabilities travelling in groups. An escort is required to accompany each group of 5 or more. The attendant is needed to assist the crew in case of evacuation of the aircraft in an emergency. This ratio may be relaxed depending on circumstances.
2. For the visually handicapped, Cabin Crew shall conduct a special safety briefing before take-off to highlight the procedures to be followed in the event of an evacuation and to orientate passenger to the surroundings. For the hearing-impaired, our onboard safety video has sign language.
3. Passengers with reduced mobility or disabilities are allocated seats near to the emergency exits, but not at the emergency exit rows. Escorts are allocated aisle seats or seats adjacent to the passenger they are traveling with.
4. Two non-ambulatory passengers should not be seated across the aisle from one another.
5. Passengers with reduced mobility or disabilities cannot be allocated seats on the upper deck of the Boeing 747.