

# Travelling with a loved one who may need extra assistance? Plan ahead.



Share your needs early so we can advise on available support for your journey.

# How to request for special assistance



Submit your special assistance request via [https://www.singaporeair.com/en\\_UK/sg/support/help-centre/#special-assistance](https://www.singaporeair.com/en_UK/sg/support/help-centre/#special-assistance) at least 48 hours before departure. We will advise on the support available via email.

Please take note that some requests may require a longer lead time. You may refer to the Singapore Airlines [Special Assistance page](#) for more information.

# Consult your doctor on your fitness to travel

Some conditions may require you to get medical clearance before you fly with us.



Ensure clearance is given for personal medical equipment. Special medical services, including stretchers and onboard oxygen, may be arranged in advance.

# Guidelines for battery-powered wheelchairs

Removed lithium batteries must not exceed 300Wh for a single battery-powered mobility aid or 160Wh each for a two-battery powered mobility aid.



As approval is required for all battery-powered wheelchairs, please contact Singapore Airlines at least 48 hours prior to departure.

Details are available on the [Singapore Airlines website](#) ↗.

# Assistance from departure to arrival



Support may be provided at key stages of your journey, including check-in, boarding, in-flight, transit and arrival, depending on the operational considerations at each airport.

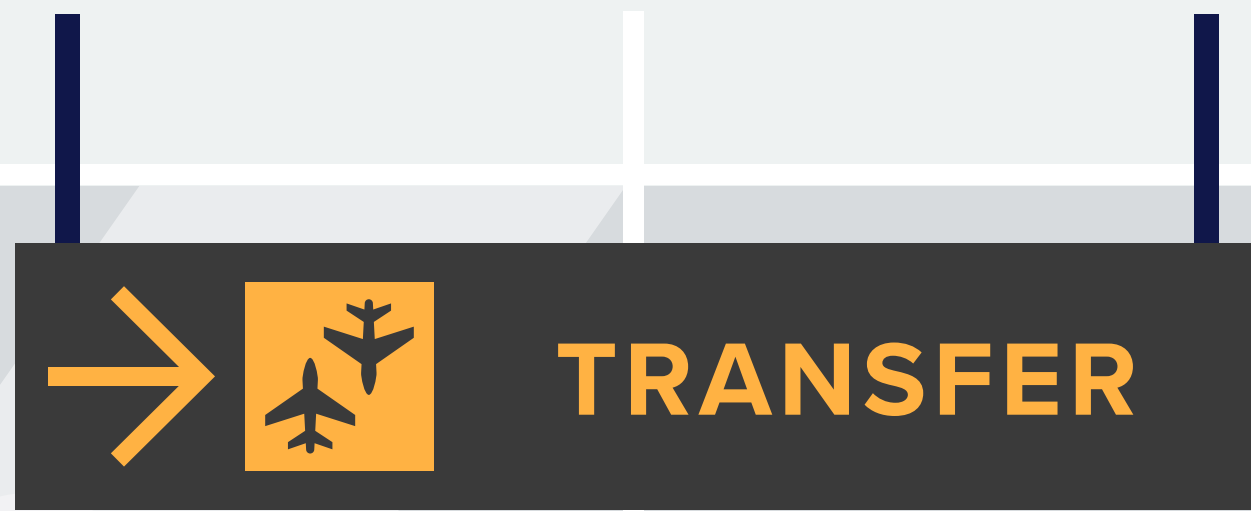
Do note that special assistance services may vary by destination.

# Use of medical equipment on board



Pre-approved medical equipment can be used on board if it complies with the airline's safety regulations.

# Support during transit



Singapore Airlines can also coordinate assistance at transit points, including support with equipment and wayfinding.

# Meet and Assist Service

Support may include help with immigration clearance, transit navigation, and disembarkation to the arrival hall.



The Meet and Assist Service (MAAS) may be available for passengers who require other forms of assistance.

Passengers may request for other forms of support if they wish to seek help for language translation or assistance during departure, transit, and arrival.

# Plan ahead for a smoother journey



Share your needs early so we can advise on the available options and any required approvals before you fly.