



**SINGAPORE
AIRLINES**

A great way to fly

EQUAL ACCESS PLAN AUSTRALIA

***"Singapore Airlines is a global Company
dedicated to providing air transport
services of the highest quality".***

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Key Contacts

SIA Customer Contact Centre (within 13 10 11 Australia)

National Relay Service 24 hours a day, 7 days a week

TTY users' phone: 133 677 or +61 7 3815 7799 (Outside AU)

Internet relay – www.relayservice.gov.au and ask for 13 10 11 (within Australia).

Website: www.singaporeair.com

Download the 'Singapore Airlines' app from the Apple App Store & Google Play Store

Useful contacts (within Australia)

Aged and Community care information line

1800 200 422

Australian Federation of Disability Organisations

1800 219 969

Deafblind Australia

[info@deafblind.org.au/](mailto:info@deafblind.org.au)
www.deafblind.org.au

Carers Australia

1800 242 636

Cerebral Palsy Support Network

1300 277 600

Diabetes Australia

1300 136 588

Australian Human Rights Commission

1300 656 419

Kids Helpline

1800 55 1800

National Disability Services

02 6283 3200

Australian Human Rights Commission

1300 656 419

Autism Spectrum Australia

1800 277 328

Blind Citizens Australia

1800 033 660

Cancer Council Australia

13 11 20

Dementia Australia

1800 100 500

Deafness Forum of Australia

(02) 6262 7808/
www.deafnessforum.org.au

Lifeline Australia

S

Medicare

13 20 11

**National Council on
Intellectual Disability**

02 6296 4400

Parkinson's Australia

1800 644 189

**Physical Disability
Australia**

1800 732 674

SANE Australia

03 9682 5933

St. Johns Ambulance

1300 360 455

**Smart Traveller
(Department of Foreign
Affairs and Trade)**

1300 555 135

**Spinal Cord Injuries
Australia**

1800 819 775

**Please Note: this is only a limited list of services and telephone numbers. There may be other options available for customers to consider. This is intended as general information and it is advised customers verify all organisations listed.*

Welcome to Singapore Airlines

Singapore Airlines welcomes all customers and aims to provide a safe, secure and seamless travel experience with the highest quality of service.

The purpose of the Singapore Airlines Equal Access Plan is to detail the service measures Singapore Airlines provides to customers requiring special assistance.

Singapore Airlines is aware of the difficulties customers requiring special assistance may experience. The plan seeks to encourage customers to communicate special assistance required. Information is treated with confidentiality, respect and integrity.

The Singapore Airlines culture fosters harmony and respect. All customers are unique and equally diverse.

Singapore Airlines:

- is aware of its responsibility to ensure equal access and provision of service measures to customers requiring special assistance
- is committed to an integrated, responsible and proactive approach in promoting, facilitating and reviewing equal access service measures for customers.
- ensures privacy and confidentiality is maintained
- provides continual training, learning and development for staff
- is engaged with stakeholders and industry to improve equal access measures for customers.

Consultation

This plan has been prepared in consultation with the following organisations:

Australian Human Rights Commission; Department of

Infrastructure, Regional Development and Cities; Civil Aviation Safety Authority; Toll Dnata; Deafness Forum of Australia; National Disability Services; Australian Blindness Forum; and Aussie Deaf Kids.

Equal Access

Equal Access at Singapore Airlines encompasses facilitation of service measures to best assist customers and any special needs in an appropriate and practicable way. It allows customers to understand, through information and communication, the service measures currently provided by Singapore Airlines.

Singapore Airlines staff representatives are available to assist at pre departure points, on board and on arrival.

The Equal Access Plan

- details the current Singapore Airlines service measures on special assistance
- explores options for Equal Access improvements
- incorporates stakeholder feedback through consultation
- is a compliant industry initiative

Regulatory Framework

Singapore Airlines wishes to inform customers:

- It is compliant with Australian aviation legislation and regulations.
- Singapore Airlines flights departing to and from the United States of America comply with the Department of Transport Part 382 on the provision of equal access services.
- Applicable European Union legislation is complied with for flights departing to and from a European airport, to which Singapore Airlines operates.

Reservations

How can a customer make a reservation on Singapore Airlines?

- by contacting Singapore Airlines Customer Contact Centre, within Australia on 13 10 11.
- by making a reservation online at www.singaporeair.com.
- through a nominated travel agent, requesting travel on Singapore Airlines.

Singapore Airlines recommends customers request any special assistance requirements when making a reservation. This will assist Singapore Airlines to provide the most appropriate service to meet any customer's special assistance requirements.

Customers may notify their travel agent of any requests, such as a request for a wheelchair or an available special meal preference. This is reflected in the customer's booking for the respective flight.

Australian privacy legislation applies to customer information. Singapore Airlines does not hold special assistance information and requests outside a customer's date of travel. Future travel requires special assistance details to be provided per flight booking. Singapore Airlines retains customer information on a per booking basis only due to legislation. Customers will be asked to verify their identity and details to access bookings and information through Reservations and at the Airport.

Customers travelling on Singapore Airlines can receive the latest information regarding their flight by contacting Customer Contact Centre within Australia on 13 10 11 or visiting www.singaporeair.com.

Information provided by our Customer Contact Centre and Airport staff may include:

- limitations, which are known to Singapore Airlines concerning the ability of an aircraft in the fleet to accommodate an individual with a special requirement.

- the location of seating arrangements, in line with aviation safety legislation and Singapore Airlines policy for customers and crew
- limitation on storage facilities in the cabin or in the cargo bay for mobility aids or other necessary equipment
- availability of an accessible lavatory
- use of devices in the event of an aircraft change at short notice

Special assistance information provided to Singapore Airlines by customers ahead of an intended travel date (known as advanced information) is recommended. Singapore Airlines is able to practicably prepare suitable service measures to accommodate requests for special assistance within a comfortable timeframe.

Advance notice is required for the provision of hazardous material, e.g. packaging for batteries or other assistive devices, accommodation of a group of passengers requiring special assistance and accommodation of customer with a severe vision and hearing impairment and where no carer has been specified to accompany the customer on the flight.

Special meals may be requested with prior notice for customers.

Customers may contact Singapore Airlines Customer Contact Centre within Australia on 13 10 11 or advise a nominated travel agent of the special meal request in advance of their date of travel.

By preparing well in advance, customers will be in control of their travel plans. This allows for greater facilitation and access through airports and ensures Singapore Airlines is responsive to assist customers through their journey.

Prior to Arrival

Prior to arriving at their departure airport, customers are encouraged to contact Singapore Airlines, within Australia, on 13 10 11 or their travel agent for any special assistance they may require. Customers are advised to arrive at least (3) three hours prior to their scheduled departure time for international flights. Check in services at Australian airports for Singapore Airlines flights will open (3) three hours prior to the scheduled flight departure time.

Customers are encouraged to visit www.singaporeair.com for the latest travel information and current updates, or their respective departure airport website.

Drop off / Pick up zones

The seven (7) Australian airports to which Singapore Airlines currently operates have their own measures in regards to kerbside and car parking. Customers are advised that no kerb side check in is available for any Singapore Airlines flights and is legislated in Australia.

Drop off and pick up areas are available generally outside terminals at airports to which Singapore Airlines has scheduled services. Ramps are available from the road to pavement at most major airports in Australia.

Some airports, such as Adelaide Airport, have tactile ground surface indicators and are used both within the terminal and outside, to provide passengers who are blind or who have low vision an indication of changes in conditions.

Accessible car parking may be available outside the terminal building at the airports to which Singapore Airlines has scheduled services, and where available are clearly sign posted.

The airports to which Singapore Airlines has scheduled services, link with other public transport modes. Accessible shuttle bus services may be available at Australian airports for customers on

arrival. City Rail and State Transit Bus Authority in New South Wales offer accessible transport. These operators are required to be compliant with the *Disability Discrimination Act 1992 (Cth)* and *Transport Standards* accompanying the legislation.

Check in

Singapore Airlines check in is available (3) three hours prior to the scheduled flight departure time. Check in will close at least forty (40) minutes prior to the scheduled flight departure time. This is to facilitate the boarding process for all customers. The boarding gate closes at least 15 minutes before the scheduled flight departure time.

Singapore Airlines staff and customer service representatives are available at the airport to facilitate customer special assistance requests and provide further information on various measures provided by the airline to assist customers.

Customers requiring special assistance may proceed to the Singapore Airlines sign posted 'Online Check in' queue at the airport for check in assistance. All other customers are asked to join their respective class of travel queues. Customers are asked to check the current airport flight and arrival screens within the airport terminal and locate the check in desk applicable to the relevant Singapore Airlines flight stated.

Singapore Airlines staff and customer service representatives are available to assist, greet customers and facilitate the check in process. Staff undertake this through situational awareness and carefully monitor queues to ensure the check in process is progressing accordingly.

Customers are advised they have the responsibility in determining whether they can legitimately travel independently. If customers are unable to travel independently, Singapore Airlines may require a medical assessment, which might result in travel being declined by an aviation medical specialist. Safety assistants may travel with a customer and will be provided with information and instructions to facilitate a smooth travel process. Customers are advised that

all persons requiring a stretcher must travel with a safety assistant. This airline policy is prescriptive.

Customers with special assistance will regularly be given express departure clearance to facilitate their journey through local security, customs and immigration, to the assigned departure gate.

Customers travelling on Singapore Airlines that do not disclose special needs or require last minute special assistance are advised that Singapore Airlines will endeavour to reasonably and as far as practicable, accommodate these requests, and where available cater such requests.

There may be certain limitations in Singapore Airlines fulfilling a special assistance request where there is unjustifiable hardship.

In this event, the customer will be informed and every effort practicable will be made to assist customers through information and options available.

Customers are encouraged to ask questions during check in and to obtain information from Singapore Airlines staff and representatives, in particular, details of the service measures available on their specific flight and on any connecting flights.

Customers, who are transiting in Singapore, may obtain further information from Singapore Airlines ground staff for any onward and connecting flights departing Changi Airport. Please be aware customs, security and restrictions may apply in other ports outside Australia. Please visit www.dfat.gov.au and confirm with Singapore Airlines or your local consulate for the latest information and advice.

Customers are able to obtain further information by contacting Singapore Airlines Customer Contact Centre within Australia, on 13 10 11 or visiting www.singaporeair.com.

Airline Terminal Facility

Customers are advised that Singapore Airlines is not responsible for airline terminal facilities at the Australian airports to which it operates scheduled departures and arrivals.

Customers are encouraged to visit the respective airport websites below for further information.

- **Adelaide Airport**
www.aal.com.au
- **Brisbane Airport**
www.bne.com.au
- **Cairns Airport**
www.cairnsairport.com.au
- **Darwin Airport**
www.darwinairport.com.au
- **Melbourne Airport**
www.melbourneairport.com.au
- **Perth Airport**
www.perthairport.com.au
- **Sydney Airport**
www.sydneyairport.com.au

Customers who are transferring between flights and terminals need to ensure they are aware of the minimum ground connecting time between their flights. For Singapore Airlines connecting services, this information is available prior to departure. If customers are transferring to other airlines, please contact and notify the airline of your special assistance needs to ensure a smooth facilitation process in a timely manner.

Customers are to be advised Singapore Airlines lounges available at some Australian airports are equal access friendly with staff present to assist customers and facilitate any needs.

Service Partners

Singapore Airlines' service partners have procedures in place within applicable regulations and requirements for accepting and handling customers who require special assistance.

Necessary steps are taken by our service partners to ensure safe handling of all customers requiring special assistance by ensuring appropriate devices are available, but not limited to, wheelchairs and consideration of the introduction of lifting systems in the future.

Necessary steps are taken to ensure that training programs are coordinated and staff members are available to recognise, manage and handle customers requiring special assistance.

Singapore Airlines representatives perform duties in relation to medical clearances requested by Singapore Airlines. Medical clearances are passed for implementation during the check in process.

When any of the following equipment or service is provided, such equipment or service is provided in accordance with Singapore Airlines policy and applicable government legislation:

1. Wheelchairs, oxygen, stretchers, lifting services, devices for supporting limbs, any other specialised equipment to support passengers with a special need.
2. Wheelchair passengers travelling with their own folding wheelchair or assistance device may request it to be carried in the passenger cabin where storage facilities are available. Customers who intend to check in their own wheelchair shall be given the option of using an airport wheelchair. If the customers prefer to use their own wheelchair within the airport, they are permitted to use it up to the aircraft door.

Further information is available by contacting Singapore Airlines Customer Contact Centre on 13 10 11 or by visiting www.singaporeair.com.

Security and Screening

Singapore Airlines is not the direct screening authority at Australian airports to which it operates scheduled departures and arrivals.

Screening and clearance is provided by:

Adelaide Airport	Adelaide Airport Limited
Brisbane Airport	Brisbane Airport Corporation
Cairns Airport	Cairns Airport Pty Ltd
Darwin Airport	Darwin International Airport Pty Ltd
Melbourne Airport	Australia Pacific Airports Management
Perth Airport	Perth Airport Limited
Sydney Airport	Sydney Airport Corporation Limited

Screening of customers has been part of the Australian Airport security environment for a long time and is required under legislation. The *Aviation Transport Security Act 2004* (Cth) specifies this requirement; namely:

Part 4 Division 2 Section 41: Screening and clearing people

Part 5 Division 5 Section 95: Screening powers

Part 5 Division 5 Section 95B: Screening powers – frisk search as an additional alternative screening procedure

Part 5 Division 5 Section 95C: Screening powers – frisk search general power

This means by law; screeners are required to screen 100% of people passing through a screening point. The industry and Singapore Airlines recognise that screening takes place in public and all customers are to be treated with care and consideration, noting that some customers require extra or particular attention.

The Australian Aviation and Maritime Security (AMS) Division, in conjunction with aviation industry participants and disability advocacy groups, have been working towards addressing personal interaction issues at screening points by developing guidance materials for screening staff that include customer service tips, practical guidance on screening customers with special needs and a simple complaint handling process. The guidance material is in the form of a voluntary reference material and consists of eight individual cards comprising the Screening Practice Guidelines. Use of the Guidelines aims to promote awareness of people who may require assistance with the security screening process and encourage a nationally consistent approach when dealing with all persons at the screening point.

More information on security screening is available at <https://www.homeaffairs.gov.au>.

What type of customers will require special screening requirements?

People (not limited to):

- from a non-English speaking background
- who are blind or who have low vision
- who have hearing impairment
- using a wheelchair
- who are elderly

What will happen when a customer reaches the screening point that needs assistance?

When a customer reaches a screening point, the screeners are equipped to identify and to make a decision of whether the person has a special screening requirement. The screeners will try to identify a physical attribute that might indicate a need for special screening, whether the person has indicated or requested a need for special screening and whether secondary screening is necessary. This may be undertaken in private.

What can customers do?

Customers are encouraged to notify the screening officer of their condition or request separate screening to avoid passing through machines – pacemakers, cochlear implants, artificial limbs/prosthesis. Walking aids must be screened and may require X ray or explosive trace detection. Screening points have chairs and walking aids available for you during this process. Wheelchair passengers will be required to undergo screening by way of a pat down search by a security officer of the same sex. Prams and strollers will be screened and allowed entry to the sterile areas at the screening point. Passengers should liaise with Singapore Airlines regarding taking these on board.

Private screening rooms may be available on request at most airports.

Screening Practice Guidelines

Screening Practice Guidelines are available at

www.infrastructure.gov.au/security

Screeners under the guidelines are to:

- Be sensitive to passenger requirements
- Treat everyone with compassion, respect and dignity
- Be respectful throughout the screening process
- Assess the needs of person to be screened
- Ask and not assume the type of assistance needed
- Provide appropriate screening options.

Customers are encouraged to notify screeners of any assistance they required.

Individuals are the most appropriate person to advise screeners on what assistance they need and how this should be provided.

Useful customer tips

Let the screeners know your concerns or need for assistance

- Know you may request a private screening
- Customers cannot be exempted from screening as it is a legislative requirement
- Screeners have been trained to assist and facilitate the security screening process.

Safety First

The safety of all Singapore Airlines' customers and crew is of the highest priority. Our cabin crew provide individual safety briefing and this includes to any safety assistants if a customer is being accompanied. Briefings on the procedures to be followed in the event of an evacuation are detailed to customers for each flight.

Safety briefing from our cabin crew will include information on:

- Evacuation procedure
- Oxygen equipment and life vest
- Location of the nearest two (2) emergency exits on board an aircraft
- Number of rows forward and aft to the nearest exit
- Location and operation of life vests
- Operation of seatbelt and oxygen mask

The cabin crew will also:

- Ask the customer how to best assist with respect to lifting and guiding in the event of an evacuation
- Explain that canes, crutches and walkers cannot be used if an evacuation becomes necessary

A safety assistant is required in the following cases:

- Customers travelling in stretcher or incubator
- Customers with an existing intellectual disability, who are unable to comprehend or respond appropriately to safety instructions from airline personnel.
- A passenger with mobility impairment so severe that the person is unable to physically assist in his or her own evacuation of the aircraft

- Passenger who has severe hearing and severe vision impairments and cannot establish means of communicating.

Emergency Situations

Customers who are self-reliant and are able to board and deplane from an aircraft may do so unassisted in an emergency. The customer needs to be able to self-lift and communicate in such a way to understand the safety instructions and emergency instructions of Singapore Airlines crew.

Customers, who are not self-reliant and who are unable to board or deplane from an aircraft without assistance, are not able to evacuate from an aircraft unassisted in an emergency.

Customers who may be able to communicate by lip reading, sign or written language and need to observe a crew member during take-off and landing for signals to brace and to evacuate. If customers are unable to see a crew member, they are to observe other passengers bracing, unfastening seatbelts and evacuating. The crew will point out the floor and ceiling exit lights near them and indicate that the lights will illuminate if evacuation is required.

Crutches, canes or any other aid carried on board by a customer who may require it in the event of an emergency evacuation should be stored in a readily accessible location.

Further information is available by contacting Singapore Airlines Customer Contact Centre on 13 10 11 or visiting our website at www.singaporeair.com

Dangerous Goods

Dangerous Goods are items that are classed as those that endanger the safety of an aircraft or persons and on board an aircraft.

- Dangerous Goods are also known as restricted articles, hazardous materials and dangerous cargo.
- The carriage of Dangerous Goods on Singapore Airlines aircraft is governed by Part 92 of *Civil Aviation Safety Regulations 1988* in Australia and airline security policy.

- Dangerous Goods must not be carried in (or as) passenger or crew checked baggage or carry-on baggage, excepted as otherwise indicated on www.singaporeair.com.

Direct Assistance

Singapore Airlines service representatives and staff are committed to providing the following direct assistance services and are available on request:

- assisting with registration at the check in counter
- assisting in proceeding to boarding area, boarding and deplaning
- assisting in the stowing and retrieving of baggage
- facilitating in the moving to and from an aircraft lavatory
- assisting in proceeding to the general public area
- transferring a person from their own mobility aid to one of another operator
- transferring a person from their mobility aid, to the passenger's seat
- providing limited assistance with meals and asking customers on their needs
- briefing individuals and their assistants on emergency procedures and the layout of the cabin and exits.

Cabin Crew

Singapore Airlines cabin crew will assist with:

- Reading out menus that are in written form and meal selection choice information.
- Assist customers with stowage of luggage and items in the cabin
- Open packages for people with poor dexterity.
- Identify items for customers.

- Push the customer wheelchairs to and from the lavatories where the individual or assistant can assist.
- Endeavour to make the customer's journey as pleasant as possible.

Singapore Airlines cabin crew will follow all airline policy and procedures, including Occupational Health and Safety policies.

Singapore Airlines check in representatives are responsible for seat assignments. Due to legislation, special assistance passengers cannot be allocated in the actual emergency exit row of an aircraft.

Cabin Crew are not expected to provide personal care, and generally are unable to provide assistance with breathing, feeding, toileting and medicating.

The individual or safety assistant on board needs to perform these individual measures. Singapore Airlines cabin crew are happy to assist in areas possible.

Customers can:

- Plan well ahead of time
- Remove elements of surprise and limit the unexpected.
- Communicate special assistance needs and requests to Singapore Airlines and re confirm prior to the date of customer travel.

Commitment

Singapore Airlines is committed to ensuring when considering new aircraft purchases or those undergoing major refurbishment to consider options in meeting the needs of persons requiring special assistance. Singapore Airlines was the first to fly the A380 and allows wheelchair access to passengers on the lower deck and upper deck cabins.

Changi Airport, Singapore

Changi Airport is well catered to assist and facilitate customers, including those who require special assistance. The layout and spatial features of the airport itself allows free access and movement. Service measures provided by ground staff of the airport cater for various customer needs. The airport is well equipped to handle customers requiring special assistance.

Facilities include:

- Accessible toilets, accessible lifts, ramps, open space, large signage, visual and audio announcements.
- Meet and Assist service, accessible food areas, accessible entertainment, shopping facilities and screening points.

Changi Airport aims to provide an experience that is safe, comfortable and immensely enjoyable. Singapore Airlines is committed to enhancing seamless airport processes through further cooperation and agreement with airports and stakeholders. Further information is available at www.changiairport.com.

Star Alliance/Codeshare Partners

Singapore Airlines star alliance and codeshare partners aim to facilitate customer travel, offering service measures that are practicable to individual special requests and requirements.

Further information is available at www.staralliance.com.

Or customers may visit the respective star alliance partner website for details on individual airline special assistance service measures available. Customers are advised to communicate any special assistance requirements ahead of their date of travel to the airline/s they are travelling on.

Service Measures

Singapore Airlines offers a range of service measures for customers who require special assistance. Detailed information is available on www.singaporeair.com. Further information is available by contacting Singapore Airlines Customer Contact Centre, within Australia on 13 10 11. Singapore Airlines highly recommends customers who require special assistance make their travel plans early and communicate any special requirements to Singapore Airlines by contacting Customer Contact Centre on 13 10 11 within Australia. This will ensure Singapore Airlines can provide the most practical service measures to suit individual customers' effective manner.

The service measure information below is also detailed at www.singaporeair.com.

Please follow the links for the latest information – click on:

Travel Info > Special Assistance.

Meet and Assist Services/Wheelchair Assistance

Singapore Airlines offers a range of services for passengers who require special assistance. Please read the information below and contact us if you need assistance with any of the services outlined here. We recommend that you make your travel plans early to enable us to serve you better.

Unaccompanied Minors

Singapore Airlines takes every step to ensure that your child is safe when travelling alone.

Throughout the journey - from checking-in for the flight, to arriving at the destination - your child is always under someone's care. This service is accorded free of charge to our young passengers from age 5 to under 12 years of age, when they travel without their parents or guardians aged 18 years and above. This service is optional for those aged 12 to under 18, and attracts a service charge if requested. So, when your child has to travel alone, book a flight with Singapore Airlines. It's the next best thing to being there yourself.

How to Apply for this Service?

When you are ready to book a flight for your child, simply contact your local Singapore Airlines office for an Unaccompanied Minors Handling Service Form, or download it from our website www.singaporeair.com. This will help us make the necessary arrangements and look after your child in the best possible way. If your child is travelling on a flight operated by one of our Star Alliance or code share partners, you are required to contact the carrier directly to inquire about their policies for children travelling unaccompanied.

Infants/Children

A little planning when travelling with infants and children can make your flight a more enjoyable experience for your family.

It is not recommended to fly with infants within the first seven days after birth and not acceptable under 48 hours from birth. If you are travelling alone with two infants, please contact your local Singapore Airlines office, as special arrangements are required.

Child Car Seat

While booster seats, vests and harness-type child restraint devices are not permitted on board, you're welcome to use approved car-type child safety seats and FAA-approved child harnesses for children under 3 years of age. For your child's safety, secure them in the child safety seat by its harness at all times, even when the 'fasten seat belt' sign is switched off.

The seat must be approved by a foreign airworthiness authority or government (E.g. UK CAA, FAA, ECE, CMVSS, AS/NZS etc.) or manufactured to the standards of the United Nations.

Child safety seats must

- be forward- or aft-facing and secured to the passenger seat with the aircraft safety belt by a lap belt or two-point harness, according to the child/infant car seat manufacturer's instructions. The passenger seat will be charged at a child's fare. (Child safety seats that must be secured by a three-point harness cannot be used on our flights.)
- fit within these maximum areas, measured between the armrests of the typical passenger seat in each cabin class:

Cabin class	Maximum area (Width x Depth) *
Economy	17" x 27"
Premium Economy	18" x 31"
Business	19" x 33"
First	36" x 42"
Suites	23" x 64"

* These measurements serve as guidance. For details and assistance, get in touch with your local Singapore Airlines office.

- not extend unreasonably beyond the passenger seat, which means an adult can move past the child safety seat when the seats in the row immediately in front of it are in the upright position.
- not block the aisle, which means the aisle remains accessible during taxi, take-off and landing.

An aft-facing child safety seat that doesn't have a belt path must be used with a detachable base. However, these child seats that require detachable bases may not fit properly in the passenger seat. An aft-facing child safety seat that has a belt path, and is properly labelled, doesn't need a detachable base.

FAA-approved child harnesses can also be used on our flights. However, AmSafe's Child Aviation Restraint System (CARES) child

harness may not fit in some of our First and Business Class seats. For details, get in touch with your local Singapore Airlines office.

If you are using a child safety seat or a child harness, you'll need to show our cabin crew that you've fitted the child safety seat or harness securely and in accordance with the manufacturer's instructions. When requested, please provide the manufacturing standards and instructions to our ground staff and cabin crew for reference.

The use of child car seats and child harnesses on board is subject to all child seat safety requirements. Neither can be installed on seats at the emergency exit rows, as well as the rows immediately before and after.

Bassinets

While a limited number of bassinets are available on board on a first-come, first-served basis, we recommend that you request for a bassinet upon booking to assure easy travel with your infants. The dimensions of the bassinets are 768 (L) x 298 (W) x 158 (H) (mm). Bassinets can support a maximum weight of **14kg**.

Meals/Amenities

Meals suitable for children are available on all of our flights, except those to and from Singapore and Kuala Lumpur. Simply request the meal when you make your booking.

General baby amenities such as diapers, disposable bibs, feeding bottles, and baby wipes are also available. However, we recommend that you bring your own – as we can only carry a limited quantity and these amenities may not be able to match your specific requirements.

Expectant Mothers

It is important that you inform your gynaecologist of your proposed travel plan and obtain medical guidance before making a reservation.

- For uncomplicated single pregnancies, Singapore Airlines restricts expectant mothers from travelling beyond the 36th week of pregnancy (calculated based on the expected date of delivery).
- For uncomplicated multiple pregnancies, Singapore Airlines restricts expectant mothers from travelling beyond the 32nd week of pregnancy (calculated based on the expected date of delivery).

If the travel and return date is before and up to 28th week of pregnancy, no medical certificate is required. For travel beyond the 28th week (either departure or return date), Singapore Airlines will require all pregnant mothers to provide a medical certificate stating the following: (1) fitness to travel, (2) number of weeks of pregnancy, and (3) estimated date of delivery. The medical certificate should be issued within 10 days of the departure date of the first flight and must be presented at check-in when requested.

Please contact your local Singapore Airlines office if you require more information.

Passengers with a Nut Allergy

Singapore Airlines will make reasonable efforts to accommodate passengers' requests for meals and snacks to be free from nuts. A nut-free special meal refers to a meal, which does not contain peanuts and tree nuts, and their derivatives. Tree nuts include almonds, Brazil nuts, cashew nuts, hazel nuts, pistachios, walnuts, pecans and macadamias.

However, please understand that we do not offer nut-free flights, as it is not unusual for passengers on our flight(s) to be served meals and snacks containing nut or nut derivatives and we have no control over passengers bringing their own products containing

nut or nut derivatives on board our flights. We will also not be able to guarantee against accidental cross-contamination that may occur within flight kitchens in our network and the possibility of residues of nut or other nut oils being passed on to the upholstery and other surfaces, or circulated via the air conditioning systems.

Should you require a nut-free meal, please contact your travel agent or local Singapore Airlines office to make arrangements for your nut-free meal at least 48 hours before flight departure. Kindly note that we are unable to cater nut-free meals for flights from Paris Charles De Gaulle Airport and you may need to arrange an alternative route through your travel agent or local Singapore Airlines office.

Once again, we request that you take all necessary precautions bearing in mind the risk of exposure. If you have any concerns about your fitness to travel, we recommend that you discuss your travel plans with your doctor, bringing along this information.

Medical Conditions

Generally, medical conditions should not inhibit you from flying. However, due to a cabin pressure equivalent to an atmospheric pressure at 5,000 to 7,000 feet altitude, some medical conditions may require certain precautions. For more information, please also read the details below.

If you have any specific medical questions or concerns, please consult your medical practitioner on your fitness to travel and bring sufficient medication for your trip. Do note that Singapore Airlines will require medical clearance from a Singapore Airlines appointed doctor when fitness to travel is in doubt.

You should also ensure that you keep your medication in your hand luggage (not in your checked-in luggage) and have a letter on hand outlining your condition and medication(s), in case you encounter difficulties while overseas.

1. Asthma and Other Chest Conditions	
Allowed to fly	If your asthma condition is under control, it should not prevent you from flying.
Precautions	Make sure you are well-stocked with your usual inhalers and avoid anything that may trigger an attack. If you are wheezy before your flight, seek medical advice and treatment.
Special attention required	If you experience breathlessness even at rest, cannot manage a 50 meter walk or one flight of stairs without breathing difficulty, or in doubt, get a formal medical evaluation from a medical practitioner who specialises in chest conditions.

2. Heart Conditions	
Allowed to fly	As a general guide, people with heart disease who are able to walk up a dozen stairs without any problems, or well-controlled blood pressure (hypertension) should be fit to fly.
Precautions	If you recently had a heart attack (myocardial infarction), you are usually advised not to fly.
Special attention required	Patients with frequent chest pains (angina attacks) should take extra precaution, as they are twice as likely to suffer an attack in the air as on the ground. They should consult their medical practitioner regarding their fitness to travel and

	ensure that they sufficient medications available to relief the angina.
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3. Diabetes	
Precautions	<p>Have your insulin shots and meals on time. Special meals may be arranged at the time of booking.</p> <p>People with diabetes are often confused by long-haul travel across time zones, when should they eat and when should they take their diabetic medication or insulin. You're advised to stay on home time throughout the journey, and only readjust to the local time when you arrive.</p>

4. DVT - Deep Vein Thrombosis	
Definition	<p>DVT is a blood clot that forms in the deep veins within the calf and leg muscles.</p> <p>It is usually a spontaneous condition that occurs to people, especially those with heart disease or the elderly. However, periods of prolonged leg immobility can trigger this occurrence.</p>
Symptoms	Warning signs are pain and tenderness in the leg muscles, redness and swelling of the area.
Precautions	For your safety, if you are prone to DVT, we require that you either sign a Letter of Indemnity or have your medical practitioner provide a medical certificate on your fitness for

	<p>travel. Please also inform our reservations personnel of your condition when making your reservations.</p> <p>While flying, we advise that you keep exercising your leg muscles. If possible, take regular walks around the cabin, except when the fasten seat belt sign is displayed. While seated, perform a few simple exercises as shown in the Travel Info section of www.singaporeair.com, or refer to the inflight magazine.</p> <p>Avoid alcohol as it increases the risk of developing such a condition. Instead drink more water, to keep yourself hydrated as well as to maintain your physical well-being.</p>
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5. Others	
Allowed to fly	<p>Recent stroke: A minimum of a three-week lapse is required for anyone intending to fly after a recent stroke. Medical clearance is needed to confirm your ability to travel.</p> <p>Epilepsy: People with epilepsy are fit to fly, but not if the last fit was within 24hrs. Medication to control epilepsy should be taken.</p>
Precautions	<p>Epilepsy: People who are prone to regular fits, may need to increase their medication, on the advice of their medical practitioner, on board, and reduce intake upon arrival at their destination.</p>

Special Attention	Anaemia: People with severe anaemia (blood count or haemoglobin less than 8.5 mg/dl) are not advised to travel.
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Important Medical Information

Health Regulations

Valid certificates of inoculation and/or vaccination may be required in certain countries. This information may be obtained from the local health authorities in your departure city.

Medication

Valid certificates of inoculation and/or vaccination may be required in certain countries. This information may be obtained from the local health authorities in your departure city.

Passengers who are carrying syringes or hypodermic needles for medical reasons are required to have a prescription or a note from a registered physician. Please do not dispose of used syringes or needles without the protective cap or at the seat pockets. Please inform our cabin crew should you need to dispose of a used syringe or needle while on board the aircraft.

Medical Clearance

As a guide, Singapore Airlines will require medical clearance from a Singapore Airlines appointed doctor when fitness to travel is in doubt, as evidenced by recent illness, hospitalization, injury, surgery, or instability.

Medical clearance is also required in cases that require special attention or use of special medical equipment on board, e.g., use of a stretcher, supplementary oxygen tank, or similar type of medical equipment. The objectives of medical clearance are to provide safe, healthy travel and high levels of customer satisfaction. When in doubt, please consult your medical practitioner on fitness to travel.

If medical clearance is required, please print a copy of the Singapore Airlines' Medical Information Form (MEDIF) and email the completed form to au_reservations@singaporeair.com.sg.

Alternatively, you can obtain the form from any of our appointed travel agents or from our website www.singaporeair.com.

Please note that there may be a delay in obtaining medical clearance if information provided is incomplete. Hence, it is advisable that you inform us of your travel plans early.

Medical Equipment

Approval is mandatory for electrical and electronic medical equipment to be used on board. This is to ensure that the equipment does not interfere with the aircraft navigation and communication systems. If your medical equipment causes interference, our cabin crew may ask that you turn it off.

You'll be required to operate your own medical equipment, without the assistance of our cabin crew. If you're travelling with electrical or electronic medical equipment, please make the necessary arrangements with your local Singapore Airlines office.

No self-powered medical devices can be carried on board, except:

- portable hearing aids
- heart pacemakers
- nebulisers
- continuous positive air pressure (CPAP) machines
- FAA-approved Portable oxygen concentrators (POC)

You don't need approval to use these devices on board our flights. However, we may not be able to provide inflight power supply on all your flights with us. We recommend that you use a gel or dry battery that can power the equipment for at least 150% of the flight time. For instance, if your flight is 10 hours long, please have a battery supply of 15 hours.

Continuous Positive Air Pressure (CPAP) Machine

Portable oxygen concentrator (POC) device can be carried and used onboard our flights as long as it is a model that is approved by FAA:

https://www.faa.gov/about/initiatives/cabin_safety/portable_oxygen

All continuous positive air pressure (CPAP) models can be used on board our flights.

For use during flight, your device must fit under the seat in front of you. If your device is unable to fit under the seat, you may not use it during your flight but you can still carry it on board where it will be stored in the overhead baggage compartment.

Additional restrictions apply if your machine is powered by lithium batteries. Please refer to the general restrictions of the Carriage of Lithium Batteries:

http://www.singaporeair.com/en_UK/sg/travel-info/baggage/baggage-restrictions/

We may not be able to provide inflight power supply on all your flights with us, so your POC device or CPAP machine must use a gel or dry battery that can power it for at least 150% of the flight time. For instance, if your flight is 10 hours long, please have a battery supply of 15 hours.

Reservations:

Please contact our office to check if your device can be used on your flights. As the space under the seat is limited, please check with our agents if the CPAP machine you would like to carry on board could be stowed safely under the seat.

For information on the expected flight duration, please check with our agents either at time of reservation or at least 48 hours before departure. This is to ensure that you will have sufficient time to prepare the batteries to be used during the flight.

We would require that you give at least 48 hours of advance notice. Please also note that the emergency exit row seats and aisle seats will not be available for your selection.

On the day of departure:

- We would also like to request that you check-in early for your flight (approximately 2-3 hours before flight departure) to ensure a smooth flight experience.

Portable Oxygen Concentrators (POC)

Singapore Airlines will accept pre-approved portable oxygen concentrators (POC) that will fit into the limited space beneath the seats. Please contact our office to check if your device can be used on your flights. Please also note that you may not be able to use your device on the flight in the event of a last minute change in aircraft type.

The POC models that we will accept will be:

- AirSep FreeStyle
- AirSep LifeStyle
- AirSep Focus
- AirSep Freestyle 5
- (Caire) SeQual eQuinox / Oxywell (model 4000)
- Delphi RS-00400 / Oxus RS-00400
- DeVilbiss Healthcare iGo
- Inogen One
- Inogen One G2
- Inogen One G3
- Inova Labs LifeChoice Activox
- International Biophysics LifeChoice / Inova Labs LifeChoice
- Invacare XPO2 / XPO100
- Invacare Solo 2
- Oxylife Independence Oxygen Concentrator
- Precision Medical EasyPulse
- Respironics EverGo
- Respironics SimplyGo
- SeQual Eclipse
- SeQual SAROS
- VBox Trooper

POCs will have to be self-powered using a gel or dry battery (Additional restrictions apply if your machine is powered by lithium batteries, visit www.singaporeair.com for more information.)

Singapore Airlines may not be able to provide inflight power supply for such equipment. We would require that you bring batteries to provide power for at least 150% of the flight time. For example, for an expected flight duration of 10 hours, you will need to prepare a battery supply for 15 hours. If each battery lasts for 5 hours, you will have to prepare 3 batteries.

Reservations:

Please contact our office to check if your device can be used on your flights. As the space under the seat is limited, please check with our agents if the POC you would like to carry on board could be stowed safely under the seat.

For information on the expected flight duration, please check with our agents either at time of reservation or at least 48 hours before departure. This is to ensure that you will have sufficient time to prepare the batteries to be used during the flight. We would require that you give at least 48 hours of advance notice and also provide a medical certificate from your physician to certify fitness to travel.

Please also note that the emergency exit row seats and aisle seats will not be available for your selection. Instead, we will offer you window seats as recommended by FAA.

On the day of departure:

- We would also like to request that you check-in early for your flight (approximately 2-3 hours before flight departure) to ensure a smooth flight experience.

Stretcher

Singapore Airlines provides stretcher service (charges apply) on selected aircraft and in Economy Class only for individuals who must remain in a reclined position during the flight. There must be qualified personnel accompanying all stretcher passengers. If supplementary oxygen is required together with the stretcher, please read the provision outlining their aircraft use below.

Reservations:

As the stretcher needs to be set up and installed on the flight from Singapore, we would require our stretcher passengers to give us at least 96-hour (four working days) advance notification. In addition to that, we would require a medical certificate from your doctor to certify fitness to travel.

On the day of departure:

- We would also like to request that you check-in early for your flight (at least 2-3 hours before flight departure) to ensure a smooth flight experience.

Supplementary Oxygen

Singapore Airlines is able to provide a Supplementary Oxygen Kit (SOK) on board a flight, subject to regulations of the country of origin and destination.

Reservations:

We would require you to make the request for this service by contacting your local Singapore Airlines office as early as possible and at least 72 hours (3 working days) before the flight. This is to allow us the time to seek medical clearance and prepare the equipment necessary for your safe travel.

An extra seat is required to strap the oxygen bottle next to the passenger. However, more than one seat may be required depending on the oxygen flow rate/mode and the flight time, which in turn determines the number of bottles to be uplifted. Charges apply for each extra seat used to place the SOK. For safety

reasons, carriage of your own oxygen bottle is not allowed on our flights.

We would also require our passenger to provide a medical certificate from your physician indicating fitness to travel without requiring extraordinary medical assistance during the flight.

Please also note that the emergency exit row seats and aisle seats will not be available for your selection.

On the day of departure:

- We would also like to request that you check-in early for your flight (at least 2-3 hours before flight departure) to ensure a smooth flight experience.

Service Dogs

A service dog will be regarded as unchecked baggage and will be carried without a charge, in addition to your free baggage allowance. Your service dog will not occupy a seat and must be placed in a location that does not block escape routes in case of an emergency. Please provide moisture absorbent material, to be placed on the cabin floor underneath the dog at all times. A muzzle and harness is not necessary during the flight but must be made available when required.

Only seeing-eye and emotional support dogs with valid documentation can accompany you on board any of our flights, in any class of travel. To make the necessary arrangements, please get in touch with your local Singapore Airlines office at least 2 weeks before your departure. You're responsible for preparing the documentation required by the relevant authorities. For passengers carrying service dogs on flights to and from the US, please refer to the link below.

Visually Impaired/Hearing Impaired Passengers

Reservations:

For passengers who have both severe vision and hearing impairments, we would like to advise our passengers to provide 48-hour advance notification.

For a passenger who has both severe hearing and severe vision impairments, if you cannot establish some means of communication with carrier personnel for us to transmit the safety briefing, or if the means of communication explained to us does not adequately satisfy the objectives of permitting communication of the safety briefing, we would require you to travel with a safety assistant.

Please note that we will not be able to offer you emergency exit row seat.

On the day of departure:

- We would also like to request that you check-in early for your flight (at least 2-3 hours before flight departure) to ensure a smooth flight experience.

If you require any assistance within the airport, please identify your needs at check-in. We will be able to extend our meet and assist service to you to help in boarding, deplaning and also during flight connections.

We offer the following services:

- Pre-boarding
- Assistance to/from gates and flight connections
- For the visually impaired, our 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 the passenger to the surroundings. We can also provide assistance in preparation for meals consumption, such as opening of packages and identifying of food.

- For the hearing-impaired, our on board safety video has sign language.

We are unable to offer:

- Assistance with feeding of meals.
- Assistance within the restroom or assistance at the seat with elimination functions.
- Provision of medical services.

Should a passenger require the above-mentioned services, we would require the passenger to have a personal care assistant as a travel companion.

Cognitive Disabilities

Reservations:

For a passenger who has cognitive disabilities and is unable to understand the safety briefing, we would require the passenger to travel with a personal safety assistant to assist him or her in the event of an evacuation.

Please note that we will not be able to offer the emergency exit row seats.

On the day of departure:

- If you require any assistance within the airport, please identify your needs preferably at check-in. We will be able to extend our meet and assist service to you to help in boarding, deplaning and also during flight connections.

Services we are unable to offer:

- Assistance with feeding of meals.
- Assistance within the restroom or assistance at his seat with elimination functions.
- Provision of medical services.

Should a passenger require the above-mentioned services, we would advise the passenger to have a personal care assistant as a travel companion.

Wheelchair/Mobility Aids and Assistive Devices

Passengers requiring the use of wheelchairs (both manual and electric) or mobility aids (canes, crutches, walkers, mobility scooters etc.) are advised to make their travel plans as early as possible so we can make the necessary arrangements for you.

Carriage of assistive devices will not count towards the baggage limit for the passenger.

All our aircraft are designed to accommodate the basic needs of our wheelchair passengers. The aircrafts are equipped with an on board wheelchair that you may make use of when moving between your seat and the lavatory. Additionally, all aircrafts have a wheelchair friendly lavatory. Also, we have seats with movable armrests that facilitate the transfer of a passenger from the on board wheelchair to the seat and vice versa.

Reservations:

For our passengers who are travelling in a powered wheelchair with a wet cell battery, we would require you to give us at least 48 hours of notice. In addition, you must arrive at the Departure Gate one hour prior to scheduled departure so that we may assess the stowage needs of your chair.

When travelling in a group of ten or more Customers who use wheelchairs, please provide at least 48 hours of advance notification so that we can better assist you and provide the necessary stowage space.

On the day of departure:

- Singapore Airlines would like to seek your understanding when transporting battery operated electric wheelchairs and electric mobility aids. We would require you to check-in early for your flight (approximately 2-3 hours before flight departure) to ensure a timely stowage of the devices.

Passengers are welcome to check in their electric wheelchairs during check-in. We will provide the airline's wheelchair and also extend our meet and assist service to you.

If you require any assistance within the airport, please identify your needs preferably at check-in. We will be able to extend our meet and assist service to you to help in boarding, deplaning and also during flight connections. Services we are able to offer:

- Pre-boarding
- Assistance to use the on board wheelchair
- Assistance to move from wheelchair to the lavatory

Services we are unable to offer

- Assistance with feeding of meals.
- Assistance within the restroom or assistance at his seat with elimination functions.
- Provision of medical services.

Should a passenger require the above mentioned services, we would advise the passenger to have a personal care assistant as a travel companion.

US DOT 14 CFR Part 382

This section is only applicable to flights starting from or ending in the US. These flights will be covered under the US DOT 14 CFR Part 382: Non-discrimination on the Basis of Disability in Air Travel: Final Rule.

US Department Of Transportation 14 CFR Part 382: Non-discrimination on the Basis of Disability in Air Travel Passengers can obtain a copy of US DOT Part 382 (Non-discrimination on the basis of disability in air travel: final rule) in an accessible format from the DOT by any of the following means:

- By telephone via the Toll-Free Hotline for Air Travelers with Disabilities at 1-800-778-4838 (voice) or 1-800-455-9880 (TTY)
- By telephone to the Aviation Consumer Protection Division at 202-366-2220 (voice) or 202-366-0511 (TTY)

- By mail to the Air Consumer Protection Division, C-75, US Department of Transportation, 1200 New Jersey Ave., SE., West Building, Room W96-432, Washington, DC 20590
- On the Aviation Consumer Protection Division's website at www.transportation.gov/airconsumer

Service Dogs to and from the US

A seeing-eye dog accompanying its owner can be accepted in the passenger cabin in any class.

Passengers with service dogs are advised to contact your local Singapore Airlines office in advance of your flight to make the necessary arrangements. If your itinerary involves other carriers, separate clearance must be obtained from those carriers prior to travel. You must ensure that all government regulations and documentation requirements for the uplift, transit, and disembarkation stations are complied with.

Singapore Airlines will not accept any other type of service animal except dogs.

Reservations:

We would require that you provide us with at least 48 hours advance notification when you are carrying a seeing-eye or emotional support/psychiatric service dog on a flight more than 8 hours.

For emotional support/psychiatric service dogs, we would require documentation no older than one year from the date of the passenger's scheduled initial flight and on the letterhead of a licensed mental health professional (e.g. psychiatrist, psychologist, or licensed clinical social worker) stating the following:

- The passenger has a mental or emotional disability recognized in the Diagnostic and Statistical Manual of Mental Disorders – Fourth Edition (DSM IV).
- The passenger needs the emotional support or psychiatric service dog as an accommodation for air travel and/or for activity at the passenger's destination.

- The individual providing the assessment is a licensed mental health professional, and the passenger is under his/her care.
- The date and type of the mental health professional's license and the state or other jurisdiction in which it was issued.

For all flights that will take 8 hours or more, we will require all passengers with service dogs to provide documentation showing that the dog will not relieve itself on the flight, or that the dog can relieve itself in a way that does not create a health or sanitation issue on the flight.

On the day of departure:

- We would also like to request that you check-in early for your flight (at least 2-3 hours before flight departure) to ensure a smooth flight experience.

Customer Checklist – Tips

Customers can:

- become informed about various travel services and resources to meet any special needs both locally and overseas.
- start to plan their trip early and well in advance.
- organise passport, visa compliance, validity and copy of documentation and immunisation requirements prior to departure.
- organise travel and/or auto insurance.
- obtain travel books, audio enabled books, access guides and travel experiences of how customers with special needs have travelled in various locations.
- arrange for extra supplies of medication or prescriptions, letter from a doctor or specialist. Learn the names of any medications.
- ensure eyeglasses, contacts, dental work completed and physical/health check performed.
- arrange for a wheelchair, wheelchair accessible hotel rooms, wheelchair car rental, enquire about lift equipped accessible vans or vehicles.

- check with hotels or places of stay for inner and outer door widths to accommodate wheelchair access and approved bathtubs, grab bars and roll in showers.
- make a list of phone numbers of those who could assist at your destination.
- check your destination city local health and medical services and associations well prior to departure.
- double check any arrangements made.
- consider national companies offering travel nurses, companions or assistants to accompany customers with medical concerns.
- talk to anxious family members or friends about airline service measures and measures in place to facilitate your journey at your arrival destinations.
- arrive early at the airport to discuss any special assistance information with staff.
- communicate with the crew in the air for any special assistance required in flight.
- take any medical cards, discount cards, insurance policies, phone numbers, airline tickets, confirmations, credit cards, debit cards, driver's license and passport with you and pack prior to departure.
- if you are travelling with special equipment, have knowledge of type, type of power, etc. and notify the airline prior to departure.
- remove valuables.
- label wheelchairs.
- check with staff when a wheelchair will be available once off a flight.
- consider any products for urine drainage and storage if necessary prior to flight.
- remember the airline will take an individual approach and not make assumptions each time customers travel on board.

- remember the airline will endeavour to assist and address your concerns for a safe and enjoyable journey.
- if you are travelling long distances and not sure whether you will be able to sustain long hours then it may be recommended flights be broken up into segments more suitable.
- ensure your wheelchair is locked and stabilised, torso and feet are secure.
- minimise delays by providing all necessary medical documentation to Singapore Airlines which is treated in confidence.
- remember that an emotional support dog is subject to quarantine, safety, airline policy and other regulatory requirements.
- staff are available to assist with reasonable luggage handling.
- look for elevators at airports.
- performing gentle exercise (if possible) is encouraged in the air.

For a more comfortable journey, customers can consider:

- drinking plenty of fluids, fruit to encourage salivation
- using eye drops or ointment if required
- using ear drops if required
- using suitable skin moisturiser or emollients cream if required
- wearing light weight clothing
- using necessary personal amenities
- establishing a toilet routine, feeding routine if required
- using reminders if required
- having knowledge of turbulence, a common and unavoidable factor in flight

**Please Note: This is only a limited list of tips for customers. There may be other options and actions to perform for one's journey.*

Customers are encouraged to ask questions and provide feedback to Singapore Airlines within Australia on 13 10 11 or via www.singaporeair.com or to our friendly cabin crew on your next flight.

Communication Strategies

Customers can access further information via the Singapore Airlines website at www.singaporeair.com. Customers requiring information via the telephone may contact Singapore Airlines Customers Contact Centre within Australia on 13 10 11.

Additional information is available from check in service representatives on the day of customer travel at the airport. Singapore Airlines may be able to accommodate late requests and changes, subject to availability and the requirement requested. Customers are recommended to contact Singapore Airlines in advance of their date of travel to request any special assistance. This will assist Singapore airlines provide available service measures to meet customer needs.

Equal Access Training

Training is provided to all Singapore Airlines staff members and service representatives. Equal access and special assistance training is multi focal and allows staff members to interact with examples and review their knowledge and skills. This is updated and reviewed regularly. Singapore Airlines understands that staff training is critical to sensitive, effective and consistent service. Liaison is conducted with service representative training coordinators to ensure equal access and its facilitation is maintained. Training is provided to staff directly to check in and gate agents, information desk agents, lost and found agents, cabin crew, office town staff, contact centre staff and other Singapore Airlines subsidiary crew and staff. Relationships are maintained with local airports, security service providers, customs, police, border control and immigration and airport retailers locally and abroad.

The training programs currently in use include:

- Singapore Airlines Company policies and procedures manual (incorporating Equal Access measures). This include details on the correct handling of persons and various aids.
- E-learning courses on serving passengers with reduced mobility for airport and service centre staff.
- Updates from the South West Pacific Service Centre Department on latest industry and stakeholder developments regarding Equal Access.
- Safety and security procedures training in accordance with staff training plans.
- Training at the Singapore Airlines Training College for cabin crew and via e-learning for other staff.

SIA training programs:

- Provide case examples and self-assessment and allows for regular review.
- Provides visual and written material on Equal Access.
- Allows discussions in workshops to take place.
- Promotes innovation and equal access cultural acceptance.
- Allows review of staff member role and processes in order to better cater for all customers.

Enhancing Equal Access awareness

Singapore Airlines staff and representatives enhance their equal access awareness through various initiatives, some detailed below:

- Staff are made of aware of reading body language, especially to make a customer feel more secure. Our staff will find the time, use proper communication and be patient with customers and their needs.
- Staff are aware not to use non-verbal signs for vision impaired or blind customers

- Staff are aware to act naturally and allowing personal space
- Staff are aware to face customers when speaking, understand direction of voice
- Staff are aware to address passengers by their name
- Staff are aware to face the customer, so lip reading for example can occur
- Tone of voice is encouraged to be situated at a lower tone and use of body language and sign language where known by staff
- For those customers who are confused, staff will use active phrases, be specific and keep questions direct
- Customers in all situations will be asked whether they would like help and in which form.

Service representatives have training programs in place consistent across Australia, which are legislatively compliant and focus on equal access and special assistance for customers.

Singapore Airlines is committed to reviewing its current practices and providing training to staff to ensure equal access and its facilitation is best maintained.

The Singapore Airlines website provides useful information to customers on special assistance, flight departure and arrival information, customer feedback and contact information. Please visit www.singaporeair.com for more information. Singapore Airlines is committed to meet the continual needs and accessibility of all customers.

Monitoring and Review

Singapore Airlines seeks to monitor, review and evaluate progress against industry, and seeks to involve employees and customers in the process.

Ownership and accountability for making improvements has been identified across the organisation from SIA management to all staff.

The Singapore Airlines annual plan sets out our achievements and future goals.

Singapore Airlines Australia has a proactive Equal Access Committee that meets regularly to discuss Equal Access to better cater for passenger needs.

Looking ahead;

- Singapore Airlines seeks to assess the impact of policies and procedures on customer travels.
- Involve stakeholders in formulation or updates of the Singapore Airlines Australia Equal Access Plan.
- Look at alternative approaches to equal access where possible.
- Wherever appropriate and practicable, review existing policies on a regular basis and during decision-making.
- Continue to review our service measures within our individual operations and capacities.

To facilitate and review processes, Singapore Airlines Australia has established equal access facilitation audits with the aim of identifying positives, areas for improvement and facilitating greater access for customers.

These are used internally for special assistance improvements.

Commitment

Equal access and its facilitation are important. Singapore Airlines is committed to establishing and maintaining positive relationships with all customers, service partners and staff.

Singapore Airlines welcomes all customer feedback on positive experiences and areas for improvement, to further facilitate equal access.

Singapore Airlines seeks to provide an equal, accessible and pleasant experience for each and every customer.

Feedback

Passengers travelling on Singapore Airlines are encouraged to provide feedback. Alternatively, customers in Australia may contact Singapore Airline Customer Contact Centre on 13 10 11 and provide feedback via the telephone. There is a system to monitor and respond to feedback appropriately within a timely manner. We thank you for your feedback.

Feedback can thus be provided by the following means:

- On board any Singapore Airlines flight
- Via the Singapore Airlines website at www.singaporeair.com
- On the Singapore Airlines' app from the Apple App Store and Google Play Store
- At an airport Singapore Airlines operates
- Direct to a Singapore Airlines staff member

Singapore Airlines is committed in ensuring people requiring special assistance have the same opportunities to provide feedback and will ensure a timely response.

Thank you.

Singapore Airlines Limited.

(Information correct as at July 2021.)