



SOUTH AFRICAN AIRWAYS

A STAR ALLIANCE MEMBER 



Important Information and guidance when booking wheelchair assistance

Dear Travel Partner

Please see below important information and guidance when booking Wheelchair assistance on SAA flights.

SPECIAL SERVICES AVAILABLE ON SAA:

WHEELCHAIRS:

- . WCHR . TO STEPS FOR RAMP ONLY
- . WCHS . UNABLE TO CLIMB STAIRS
- . WCHC . UNABLE TO WALK ASSISTANCE TO SEAT

**WHEN REQUESTING FACILITY PLEASE USE SSR (SEGMENT RELATED)
AND ANY ADDITIONAL INFORMATION CAN BE INSERTED WITH OSI**

Mandatory information

AGE OF THE PASSENGER AND REASON FOR THE WHEELCHAIR

CAN PASSENGER WALK LONG DISTANCES UNAIDED

CAN PASSENGER CLIMB STAIRS UNAIDED

CAN PASSENGER MANAGE IN CABIN UNAIDED

CAN PASSENGER BEND THEIR KNEES WHEN SEATED

CAN PASSENGER SEAT UPRIGHT DURING TAKE OFF AND LANDING

PAX SHOULD BE SELF-RELIANT ONBOARD OR ELSE BE ACCOMPANIED

IS PASSENGER ON ANY CHRONIC MEDICATION THAT NEEDS ADMINISTRATION DURING FLIGHT

ANY MEDICAL CONDITIONS:

CAN PASSENGER MANAGE TOILET FACILITIES UNAIDED

DOWNLOAD MEDIF ONLINE WWW.FLYSAA.COM AND DR TO FILL IT IN
ONCE MEDIF IS FILLED IN EMAIL TO SPECIALHANDLING//FLYSAA.COM

DID THE PASSENGER HAVE ANY OPERATIONS WITHIN THE LAST 6 MONTHS

DOES THE PASSENGER HAVE THEIR OWN COLLAPSIBLE WHEELCHAIR

ENTRIES-e.g.

SRWCHSSA-72YRS ELDERLY NON-MEDA SLOW WALKER UNABLE TO CLIMB STAIRS

OSSA-PAX ABLE TO WALK FROM PLANE DOOR TO SEAT UNAIDED

OSSA-ABLE TO SIT UPRIGHT BEND KNEES WHEN SEATED FOR DURATION OF FLIGHT

OSSA-ABLE TO SELF MANAGE ON BOARD FLIGHTS

SRWCHRSA-72YRS ELDERLY NON-MEDA SLOW WALKER ABLE TO CLIMB STAIRS

OSSA-PAX ABLE TO WALK FROM PLANE DOOR TO SEAT UNAIDED

OSSA-ABLE TO SIT UPRIGHT BEND KNEES WHEN SEATED FOR DURATION OF FLIGHT

OSSA-ABLE TO SELF MANAGE ON BOARD FLIGHTS

SRMEDA-MEDICAL CONDITION ASTHMA

SRWCHCSA-82YRS MEDICAL CONDITION ASTHMA

OSSA-UNABLE TO WALK UNABLE TO CLIMB STAIRS

ossa-requires WCHC assistance onboard

OSSA-ABLE TO SIT UPRIGHT BEND KNEES WHEN SEATED FOR DURATION OF FLIGHT

Wheelchairs

For travellers with limited mobility, we offer the following assistance:

Wheelchairs at the airport

We can arrange for a wheelchair to be made available from check-in to the boarding gate, and from the aircraft to the arrival's hall at your destination. To arrange for a wheelchair, please contact your nearest [SAA office](#) at least 48 hour prior to your departure, if not at the time of booking.

Travelling with your own wheelchair:

You are welcome to check-in 1 wheelchair as part of your free baggage allowance. On flights to and from European Union destinations (London, Frankfurt, Munich), 1 further mobility device may be carried free of charge (2 in total).

Wheelchairs and mobility aids with non-spillable wet batteries. Batteries must not exceed 300wH, if there are two batteries, each battery must not exceed 160wH. Spare batteries must not exceed 300wH or two spares each 160wH. Batteries removed from mobility aid must be carried in the passenger cabin.

Mobility aids onboard

Each traveller is entitled to one mobility aid e.g. wheelchair, crane, crutches, etc free of charge in addition to their standard baggage allowance. These items must be small enough to be stowed without obstruction.

All our aircraft are equipped with an onboard wheelchair, allowing travellers to be escorted to and from the toilets. We also have seats with movable armrests that facilitate the transfer of a traveller from the onboard wheelchair to the seat and vice versa. For a list of aircraft with movable aisle armrests and toilets accessible to wheelchair-bound travellers, click [here](#)

PERSONS WITH THE FOLLOWING CONDITIONS ARE CONSIDERED AS MEDICAL CASES AND ARE THEREFORE REQUIRED TO COMPLETE THE STANDARD SAA AW44 MEDICAL QUESTIONNAIRE:

- . ANY HEART DISEASE, SEVERE CARDIAC FAILURE OR MYOCARDIAL INFARCTION
- . ASTHMA
- . ANGINA
- . GUILLAIN BARRE SYNDROME
- . IMMUNE DEFECIENCY
- . LEUKAEMIA
- . MENINGITIS
- . NERVOUS BREAKDOWN AND NEUROSIS OR ANY MENTAL ILLNESS
- . OBSTRUCTIVE AIRWAYS DISEASE

- . RENAL FAILURE
- . STROKE/CVA
- . THROMBOSIS
- . PNEUMONIA
- . PULMONORAY DISEASE
- . TRANSPLANTS

ALSO:

- . PASSENGERS WHO HAVE NOT COMPLETELY RECOVERED FROM SURGERY OF HEAD, CHEST, OR ABDOMEN
- . PASSENGERS WHO UNDERWENT MEDICAL EXAMINATION AND MAY HAVE RESIDUAL AIR IN NERVE SYSTEM
- . PASSENGERS WHO SUFFER FROM A CONTAGIOUS ILLNESS (CHICKEN POX, MEASELS, YELLOW JAUNDICE)
- . PASSENGERS WITH MULTIPLE FRACTURES

ALL OF THE ABOVE WILL BE CONSIDERED FOR AIR TRAVEL IF THE MEDICAL CONDITION OR THE STATE OF HEALTH OF THE PASSENGER IS STABLE AND THE ATTENDING PHYSICAIN CERTIFIES THE PASSENGER FIT FOR AIR TRAVEL. PASSENGERS MAY BE ACCEPTED AFTER AIRLINE ASSESMENT BY MEDICAL SERVICES.

DIABETIC

- . NO MEDICAL CLEARENCE REQUIRED PROVIDED THE PASSENGER CAN ADMINISTER OWN MEDICATION AND IS IN A STABLE MEDICAL CONDITION. SHOULD THE PASSENGER BE UNABLE TO ADMINISTER OWN MEDICATION AN ABLE-BODIED ASSISTANT IS REQUIRED TO TRAVEL WITH.

Email medical forms to :specialhandling@flysaa.com

Medical Forms are available here

[MEDICAL FORM](#)



For more information, visit www.flysaa.com or contact us on:

Australia: +61 02 9286 8960

Mon - Fri 09:00 - 17:00 Eastern Standard Time

Mon - Fri 09:00 - 17:00 Western Australia Standard Time

Email: SAAAustralia@flysaa.com

New Zealand: +64 9 977 2237 Mon - Fri 0900 - 1700 NZ Standard Time

Email: NZReservations@flysaa.com

NGIYABONGA - KEA LEBOHA - BAIE DANKIE - THANK YOU