



DISABILITY ACCESS FACILITATION PLAN

for Tiger Airways Australia Pty Ltd

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INTRODUCTION

The Tiger Airways Australia **Disability Access Facilitation Plan** provides information to our passengers in respect of:

- assistance that the Airline will provide to customers who need help in order to travel with us; and
- their role in facilitating Tiger Airways Australia's assistance.

This Facilitation Plan is a summary of the Airline's policies and the assistance that will be provided to its customers to assist their travel with us in as dignified and non-discriminatory a manner as possible.

Tiger Airways Australia will provide such assistance as far as is reasonably possible, and in accordance with its policies applicable from time to time.

This Facilitation Plan does not form part of the Airline's Conditions of Carriage.

This Facilitation Plan has been prepared following consultation with the Australian Human Rights Commission, Department of Infrastructure and Transport and the Civil Aviation Safety Authority.

Tiger Airways Australia reserves the right to amend this Facilitation Plan from time to time. The applicable and most recent version of the Facilitation Plan will be available at www.tigerair.com/au/en/. Passengers are advised to ensure that they refer to the most recent version of the Facilitation Plan, and the Airline's Conditions of Carriage.

Capitalised terms which are not defined in this Facilitation Plan have the meaning set out in the Airline's Conditions of Carriage.



1. RESERVATIONS AND PRE-FLIGHT PLANNING

RESERVATIONS FOR PASSENGERS WHO REQUIRE SPECIAL ASSISTANCE

Passengers who require additional assistance at the airport or during the flight must notify the Tiger Airways Australia Call Centre at the time of booking and at least five (5) days prior to the intended departure date.

The Tiger Airways Australia Call Centre number is (03) 9999 2888. Call Centre daily operating hours are from 0700am until 2359 (Melbourne local time).

Passengers can also make travel bookings as follows;

- Via the website - www.tigerair.com/au/en/
- Via a travel agent

Please note, for any bookings made through the internet or via a travel agent, it is the passenger's responsibility to advise Tiger Airways Australia directly of their specific needs by contacting the Call Centre. This will ensure the passenger's booking has all the relevant information so that the appropriate level of assistance can be provided.

For those passengers with a hearing, speech or vision impairment, phone reservations to our Call Centre can also be made through the National Relay Service (<http://www.relayservice.com.au/>).

Passengers will not be charged a convenience or booking fee for notifying the Call Centre.

For further information on traveling on Tiger Airways Australia please visit our website www.tigerair.com/au/en/ or contact the Call Centre on (03) 9999 2888.

IMPORTANT INFORMATION

Tiger Airways Australia is a strictly point-to-point airline. We do not interline passengers or baggage between Tiger Airways flights or interline with other airlines. Passengers must collect their baggage and check-in again after each sector has been flown, even if consecutive travel is on Tiger Airways flights.

RETENTION OF INFORMATION

We do not retain information regarding prior special requests of a particular passenger. Accordingly passengers with disabilities are advised to provide this information for each booking with us.

CONFIDENTIALITY

Information about a passenger is disclosed to relevant employees and contractors for operational reasons and on confidential terms. Tiger Airways Australia complies with the

requirements of the Privacy Act at all times. Please see our Privacy Policy on our website for more details.

PASSENGERS WITH LIMITED MOBILITY

At the time of booking, passengers will need to advise what level of assistance is required, that is:

- (1) do you require use of an airport manual wheelchair from check-in to the aircraft;
- (2) do you require assistance to board and disembark the aircraft including ascending/descending aircraft stairs: and,
- (3) details of any wheelchair or mobility aid you will be bringing with you.

With the information provided by you, Tiger Airways Australia can make the required arrangements in advance for a lifting device or other facilities to assist passengers to board and disembark at both the port of origin and destination.

Tiger Airways does not provide a Meet And Assist Service as we are not able to provide supervision for those passengers who cannot travel alone, but we are able to provide limited direct assistance, please refer to Section 7 'Direct Assistance'.

Please call the Call Centre for further information prior to booking.

PASSENGERS WITH A VISION AND/OR HEARING IMPAIRMENT

You must let us know at least 5 (five) days in advance through our Call Centre if you have a vision or hearing impairment. This will ensure airport staff are ready for your arrival and provide everything necessary for your safety and convenience.

PASSENGERS TRAVELING WITH A SERVICE DOG

For more information for passengers traveling with a service dog, i.e guide/assistance dogs, please refer to Section 5 'Service Dogs'.

PASSENGERS WITH MEDICAL CONDITIONS

All passengers must be medically fit to travel in order for Tiger Airways Australia to accept them for carriage.

- If a passenger is suffering from a **serious illness or a communicable disease**, or has had **recent surgery** then please call our Call Centre for more information. A medical clearance form may be required from your doctor.

- **Traveling with Broken Limbs** - All passengers travelling with broken limbs will need a medical certificate stating the date the cast was applied and fitness to fly if travel is within 7 days of cast application. If the affected leg is plastered above the knee you will be required to purchase two adjacent seats. Please note that the plaster cast will need to be split prior to travelling to allow for swelling and should have been in place at least 3 days prior to departure.
- **Traveling during Pregnancy** - Pregnant women must have completed their journey in full by the end of the 34th week of pregnancy. Flying is not permitted from the beginning of the 35th week onwards. A medical certificate is required to confirm that the passenger is fit to travel between the beginning of the 30th week and the end of the 34th week. You must contact our Call Centre to arrange such bookings.
- **Carry On Medical Equipment** - Life-supporting medical equipment may be carried on board provided it meets cabin luggage limitations and is not classified as “dangerous goods” under the IATA Dangerous Goods Regulations. This applies in particular to any type of oxygen generating equipment. Approval for carriage of such equipment must be obtained through the Call Centre at least five (5) days before departure.
- **Medical Syringes** - If for medical reasons, passengers need to inject themselves during the flight (e.g. diabetics) they are permitted to carry syringes in the cabin. They will be asked to produce appropriate medical evidence (such as a doctor's letter) when they check-in and at security screening points. This should be kept with them at all times.

For further information passengers are requested to contact the Call Centre.

PASSENGERS REQUIRING AN EXTRA SEAT

If customers wish to purchase an adjacent seat (for extra comfort), please contact our Call Centre. The additional seat will be charged at the lowest available rate at the time of making the reservation. Please note that there is no additional carry-on or checked baggage allowance associated with purchasing an additional seat.

TRAVELLING WITHOUT A CARER

Tiger Airways Australia will provide assistance, as far as is reasonably possible and in accordance with our Special Assistance/Needs Policy found on our website

www.tigerair.com/au/en/ to our customers who need help in order to travel with us.

Assistance will be provided in as dignified and non-discriminatory a manner as possible, within the constraints of available resources.

We are not able to provide supervision for those passengers who cannot travel alone, but we are able to provide limited ‘direct assistance’ (refer to Section 7, Direct Assistance).

Passengers travelling alone must be independent so far as personal needs are concerned including: being able to self-toilet, administer their own medication, eat or drink without assistance, be able to manoeuvre themselves from check-in to the boarding gate and, be

able to evacuate unassisted in the case of a ground or in-flight emergency. Otherwise a carer may be required.

Tiger Airways accepts bookings for up to two (2) passengers per flight who require limited 'direct assistance' from our crew.

TRAVELLING WITH A CARER

If passengers are travelling with a carer, they must advise Tiger Airways Australia so we may ensure the carer is sitting next to the passenger. Please note: A carer must be physically able, independent and a responsible person of at least 15 years of age, able to assist the passenger with his/her personal needs including assisting with transfers to and from mobility devices and seating as required and, in the case of a ground or in-flight emergency. For safety purposes, we are not able to seat the passenger and his/her carer in an emergency exit row.

You must notify the Call Centre at least five (5) days prior to the travel date that the passenger has a disability and is travelling with a carer. The booking for the carer needs to be made at the same time as the booking for the passenger with the disability and must be on the same booking reference. Once a booking is made and we have a booking reference, our reservation agents place internal notes in our flight reservation system with all the relevant passenger information indicating the passenger's requirements. This information is also communicated to the relevant airport staff.

SEATING REQUESTS

For your safety and comfort you will be seated in the most appropriate seat available having regard to your needs. Seating is pre-assigned free of charge and passengers will normally be seated in the forward zone of the aircraft, that is, rows two (2) to ten (10). We will do all that is reasonably possible to accommodate seating requests but this may not be guaranteed for operational, safety or security reasons. Please note, due to air safety regulations, any passenger with specific needs and/or requiring special assistance, has an injury or requires a carer, cannot occupy exit row seats.

If the passenger is travelling with a carer, the carer will be seated next to the passenger.

For passengers with limited mobility, all armrests except for row one (1) can lift up and down thereby allowing passengers to manoeuvre themselves without assistance between the wheelchair and aircraft seat.

COMPANION CARD SCHEME & FARES

Please note that Tiger Airways Australia is not an affiliate of the National Companion Card Scheme.

NOTIFYING THE AIRLINE OF YOUR ASSISTANCE NEEDS

As per our Special assistance / needs Policy (available on our website), passengers must notify Tiger Airways Australia of the additional assistance required at least five (5) days prior to departure. In the event passengers fail to notify Tiger Airways Australia of any additional requirements, whilst every effort will be made to accommodate the passenger on the day, this may result in the service being unavailable on arrival at the airport and the passenger being denied carriage. If this occurs, the passenger's rights will be limited to (a) being moved to the next available flight; or (b) credit shell valid for six (6) months for future travel; or (c) a full refund should they choose to make alternative arrangements.

To ensure the efficient handling of the passenger's travel requirements, Tiger Airways Australia centralises all passenger communications to our Call Centre. Once a booking is made, our reservation agents place all relevant information about the person's disability/special requirements into the passenger's booking. This information is also communicated to the relevant operational areas. On the day of travel, our airport staff will print out a manifest which will show how many passengers are travelling that need assistance as well as the type of assistance required. They will then also inform the destination airport of their arrival so the passenger can be assisted accordingly.

BAGGAGE ALLOWANCES

Cabin Baggage – only two (2) pieces of hand luggage, 1 larger bag and one smaller item that cannot exceed a combined weight of 7kg per person may be carried onboard the aircraft. The larger bag may not exceed 7kg or the dimensions of 54cm X 38cm X 23cm. The secondary smaller item may be one of the following; handbag/purse, coat, book, tablet or umbrella.

Any cabin baggage over 7kg will have to be carried in the hold of the aircraft and forms part of the total checked baggage allowance. Such baggage items must fit under the seat in front of you or in an enclosed storage compartment in the cabin. Items determined by us to be of excessive weight or size or of an offensive nature will not be permitted on board.

Checked Baggage - Passengers are offered the choice to save if they choose to travel with hand luggage only. Passengers who need to check in baggage have the option of selecting a Luggage Upsize™ option to suit their needs at the time of making their reservation. A corresponding fee will be charged per passenger per one way flight. This excludes, but is not limited to items such as sporting equipment.

If you are making your reservation online, the [Luggage Upsize™](#) fee may be prepaid at the rates set out in our Website under "Baggage". Alternatively, if you wish to add Checked Baggage to your booking or increase Checked Baggage at a later date you can do this by calling the Call Centre up to 72 hours prior to departure. Alternatively you may purchase a 15 Kg Luggage Upsize™ allowance at the airport on check-in for which there will be a charge as set out in our Website under "Baggage". Any Checked Baggage over and above your Luggage Upsize™ limit will be charged at current Excess Checked Baggage rates.

Subject to the restrictions set out in this Facilitation Plan and our applicable policies, Infant items (e.g. pram, cot or car seat), wheelchairs, scooters and walking frames are carried free

of charge and must be stored in the aircraft hold during the flight as they cannot be taken into the cabin.

2. KERBSIDE PROCESSES

Tiger Airways Australia does not provide kerbside assistance or access to and from terminal buildings.

Please refer to the Disability Access Facilitation Plan of the relevant Airport for further information on the assistance they may provide.

3. CHECK-IN & SECURITY SCREENING

CHECK-IN

Cabin Baggage – only two (2) pieces of hand luggage, 1 larger bag and one smaller item that cannot exceed a combined weight of 7kg per person may be carried onboard the aircraft. The larger bag may not exceed 7kg or the dimensions of 54cm X 38cm X 23cm. The secondary smaller item may be one of the following; handbag/purse, coat, book, tablet or umbrella.

Any cabin baggage over 7kg will have to be carried in the hold of the aircraft and forms part of the total checked baggage allowance. Such baggage items must fit under the seat in front of you or in an enclosed storage compartment in the cabin. Items determined by us to be of excessive weight or size or of an offensive nature will not be permitted on board

CHECK-IN COUNTERS

All check-in counters are accessible to passengers with disabilities. Whilst check-in counters are not at wheelchair height, check-in staff are trained to accommodate the needs of passengers with a disability.

Please refer to the Disability Access Facilitation Plan of the relevant Airport for further information regarding their terminal facilities.

ASSISTANCE AT CHECK-IN FOR PASSENGERS WITH LIMITED MOBILITY

Passenger's wheelchair must be checked in at the airport counter where ground staff will provide at check-in an airport supplied manual wheelchair (which can only be manoeuvred with assistance).

At the time of check-in, Ground Staff will be able to assist you to transfer from your wheelchair to the airport supplied manual wheelchair, i.e. guidance of the torso and/or legs

whilst transferring but Ground Staff cannot lift you to/from your wheelchair. If assistance with upper body transfers or lifting is needed, a carer will be required.

Please note, Ground Staff's ability to assist is subject to compliance with mandated Occupational Health and Safety Regulations in Australia as to the maximum permissible weight of a passenger for lifting (130kgs) and the mobility status of the passenger (e.g. a full lift of a passenger compared to passengers able to partially lift themselves, and whether assistance is available from a carer, if applicable).

Passengers will need to make their own way from check-in to the boarding gate. If passengers are unable to do so, a carer will be required.

SECURITY SCREENING

Tiger Airways Australia is not a screening authority and is not responsible for any security screening activities in any Australian airport.

Please refer to the Disability Access Facilitation Plan of the relevant Airport for further information related to security screening.

4. CARRIAGE OF WHEELCHAIRS, OTHER MOBILITY AIDS & MEDICAL EQUIPMENT

GENERAL INFORMATION

A passenger's own wheelchair or mobility aid will be carried free of charge in addition to their normal baggage allowance and will be stowed in the aircraft hold for the duration of the journey.

No item may weigh more than thirty (30) kilos. *Please note:* for Occupational Health and Safety reasons, Tiger Airways Australia does not accept any individual item exceeding thirty (30) kilos including wheelchairs. Items that can be broken down will be accepted provided no individual piece weighs more than thirty (30) kilos.

MANUAL /SELF PROPELLED WHEELCHAIRS

Manual /self propelled wheelchairs can be accepted for carriage in the cargo hold.

MOTORISED WHEELCHAIRS / MOBILITY DEVICES

All motorised wheelchairs and mobility devices require Dangerous Goods approval by Tiger Airways Australia before being accepted for carriage. For further information please contact the Call Centre.

Wheelchairs or mobility devices that are powered by sealed, non-spillable batteries are accepted for carriage as checked baggage with the approval of Tiger Airways Australia, provided that the battery is disconnected, the battery terminals are insulated to prevent accidental short circuits and the battery is securely attached to the wheelchair or mobility aid.

Wheelchairs or other battery-powered mobility devices with un-sealed, spillable batteries will not be accepted for carriage on Tiger Airways Australia aircraft.

Tiger Airways Australia do not have the facilities to dismantle and reconstruct large mobility aids.

OTHER MOBILITY AIDS

Walking aids such as walking sticks and crutches will be able to be taken onboard. Other mobility aids, if they meet the size and weight requirements for cabin baggage may be taken onboard (*refer Section 1, Cabin Baggage Allowance*).

CARRIAGE OF MEDICAL EQUIPMENT incl TRAVEL OXYGEN

Life-supporting medical equipment may be carried on board provided it meets cabin luggage limitations and is not classified as “dangerous goods” under the IATA Dangerous Goods Regulations.

This applies in particular to any type of oxygen generating equipment.

Approval for carriage of such equipment must be obtained through the call centre at least 5 (five) days before departure.

5. SERVICE DOGS

PASSENGERS TRAVELING WITH A SERVICE DOG

Passengers are required to notify the Call Centre at the time of booking and at least five (5) days prior to their intended departure date. All Service Dogs are carried free of charge on our flights.

Passengers traveling with a Service Dog whose accreditation falls within categories (1) or (2) below are welcome to board the flight under the following conditions;

- To be accepted for check-in, passengers will need to show proof of identity documentation, such as a current Service Dog ID or relevant documentation, issued by an approved organisation as listed in (1) or (2) below;
- The Service Dog must be harnessed and seated on an absorbent mat during the flight in the passenger cabin of the aircraft;
- Passengers traveling with their Service Dog are to be seated in the forward rows of the aircraft, in the middle seat with the adjacent window seat blocked for the Service Dog to sit on the ground;
- Tiger Airways only allow travel if the Service Dog is traveling with the owner and the owner is fully dependent on the service dog for mobility; and
- Only two (2) Service Dogs can be accommodated per flight. In the event that Tiger Airways Australia exceeds the limit of two (2) Service Dogs per flight, regrettably Service Dogs will not be able to travel in the aircraft cargo hold as our aircraft do not have live animal carriage capabilities in the cargo facilities hold.

Categories of Service Dogs:

- (1) A Guide Dog accompanying a passenger with a vision or hearing impairment must be fully trained and accredited by their applicable Australian Guide Dog Association (e.g. Guide Dogs NSW/ACT, Guide Dogs Victoria and Seeing Eye Dogs Australia) and Hearing Dogs as accredited by a relevant hearing dog association (e.g. Lions Hearing Dogs).
- (2) An Assistance Dog, which is a dog accompanying a passenger with a disability other than that of vision or hearing, must be fully trained and accredited by the following organisations:
 - Canine Helpers for the Disabled (formally Animal Assisted Therapy Australia Inc);
 - Assistance Dogs Australia;
 - Association of Australian Assistance Dogs (NQ) Inc;
 - Australian Support Dogs Incorporated;
 - A.W.A.R.E Dogs; and
 - Associations accredited by Assistance Dogs International (www.adionline.org).

CARRIAGE OF OTHER ANIMALS

Tiger Airways Australia are not able to carry any other animals than those listed above as our aircraft do not have live animal carriage facilities in the cargo hold.

6. ACCESS TO AND ONBOARD AIRCRAFT

ASSISTANCE WITH BOARDING ON DEPARTURE

In order to facilitate a smooth and dignified boarding, passengers with disabilities and/or requiring special assistance are requested to be present at the boarding gate at least 30 minutes prior to departure and will generally be boarded before other passengers and disembarked after all other passengers.

Passengers will need to make their own way from check-in to the boarding gate. If passengers are unable to do so, a carer will be required. When requested with adequate prior notice to the Call Centre, the Disabled Passenger Lift (DPL) will be used for boarding where an aerobridge is not available.

ASSISTANCE ONBOARD THE AIRCRAFT

Tiger Airways Australia operate A320 aircraft which are narrow bodied aircraft consisting of a single aisle with 30 rows of seats. Each row contains three (3) seats on both the left hand side and right hand side of the aisle. A single toilet is located at the front and two (2) toilets are located at the rear of the aircraft. Emergency exit seats are located in rows twelve (12) and thirteen (13). Passengers with a disability or requiring special assistance cannot be seated in emergency exit seats. Our aircraft do not carry aisle wheelchairs during the flight.

Passengers traveling alone must be independent so far as personal needs are concerned, including medication, eating and toileting otherwise a carer may be required.

Cabin Crew can provide limited assistance including transferring passengers between an airport supplied aisle wheelchair and the aircraft seat however Cabin Crew cannot lift you to/from the wheelchair and/or aircraft seat. Please note, Cabin Crew's ability to assist is subject to compliance with mandated Occupational Health and Safety Regulations in Australia as to the maximum permissible weight of a passenger for lifting (130kgs) and the mobility status of the passenger (e.g. a full lift of a passenger compared to passengers able to partially lift themselves, and whether assistance is available from a carer, if applicable).

Pre-flight safety briefings for individuals who have a disability are required by civil aviation safety laws and where Cabin Crew are made aware that there are hearing or visually impaired passengers on board the flight, they will individually brief these passengers on the safety and emergency procedures.

The Cabin Crew will assist where possible with the meals we offer on board our aircraft. That is, our Cabin Crew will be happy to open up the packages on behalf of the passenger or identify items for visually impaired passengers. Tiger Airways Australia menus are currently not available in alternative formats.

ASSISTANCE WITH DISEMBARKATION

In order to facilitate a smooth and dignified disembarkation, passengers requiring special assistance will be disembarked after all other passengers. We will similarly transfer you from your seat and supply either a lifting device and/or manual wheelchair for disembarkation if previously arranged. Your wheelchair, if checked-in, will be delivered to you at the baggage collection point.

7. DIRECT ASSISTANCE

DIRECT ASSISTANCE

Tiger Airways Australia will provide limited direct assistance, as far as is reasonably possible and in accordance with the Airline's Special Assistance / needs Policy and as set out in this Facilitation Policy, to our customers who need help in order to travel with us. We will do so in as dignified and non-discriminatory a manner as possible, within the constraints of our operation and available resources. This includes:

- Assistance with check-in;
- Assistance in boarding and disembarking;
- Assistance with transferring between a passenger's own wheelchair and/or mobility aid to an airport supplied manual wheelchair;
- Assistance with transferring a passenger from the airport supplied manual wheelchair to/from the aircraft seat;
- Providing individual safety briefings onboard the aircraft;
- Assisting with identifying and opening meal packaging onboard the aircraft.

DISRUPTIONS

Every effort will be made to minimise the effects of disruptions such as flight delays and cancellations for passengers requiring additional assistance. It is recommended for passengers to make themselves known to staff and to remain in either the check-in or boarding gate areas as required.

IMPORTANT INFORMATION

If you require additional assistance when travelling with Tiger Airways Australia, you must notify the Call Centre at the time of making your booking. In any event, you must notify us at least five (5) days before your intended departure of your requirements. Failure to notify us of your requirements may result in the service being unavailable on arrival at the airport and being denied carriage. We are not able to provide supervision for those passengers who cannot travel alone, but we are able to provide limited direct assistance. Passengers travelling alone must be independent so far as personal needs are concerned, including medication, eating and toileting, otherwise a carer may be required.

8. SERVICE DELIVERY

STAFF SKILLS & TRAINING

Tiger Airways Australia does not currently employ staff who are conversant in Auslan (Australian Sign Language).

Tiger Airways Australia Cabin Crew and contracted airport Ground Handling staff, undertake training in customer service delivery and disability awareness to meet the needs of all passengers including those requiring additional assistance.

SECURITY ENVIRONMENT

Please refer to the Disability Access Facilitation Plan of the relevant Airport for further information.

CONSULTATION

Tiger Airways Australia is a member of the Aviation Access Working Group (AAWG).

9. COMMUNICATION STRATEGIES

FURTHER INFORMATION

If you have a query prior to travel on Tiger Airways Australia, please refer to our *Before you fly* section and also the Special Assistance/Needs page on our website www.tigerair.com/au/en/. If you are still unable to find the answer to your question, please contact the Call Centre and our staff will endeavour to answer any questions you may have.

For those passengers with a hearing, speech or vision impairment, please contact the Call Centre through the National Relay Service (www.relayservice.com.au/).

FEEDBACK AND COMPLAINTS

Passengers are welcome to submit feedback including comments and/or complaints via our online Customer Support Portal on our website www.tigerair.com/au/en/. Further details in relation to our feedback and complaints process can be found on our website.

10. EXPECTED IMPROVEMENTS

Tiger Airways Australia is always looking to improve the ways in which we cater to the needs of passengers with special needs. We will update this Facilitation Plan and our Policies from time to time.