

About boarding disabled passengers or passengers with reduced mobility

In cases where it is necessary to fulfill aviation safety requirements decreed by national and international legislation, or when boarding a disabled passenger or a passenger with reduced mobility or carrying them on board the aircraft is physically impossible due to the dimensions of the aircraft or its doors, the reservation and carriage demand may be rejected.

Explanations about wheelchair types are given below.

“WCHC (Cabin Wheelchair): The service code for passengers who are completely immobile, who can only move with the help of a wheelchair or other means, and who require assistance at all times from arrival at the airport until they are seated in the aircraft; or who can sit in a special seat equipped as per their specific needs, if necessary, by reversing the process on arrival. This service code also covers passengers with a disability that affects only their lower limbs, who are able to meet their own needs in their own wheelchair at the airport, but require assistance in boarding and exiting the aircraft and moving around the aircraft cabin.

WCOB (Wheelchair On Board): The code used for the cabin wheelchair service. With respect to the wide-body aircraft (A330/A350 777/787) in the Company’s fleet, WCOB (Wheelchair on Board) is entered, in addition to WCHC, during the check-in process for passengers who require a wheelchair on board. The wheelchair is used to enable such passengers to move inside the aircraft.

WCHR (Ramp Wheelchair): The service code used for passengers who are able to use the aircraft steps and to walk inside the cabin, but require a wheelchair at the terminal, for entrance into the aircraft, and between terminals.

WCHS (Step Wheelchair): The service code used for passengers who are unable to use the aircraft steps but can walk inside the cabin, and require a wheelchair at the terminal, for entrance into the aircraft, and between terminals.

WCLB: The service code covering passengers using wheelchairs that can be moved on lithium-ion batteries within the scope of *DK.32.001 ECAC Doc No. 30 (Part I) | ECAC Policy Statement In The Field Of Civil Aviation Facilitation/2.7. Air Carrier Codes. International Air Transport Association (IATA), Cabin Chief (C/C), and Pilot-in-Command are defined in LS.01.13.001 Integrated Management System Definitions and Abbreviations List.*