



# **Tigerair Australia Customer Accessibility Action Plan 2017**

**Committed to social inclusion**

**Pride  
Diversity  
Respect  
Support**

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Our customers remain at the heart of everything we do and we acknowledge that some of our customers may require additional assistance throughout the booking, check-in and/or inflight experience. For customers with a disability or specific need, we aim to provide a seamless experience throughout their entire journey.

In this Action Plan, we set out the assistance we can provide our customers with specific needs to ensure they receive a consistent experience which meets their individual requirements.

The plan also outlines some of the additional information we request from customers with special access requirements, to ensure the constraints unique to air travel do not impact on their experience with us.

While there are some limitations to the level of service we can provide as a low cost airline, we aim to continually improve our airline and our commitment to our customers with special access requirements is no different. Your feedback and support will ensure we deliver on this goal.

Peter Wilson

Tigerair Australia Acting CEO

**Tigerair Australia is part of a very big family, the Virgin Australia Group.**

Tigerair Australia commenced operations in Australia in November 2007 and is now (since February 2015) a wholly-owned subsidiary of the Virgin Australia Group.

The low cost carrier operates to 13 destinations in Australia with a fleet of 14 Airbus A320 aircraft and 3 B737 aircraft.

Tigerair Australia carried 3,790, 270 passengers during 2015. The airline has three bases in Melbourne, Sydney and Brisbane (Australia). Tigerair Australia has flown well over 19 million passengers since operations commenced in November 2007.

The Tigerair Australia transformation strategy which commenced in July 2013 (when the airline rebranded to Tigerair and Virgin Australia's association first launched) continues to gather momentum with significant improvements over every key operational metric over recent times.

In calendar year 2015, Tigerair Australia achieved significantly enhanced on time performance as the most punctual low cost carrier in Australia. Tigerair Australia also achieved the lowest cancellation rate of every major domestic airline in 2015 and customer satisfaction service levels that are stronger than ever.

Tigerair Australia has introduced numerous product enhancements and innovations over recent times to make booking and flying Tigerair better than ever including a new-look website, mobile app and booking and check in system, with many more innovations and product enhancements to come.

**OUR MISSION**

We have captured our strategy in our Access Customers Mission Statement:

*To be the low cost airline of choice for all customers, including those with specific needs. We work hard to consistently deliver the very best in terms of safe, affordable, comfortable and reliable air travel that aims to meet every customer's individual travel requirements.*

The Tigerair Australia Accessibility Action Plan provides information to our passengers in respect of:

- Assistance that the airline will provide to customers who need help in order to travel; and
- Our customer's role in facilitating Tigerair Australia's assistance.

This Accessibility Action Plan is a summary of Tigerair Australia's policies and the assistance that will be provided to its customers to make their travel as seamless, dignified and non-discriminatory as possible.

Tigerair Australia will provide such assistance as far as is reasonably possible and in accordance with its policies.

This Accessibility Action Plan does not form part of the airline's conditions of carriage.

Tigerair Australia reserves the right to amend this Accessibility Action Plan from time to time and as required. The applicable and most recent version of the Accessibility Action Plan will be available at [www.tigerair.com.au](http://www.tigerair.com.au). Passengers are advised to ensure that they refer to the most recent version of the Accessibility Action Plan, and the airline's conditions of carriage.

### **IMPORTANT INFORMATION**

Tigerair Australia is a strictly point-to-point airline. We do not interline passengers or baggage between Tigerair 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 other Tigerair Australia flights.

### **APPLICABILITY**

The Accessibility Action Plan applies to Tigerair Australia's operations within Australia and the international ports to which we fly.

Tigerair Australia is committed to ensuring all our customers experience a high standard of service whilst enjoying a safe and comfortable experience.

To ensure we can assist you with your individual requirements, please review the following information. If you have any concerns or enquiries, or would like to know more, please contact our Tigerair Australia Call Centre on 1300 174 266 or follow the link below to our website: [www.tigerair.com.au](http://www.tigerair.com.au).

- Carriage of wheelchairs and other mobility devices
- Keeping you mobile in the airport environment
- Customer mobility equipment provided by Tigerair Australia
- Carriage of oxygen bottles and oxygen concentrators
- Customers travelling with a service and assistance dogs.

### **CARRIAGE OF WHEELCHAIRS AND OTHER MOBILITY DEVICES\***

\*Please also see wheelchair and mobility devices limitations information from Page 18.

#### **General information and booking process**

If you are travelling with wheelchairs or other mobility devices, and require additional assistance at the airport or during the flight, you must notify the Tigerair Australia Call Centre at the time of booking and at least 5 days prior to the intended departure date. This information will assist us in ensuring space is made available for your wheelchair and appropriate assistance is coordinated for you and your companions.

Due to the space available in the aircraft hold and specific carriage requirements of some types of wheelchairs, we are required to limit the size and quantity of wheelchairs and mobility devices travelling on each flight. Our Tigerair Australia Call Centre is able to provide information regarding these limitations, and additional information regarding packing your wheelchair and batteries for safe carriage. While we are generally able to accept up to two wheelchairs per flight in a normal operating environment, this may vary due to operational and safety considerations.

All Tigerair operated aircraft are fitted with an onboard wheelchair in the cabin. The wheelchairs have been specifically designed to fit the aircraft aisles. The purpose of the onboard wheelchair is to provide the customer and career assistance inflight from the aircraft seat to the lavatory. Please note that cabin crew are not permitted to assist customers with their personal toileting requirements.

### **KEEPING YOU MOBILE IN THE AIRPORT ENVIRONMENT**

If you are using your own manual/self-propelled wheelchair or mobility device, please continue to remain comfortable and independent with your own equipment throughout the check-in and screening process.

You will be asked to make yourself known to the Boarding Gate Operators 30 minutes prior to the scheduled time of departure to ensure your wheelchair or device can be appropriately tagged and loaded into the hold of the aircraft. We will then provide you with a Tigerair Australia wheelchair and assist you to your seat in the aircraft, if requested.

You may choose to transfer to one of our wheelchairs at check-in whereby we will assist you with your transfer and provide additional assistance through the terminal if required. To ensure we are able to offer you the assistance you require, you must notify the Tigerair Australia Call Centre at the time of booking and at least 5 days prior to the intended departure date. Please note that for the safety of our crew, our ability to provide transfer assistance is subject to a maximum weight of 130kg.

Customers utilising or travelling with an electric wheelchair or mobility device may be required to check in the device prior to entering the security screening and boarding gate area. This is to allow sufficient time to ensure the electric wheelchair or device can be safely stored and packed, and the battery can be removed or protected to avoid

accidental activation or short circuiting during the flight. Our ground services staff will discuss and confirm with you or your companions the best way to secure and store your wheelchair and battery in the hold of the aircraft.

If you are required to check your wheelchair in, Tigerair Australia staff will provide a wheelchair to ensure you have mobility through the security screening point and through the terminal. We are able to provide assistance as required, to transfer from your own wheelchair into the most suitable options we have available. If you are travelling on your own and have pre booked assistance through the Tigerair Call Centre at least 5 days prior to the intended departure date we can also assist you in our wheelchair through the terminal building or provide you, or your companions, instructions for the safe operation of our wheelchair. As noted above, our ability to provide transfer assistance is subject to a maximum weight of 130kg.

## CUSTOMER MOBILITY EQUIPMENT PROVIDED BY TIGERAIR AUSTRALIA

Tigerair Australia has 2 types of equipment for use within the airport environment and inflight to ensure customers requiring mobility assistance are able to navigate through the terminal and transfer safely into and out of the aircraft.

All Tigerair aircraft are fitted with an onboard wheelchair to assist customers with restricted mobility between their seat and the lavatory. The onboard wheelchair will be provided to the customer and carer, cabin crew will assist where required however, please note Cabin Crew are not permitted to assist customers with their personal toileting requirements. Use of the slideboard and slidesheet may be used in conjunction to assist with the transfer from the seat to the wheelchair.

The Tigerair Australia aisle wheelchair is specifically designed to fit into the aircraft and position in the aisle beside the customer's allocated seat in the aircraft. It is narrower in design and is not able to be self-propelled. If you are travelling with a companion or carer, or utilising staff assistance, this wheelchair may also be suitable within the terminal. If you require transfer assistance into or out of the wheelchair or aircraft seat, you may prefer to use this chair in the terminal to avoid transferring again at the aircraft door.



The Tigerair Australia manual wheelchair is the size of most normal self-propelled wheelchairs. This wheelchair is unable to fit into the aircraft aisle, however, for customers wishing to remain independent within the terminal, this wheelchair may be preferred. This wheelchair may also be utilised if you feel more comfortable with the larger size of this chair, but still require assistance by a companion or staff member to maneuver through the terminal.



Tigerair Australia utilises the slide board and slide sheet method of transfer when assisting customers into and out of wheelchairs and aircraft seats. This transfer method allows staff, and carers where available, to slide (not lift) the customers, ensuring our staff and customers remain safe and supported. If you require an alternative method or technique of transfer, we ask that you have a carer or assistance person with you to assist you with the transfer as Tigerair Australia employees are not trained in other transfer methods and may not be able to assist. Staff may be able to assist with customer comfort during alternative methods of transfer.



A Disabled Persons Lift (DPL) is used to assist customers unable to access the aircraft via stairs (for example, where an aerobridge is not available). Customers are welcome to remain in an aisle wheelchair to be raised into the aircraft or, when able, to stand in the DPL with the staff member and companion or carer. Use of this equipment is facilitated by our ground crew, who have been trained in its proper use.



## CARRIAGE OF OXYGEN CYLINDERS AND OXYGEN CONCENTRATORS

Tigerair Australia welcomes the use of supplementary oxygen by Customers on our services. Our aircraft are not fitted with supplementary oxygen, outside of that required in the event of an emergency. Customers are invited to travel with oxygen cylinders or personal portable oxygen concentrators.

If, due to a medical condition, you are required to travel with an oxygen cylinder and/or a portable oxygen concentrator, you must notify the Tigerair Australia Call Centre at the time of booking and at least 5 days prior to the intended departure date. Our agents will be able to confirm the necessary medical clearance requirements ([hyperlink](#)) and size and types of supplementary oxygen able to be operated on our aircraft.

Please note customers are required to obtain medical clearance from a medical practitioner if supplementary oxygen is required for use in-flight.

Tigerair Australia is able to accept carriage of oxygen cylinders for use on board the aircraft for domestic flights. There are some limitations as to the size and brands approved for safe use and carriage:

- **only** BOC, Air Liquide and Linde oxygen bottles can be accepted
- the cylinder must not exceed 5kg in weight and 490 litres capacity
- the cylinder must be packed in a BOC Oxycare or Air Liquide Oxycare travel pack/BOC Carry Bag
- additional cylinders may travel with you in the cabin or be checked in, but they too must be in an Oxycare travel pack or BOC Carry Bag.

Tigerair Australia is able to accept the use and carriage of personal portable oxygen concentrators on our aircraft. Oxygen concentrators must be able to be operated with battery power and you will be required to travel with enough spare batteries to operate the concentrator for 150% of the total expected travel time.

Tigerair Australia has approved the use of a number of portable oxygen concentrators on our aircraft. This list is regularly reviewed. To ensure your device has been accepted for use, please contact our Tigerair call centre, or follow this link to our website [www.tigerair.com.au](http://www.tigerair.com.au)

## TRAVELLING WITH A SERVICE DOG

### What is a Service Dog?

A Service Dog is trained to provide assistance to a person with a disability. Service dogs include guide dogs, hearing dogs and assistance dogs.

## Guide and Hearing Dogs on Domestic and International flights

Certified and registered guide / hearing dogs are welcome on board Tigerair Australia flights when accompanying a customer who has a vision or hearing impairment, provided that the following conditions are met:

- Guide / hearing dogs must wear their ID medallion on their collar.
- The Guide / hearing dog handler must have their handler ID.

## Assistance Dogs on Domestic and International flights

Tigerair Australia accepts Assistance Dogs that:

- have been trained to assist with a disability to alleviate the effect of the disability; and
- meet the standards of hygiene and behaviour that are appropriate for an animal in a public place.

To make it easier for your request to travel with an Assistance Dog to be processed, we have a list of pre-approved training organisations. If your dog has been trained by one of these organisations, all you need to provide is documents that confirm the dog was trained by that organisation:

- Organisations prescribed by section 9 of the Disability Discrimination Act;
- Organisations accredited by [Assistance Dogs International](#) [CO1]; or [KC2]
- Organisations or trainers accredited under the [Queensland Guide Hearing and Assistance Dogs Act 2009](#) [CO3].

If your Assistance Dog has not been trained by a pre-approved organisation, we require further information from you to determine whether we can carry it. You will need to provide:

- Documents that confirm the dog has been trained to alleviate the effects of a disability; and
- Documents that confirm the dog meets the standards and hygiene and behaviour that are appropriate for an animal in a public place – this is most often and easily confirmed by providing a Public Access Test.

## Important information for the carriage of Service Dogs in the cabin

- Handlers must supply and use a suitable restraint for the dog in-flight.
- The dog must be seated on an absorbent mat for the duration of the flight, as supplied by the handler.
- Please prepare your dog for the journey by exercising and limiting its fluid intake for several hours before boarding the aircraft.
- The number of service dogs that can be accommodated on any particular flight will be determined in accordance with operational and safety considerations.

## How to book

If you intend to fly with a Service Dog, you must make your booking through Tigerair Australia Call Centre on 1300 174 266. Bookings must be made at least five (5) days prior to your intended departure date. Please note that the standard fee to book through the Tigerair Australia Call Centre will be waived and internet specials will be honoured. Please ensure you discuss this with your Call Centre Agent when making your reservation.

All Service Dogs are carried free of charge on our flights.

Note: These guidelines are only applicable on flights operated by Tigerair Australia. Service Dogs travelling on international flights may be subject to specific quarantine requirements. Customers are responsible for ensuring all requirements are met prior to travel, and Tigerair Australia will not accept liability if your Service Dog is not approved for quarantine clearance at your destination, or when entering Australia.

From time to time, customers may require assistance when travelling. In this section, we outline the assistance that we can provide during flight and what our customers need to consider prior to travelling independently.

Customers travelling independently must:

- be able to receive, understand and respond to briefings about emergency procedures
- not require personal assistance whilst in the airport or during the flight.

### **UNDERSTANDING AND RESPONDING TO BRIEFINGS ABOUT EMERGENCY BRIEFINGS**

Tigerair Australia acknowledges that there are many methods by which people can communicate. These include sign language, lip reading, braille, using diagrams, communication boards and other electronic means.

To travel independently, you do not need to be able to speak English. You must, however, be able to understand the substance of an emergency briefing given to you by our cabin crew and give some form of acknowledgement that you have understood. The acknowledgement can be in any form you choose, so long as it reasonably conveys to our cabin crew that you have understood the substance of the emergency briefing given to you.

If you cannot understand and acknowledge briefings about emergency procedures, you must travel with a carer or companion/safety assistant who can assist you. Your carer or companion/safety assistant must be physically and mentally willing and able to assist you to carry out this task.

### **PERSONAL ASSISTANCE WHILST IN THE AIRPORT OR DURING FLIGHT**

Tigerair Australia staff are able to assist with movement throughout the airport by utilising wheelchairs. We are also able to assist with directions, and guidance. There are some things we are unable to assist with, including:

1. Using the bathroom facilities, including lifting to/from the lavatory.
2. Administering medication.
3. Food and beverage consumption.

If you need to do any of these things during flight and cannot do so without assistance, we require you to travel with a carer or companion who is able to assist you.

It is important to note that we want to give you every opportunity to make your own choices. So, if you are taking medication and require assistance to administer it or would require lifting to get to/from the bathroom (or the performance of some other personal task) but feel that you will not need to do these things during your flight, then we are happy for you to fly alone. If you make the educated choice to travel without a carer to assist with these requirements, please understand our cabin crew will not be able to assist. The duration of your flight must be considered when planning alternative measures, equipment or medication to reduce or remove the requirement for assistance.

### **ADDITIONAL MATTERS TO CONSIDER**

When travelling with Tigerair Australia, additional matters may require further consideration, especially in the unlikely event of an emergency situation. These considerations are not intended to prevent you from travelling independently. They are intended to inform you about the limitations of assistance that can be provided in such circumstances and what it could mean for you. Please consider the information set out below.

Putting on an aircraft seat belt is similar to putting on a car seat belt. However, in an aircraft there is no shoulder strap. We have lap restraint seat belts only. While our cabin crew are happy to help with putting your seat belt on prior to departure and unlocking it after arrival, we cannot guarantee that they will be able to do this in an emergency as it may be unsafe for cabin crew to do so or because they may be performing other safety tasks.

Putting on an aircraft oxygen mask involves reaching for a mask that will be at about head height when seated. You then need to put it over your mouth and secure it by pulling the elastic straps. You may need to put on an oxygen mask during turbulence or in other emergency situations as it may be unsafe for cabin crew to assist you or because they may be performing other safety tasks.

Putting on an aircraft lifejacket involves:

- Reaching for the life jacket under your seat
- Removing it from the plastic pouch
- Unfolding it and placing it over your head
- Passing the straps around your waist
- Clipping the ends together and pulling the toggles to inflate.

To assist, our cabin crew are able to place the life jacket in the seat pocket in front of you if requested. You may need to put on an aircraft lifejacket in an emergency situation as it may be unsafe for cabin crew to assist you or because they may be performing other safety tasks.

For more information on our independent travel criteria please contact our Tigerair Australia Call Centre or follow the link below to our website: [www.tigerair.com.au](http://www.tigerair.com.au)

### **IMPORTANT INFORMATION**

If you provide us with incorrect or insufficient information under the guidelines set out above and you are required to travel with a carer or companion/safety assistant (for example, you are unable to understand and respond to emergency briefings) but do not arrive at the airport with a carer or companion/safety assistant, we respectfully reserve the right to decline your travel until you have someone available to accompany you. If you are unable to make your intended flight, we may assist by rebooking you on a more suitable flight at no additional charge.

### **HOW TO BOOK**

If you are required to travel with a carer or companion pursuant to our independent travel criteria, the booking for the carer needs to be made at the same time as the booking for the passenger and must be on the same booking reference. You must notify the call centre at least 5 days prior to the travel date to advise that you will be travelling with a carer and advise any special requirements.

#### RESERVATIONS FOR CUSTOMERS REQUIRING SPECIAL ASSISTANCE

Tigerair Australia provides our customers and their agents a number of methods for making reservations on our services:

- Internet / Website
- Tigerair Australia Call Centre

#### INTERNET / WEBSITE

Customers and their agents are welcome to utilise our website [www.tigerair.com.au](http://www.tigerair.com.au) to view flights and availability on our services. However, to ensure we are able to provide the assistance and resources to best suit your requirements, some bookings made are required to contact our Tigerair Australia Call Centre to discuss requirements.

Customers are invited to book online when:

- they are travelling with infants or children; or
- they have hearing or vision impairments, however are not travelling with a guide or assistance animal and do not require additional assistance at the airport or during their flight; or
- they are travelling with medical sharps or medication, are not impacted by the Medical Clearance Guidelines and do not require additional assistance at the airport or during their flight. Refer to: [www.tigerair.com.au](http://www.tigerair.com.au)

#### Tigerair Australia Call Centre

For customers requiring special assistance or increased awareness during their travel experience, including mobility assistance, medical conditions, travelling with animals, or for customers requiring the accommodation of additional medical or mobility devices, please contact our Tigerair Australia Call Centre.

If calling from...	Contact Number
Australia	1300 174 266
Other international locations	+61 7 3295 2104

Alternatively, you can make your travel arrangements through a travel agent.

For customers with special needs who are unable to book online, please note that the standard fee to book through the Tigerair Australia Call Centre will be waived and internet specials will be honoured. Please ensure you discuss this with your Call Centre Agent when making your reservation.

#### Reservations utilising disability services

Tigerair Australia provides a range of communication options for Customers with hearing or speech impairments:

##### TTY users:

If calling from...	Contact Number
Australia	133 677
From outside Australia	+61 7 3815 7799

Ask to be connected to Tigerair Australia on 1300 174 266

##### Speak and listen (speech-to-speech relay):

If calling from...	Contact Number
Australia	1300 555 727
From outside Australia	+61 7 3815 7799

Ask to be connected to Tigerair Australia on 1300 174 266

### Internet relay (Australian residents only)

Connect to the National Relay Service [www.relayservice.com.au](http://www.relayservice.com.au) and ask to be connected to Tigerair Australia on 1300 174 266.

### CONFIRMATION OF TRAVEL REQUIREMENTS

Once a booking is made, you will receive an email with an itinerary confirming your travel arrangements, including:

- Your name and contact information; and
- Flight details, including departure and arrival times.

### RETENTION OF INFORMATION

Our reservation system is designed to store information regarding passenger profiles to assist in completing your travel information, preferences and special assistance or requirements for when you travel again. Please note use of the information retention system is voluntary and can be declined.

### PRIVACY

All information collected from our customers during the booking process (both online and by phone) is used in accordance with the Tigerair Australia Policy and relevant Australian privacy laws. A copy of our Privacy Policy can be found at: [www.tigerair.com.au](http://www.tigerair.com.au)

Customers should be aware that some information about special service requirements and assistance is provided to the relevant airport teams. This information ensures our team are better prepared to provide you the most suitable assistance and services. Please read our Privacy Policy carefully to ensure you understand how Tigerair Australia will collect, manage and store your personal information. Any questions regarding privacy or your personal information can send to Tigerair Australia's Privacy Officer at:

Email: [privacy@tigerair.com.au](mailto:privacy@tigerair.com.au).

Alternatively, you can call our Tigerair Australia Call Centre for further information.

**SEAT ALLOCATION**

Customers travelling with the requirement of special assistance or requirements may be allocated specific seating, depending on the additional service requirements. This ensures that these customers are prioritised to ensure their comfort and service requirements can be accommodated during boarding, disembarking and whilst on board the aircraft.

- Customers with vision or hearing impairment
- Customers travelling with service dogs
- Customers with mobility impairment and/or travelling with wheelchair or mobility device
- Customers travelling with a carer or safety assistant
- Seating requests

**CUSTOMERS WITH VISION OR HEARING IMPAIRMENT**

Customers with vision or hearing impairment are not required to have specific seating. Customers are welcome to sit anywhere in the aircraft that is not an emergency exit row. Customers travelling with vision (beyond glasses) or hearing (beyond hearing aids) impairment are unable to be seated in the emergency exits rows as per regulatory requirements.

**CUSTOMERS TRAVELLING WITH SERVICE DOGS**

Customers travelling with a service dog will be allocated a seat in row 2 - 10. Accommodations will be made to ensure the comfort of the customer and the dog, including, in some aircraft an additional seat space provided for the dog.

Customers travelling with a service dog are unable to be seated in the emergency exits rows as per safety and legislative requirements.

**CUSTOMERS WITH MOBILITY IMPAIRMENT AND/OR TRAVELLING WITH WHEELCHAIR OR MOBILITY DEVICE**

Customers requiring minimal or full assistance into and out of the aircraft will be allocated seats in row two (2) – ten (10) for themselves and their companions

Customers travelling with mobility impairments are unable to be seated in the emergency exits rows as per regulatory requirements.

**CUSTOMERS TRAVELLING WITH A CARER OR COMPANION/SAFETY ASSISTANT**

Some customers may require assistance during boarding, disembarking or whilst on board the aircraft outside of the capabilities of our staff. When customers are required to travel with a carer or companion/ safety assistant, the carer or companion/safety assistant will be required to purchase their own ticket for the journey.

Tigerair Australia will ensure the customer and their carer or companion/safety assistant are seated together for the duration of their flight(s).

Customers travelling with a carer or companion/safety assistant are unable to be seated in the emergency exits rows as per safety and legislative requirements. This also applies to the person acting in the role of carer or companion/safety assistant.



### **SEATING REQUESTS**

Customers with a particular seating request between rows 2– 10 are encouraged to make this known to our Tigerair Australia Centre agents at the time of booking. We will do our best to accommodate your request during the seat allocation process, undertaken approximately 24 hours prior to flight departure.

We will make every effort to accommodate specific seat requests but are not able to guarantee these seats. The availability of your preferred seat will be dependent on the number of other customers requiring special assistance as well as operational considerations (such as weight and load restrictions).

### CHECKED BAGGAGE ALLOWANCE

The number and weight of bags you are permitted to bring as cabin and checked baggage can be found on our website: [www.tigerair.com.au](http://www.tigerair.com.au)

In addition to the baggage allowance purchased, some customers are entitled to carry additional items free of charge.

#### Infants:

Adults accompanying infants are entitled to carry one infant specific item as checked baggage, free of charge on Tigerair Australia flights, irrespective of their combined weight.

These items include, but are not restricted to:

- Pram/stroller
- Portable cot
- Car seat
- Baby capsule

If the adult does not have a checked baggage allowance, one of the above items can still be checked in free of charge. Other infant items, such as clothing and toys, form part of the adult's baggage allowance.

#### Children:

Children are entitled to the same baggage allowance as adults, in accordance with the fare conditions. Adults accompanying children are entitled to carry one car seat or booster seat per child as checked baggage free of charge, irrespective of the weight of the item.

If the adult does not have a baggage allowance, the car seat or booster seat can still be checked in free of charge.

#### Wheelchairs and mobility devices:

Please also see carriage of wheelchairs and other mobility devices information on page 7/8.

There are limitations to the number of passengers requiring wheelchair assistance that Tigerair Australia can carry on each flight.

In determining how many passengers requiring wheelchair assistance we are able to carry on each flight, we take into consideration the following:

- The aircraft hold space available for that flight.
- The access issues associated with specific airports.
- The extent of passengers' disability and the level of assistance they require from airline staff.
- The level of assistance for any other passengers already booked on the flight.
- Whether the passenger is travelling with a personal wheelchair or mobility device and if so the nature of that wheelchair or mobility device (including weight, size, features).

In a normal domestic operating environment, Tigerair Australia can generally accept up to two passengers requiring wheelchair assistance. This number may, however, be higher or lower depending on the operational and safety requirements of the particular flight.

To ensure we are able to accommodate you and your wheelchair or mobility device, bookings are required to be made through our Tigerair Australia Call Centre. It is important to provide us with as much information as possible at the time of booking.

Key information, plus limitations to size and weights of mobility devices can be found at: [www.tigerair.com.au](http://www.tigerair.com.au)

## MOBILITY AID SIZE RESTRICTIONS

To reduce the risk of damage to your mobility aid and to our aircraft, the following restrictions apply:

- Refer to our 'maximum dimensions' table below. If your mobility aid is greater than the size restrictions specified (in either a folded or unfolded state), we will be unable to carry the item
- All electric mobility aids must travel in an upright position
- Electric mobility aids must travel in the 'free wheel' mode.

Wheelchair/Mobility Aids	Aircraft 737	Aircraft A320A
Height	84cm	84cm
Width	100cm	100cm
Length	125cm	125cm

If your mobility aid does not fit within these allowable dimensions (after being adjusted or disassembled) you will have to travel with an alternative mobility aid (such as a manual wheelchair) that fits within the above dimensions.

## CABIN BAGGAGE ALLOWANCE

All customers travelling on our network are permitted to take up to seven kilograms (7kg) of carry-on baggage on board free of charge or up to 12kg if you have purchased the Cabin Plus product.

The allowance can be made up of:

- One main item and one small item, not exceeding width 23cm, height 38cm, length 54cm, OR
- one suit pack, or one garment bag (non-rigid frame/unfolded), not exceeding thickness 11cm, width 60cm, length 114cm,

Additional information regarding acceptable items for carriage in the cabin can be found at [www.tigerair.com.au](http://www.tigerair.com.au)

Mobility devices and assistance items, including crutches or walking sticks, will not be included in the calculation of cabin baggage allowances.

Customers travelling with medical equipment, including oxygen cylinders, oxygen concentrators, CPAP machines or dialysis machines, are exempt from these cabin baggage allowances, regardless of whether these items are required for use during the flight or not.

Please note some additional medical clearance for travel may be applicable for these customers. Also, some medical equipment may be restricted for use inside of the aircraft, for example, due to power supply requirements. Please contact our Tigerair Australia Call Centre for more information.

All wheelchairs and other mobility aids, infant carry baskets, capsules, prams and baby strollers cannot be taken into the cabin and must be stored in the aircraft hold during flight.

All baggage, personal belongings, mobility aids and other material carried on board must be stowed in the overhead locker compartments or on the ground, underneath the seat in front of you. Please bear this in mind when you decide what to carry on the flight.

### ALL AIRPORTS

The terminal facilities at all Australian and International Airports are managed by the individual airport corporations.

For details about other airports, please refer to the individual plans issued by each airport authority below:

Melbourne Airport: <http://melbourneairport.com.au/>

Sydney Airport: <http://www.sydneyairport.com.au/>

Brisbane Airport: <http://www.bne.com.au/>

Canberra Airport: <https://www.canberraairport.com.au/>

Adelaide Airport: <http://www.adelaideairport.com.au/>

Coolangatta Airport: <http://www.goldcoastairport.com.au/>

Proserpine Airport (Whitsunday): <https://www.whitsunday.qld.gov.au/153/Airports-and-Aerodromes>

Darwin Airport: <http://www.darwinairport.com.au/>

Cairns Airport: <http://www.cairnsairport.com.au/>

Coffs Harbour Airport: <http://www.coffsharbourairport.com/>

Perth Airport: <https://www.perthairport.com.au/>

Hobart Airport: <https://hobartairport.com.au/>

### ARRIVING AT THE AIRPORT

To ensure we are best able to accommodate the individual requirements of our customers requiring special assistance, we recommend you arrive to check in for your flight at least 90 minutes prior to the scheduled time of departure.

Tigerair Australia is unable to provide kerbside assistance at our airports. Customers requiring assistance to move from a vehicle, taxi, bus or train into the check-in area inside the terminal will need to ensure they have another person with them to help them inside the terminal building.

### ASSISTANCE AT CHECK-IN

All our Tigerair Australia airports have staff eager to assist our customers with their individual enquiries or assistance requirements.

Customers travelling independently who require assistance through the airport terminal must notify the Tigerair Australia Call Centre at the time of booking and at least 5 days prior to the intended departure date.

All Tigerair staff in our airports are located behind check in counters or near self-service kiosks in those airports that have them. On arrival at the airport, please make your way to Tigerair allocated check in counters for assistance.

#### Assistance for customers with hearing impairment

At Tigerair Australia, we recognise that communicating with customers with hearing impairment may incorporate a number of communication methods including lip reading, pen and paper or a communication board. All staff will make every effort to establish a communication method with you to best accommodate your requirements.

During the check-in process, all customers are referred to signage detailing the limitations of carriage for dangerous goods and sharp items. It is important to understand your responsibilities about carrying and/or declaring these items. Our staff can assist you with any enquiries regarding this, as well as highlight your flight details on your boarding pass, including flight number, gate number and scheduled boarding time.

[Click here for more information on Dangerous Goods.](#)

#### Assistance for customers with vision impairment

On arrival at the airport, please make your way to Tigerair allocated check in counters for assistance.

During the check-in process, all customers are referred to limitations of carriage for dangerous goods and sharp items. It is important to understand your responsibilities about carrying and/or declaring these items. Our staff can assist you with any enquiries regarding these, as well as explain your flight details, including flight number, gate number and scheduled boarding time and the boarding process.

If you are travelling on your own and require assistance through the airport terminal you must notify the Tigerair Australia Call Centre at the time of booking and at least 5 days prior to the intended departure date.

[Click here for more information on Dangerous Goods.](#)

#### Assistance for customers with mobility impairment

If you are travelling on your own and require assistance through the airport terminal you must notify the Tigerair Australia Call Centre at the time of booking and at least 5 days prior to the intended departure date.

Tigerair Australia staff are able to assist with transfer assistance, when required, into a suitable wheelchair for use within the terminal. If you are travelling with your own manual powered wheelchair, you are invited to remain in your chair until it is time to board your aircraft.

We recognise there are many transfer methods available for customers requiring assistance into and out of wheelchairs. To ensure the safety of our customers, and staff alike, Tigerair Australia staff are only trained and authorised to utilise the 'Slide Board and Slide Sheet' or method of transfer. If you require or prefer an alternative

method of transfer, you will be required to travel with a carer or assistance person able to meet your requirements. Our staff are also limited to being able to transfer customers up to a maximum weight of 130kg. If you believe you are over this maximum weight, please also arrange for a carer or assistance person to transfer you. Tigerair Australia will assist with the guidance of legs or feet, if required.

### ASSISTANCE THROUGHOUT THE AIRPORT

Tigerair Australia can provide assistance in the terminal building at all of our airports. In broad terms the assistance we can provide may include:

- Transfer assistance from your manual or electric wheelchair or mobility device into a Tigerair Australia wheelchair and/or aircraft seat.
- When utilising a Tigerair Australia manual wheelchair within the terminal, assistance to navigate the terminal by pushing the wheelchair through security screening, to the departure gate and onto the aircraft (this need to be pre booked through the call centre at least 5 days prior to travel).
- Directing or assisting customers with hearing or visual impairment through security screening, to the departure gate and onto the aircraft.

Please note that Tigerair Australia staff members cannot assist with the following in the terminal building or on the aircraft:

- Toileting requirements, including transferring you to/from your wheelchair or a Tigerair Australia wheelchair to/from a toilet seat, or with the maintenance of toileting devices including catheters.
- Consumption of food or drink.
- Administering medication.
- Shopping for duty free, food, drink or other items in the terminal building.

Accordingly, if you will be required to undertake any of the above whilst on board the aircraft, you will be required to travel with a carer or assistance person. More information regarding the assistance Tigerair Australia can provide can be found at: [www.tigerair.com.au](http://www.tigerair.com.au)

Security screening at all Tigerair Australia airports is managed by independent airport corporations, however, security screening processes are generally consistent throughout the network. For more information regarding individual airports, please refer to their individual Disability Access Accessibility Action Plans located on their websites.

We have included a summary of those processes is below.

### **General information**

The first point of personal screening occurs by way of a walk-through metal detector. For customers who pass through the metal detection process successfully there is then a random process, by way of a hand held detection device that is used to screen for other substances such as traces of explosives.

In circumstances where a customer cannot walk through the metal detector unassisted, or metals are detected by the walk-through device, screening is conducted by way of a security officer using a hand held metal detector. This will be undertaken by an officer of the same gender as the customer. The customer may be asked to remove their shoes and belt and any metal objects before a hand held device is used. Seating is available in the screening area for use by customers during this process.

### **Pat down search**

In some cases, a pat down search may also be required. A pat down will involve a screening officer using their hands to confirm areas that may have been identified as metallic by the hand held metal detector, for example a metal plate in the knee. If a pat down search is required, the screening officer will explain the process to the customer first and then give them the option of having the search conducted in a private environment. If a private pat down search is requested, it will be conducted by two officers of the same gender as the customer.

### **Medical implants**

Although uncommon, metal detectors may affect medical implants (such as pacemakers and cochlear implants).

Please declare these items to the screening officer before you walk through the metal detector.

Some implants will not be affected by the screening process, but may be detected by the walk-through or hand held device. Please advise our security team prior to commencing the screening process. If appropriate, alternate screening arrangements (e.g. via a hand held device or a pat down search) will be made.

Ideally, customers should bring a letter from their medical practitioner and/or from the manufacturer of the implant to assist the screening process.

### **Artificial limbs/prosthetics**

Some artificial limbs or prosthetics may be detected by the walk-through or hand held device. Please advise our security team prior to commencing the screening process. If appropriate, alternate screening arrangements (e.g. via a hand held device or a pat down search) will be made.

Ideally, customers should bring a letter from their medical practitioner and/or from the manufacturer of the prosthetics to assist the screening process.

### **Walking sticks and crutches**

Customers requiring a walking stick for mobility will be assisted by the security screening officers. The customer will be offered a safe screening walking stick to make their way through the walk-through metal detector and the customer's walking stick will be screened separately.

Customers approaching the security screening area on crutches will generally be screened via a hand held device and, where appropriate, via a pat down search. The crutches will then be screened separately. The seating provided in the screening area can be used to assist this process.

### **Wheelchairs and other mobility aids**

Customers utilising a wheelchair or other mobility device for mobility will generally be screened via a hand held device and, where appropriate, via a pat down search. The wheelchair itself will also be screened. Customers may stay in the wheelchair during the screening process, or utilise the seating available inside the screening area. Security officers and Tigerair Australia staff are available to assist customers with cabin baggage screening and transferring into and out of the wheelchair if required.

### **Prams/strollers**

Customers travelling with infants or children are welcome to take their prams or strollers through security screening and to the boarding gate. All items including baby bags and blankets will be required to be removed from the pram or stroller and will be screened separately. The pram or stroller will be screened and allowed entry to the sterile area at the screening point.

Please note customers will be required to make themselves known to the boarding gate staff at least 30 minutes prior to scheduled departure time to ensure the pram or stroller can be tagged appropriately and loaded into the baggage hold of the aircraft. Prams and strollers are unable to be carried onboard the aircraft.

### **Service Dogs**

Customers travelling with a service dog will generally be screened using a hand held device.



## ASSISTANCE WITH BOARDING

Tigerair Australia offer varied levels of assistance during the boarding process so we may best suit your individual requirements. So that we can be prepared to assist you, please ensure that you communicate the assistance you require to our Tigerair Australia call centre agents when booking your flights and at least 5 days prior to your planned departure date. If your needs change, or you require additional information about the processes of boarding the aircraft, please contact our Tigerair Australia call centre at your earliest opportunity.

Our staff can provide a range of services to assist you with boarding, including transferring between wheelchairs and aircraft seat, pushing wheelchairs, assisting with carry-on baggage, and with the location of your seat on the aircraft.

During the boarding process, our staff invite customers with infants or small children, and those requiring special assistance or extra time to board to approach the boarding gate team prior to general boarding commencing, which is usually 20 minutes prior to departure. This allows us to provide assistance to those who need it, in greater privacy, and with minimal disruption to all.

## ASSISTANCE ONBOARD

### Pre-flight safety briefings

Civil aviation safety laws require that we give individual briefings to all customers with special needs, as well as customers seated in emergency exit rows. In essence, the individual briefings take the form of an explanation from cabin crew about emergency safety procedures on the aircraft, after which the customer is required to confirm their understanding of these procedures. Customers do not need to be able to speak English, but they must be able to understand the substance of an emergency briefing given to them and give some form of acknowledgement that they have understood it. The acknowledgement can be in any form the customer chooses, so long as it reasonably conveys to our cabin crew that the customer has understood the substance of the emergency briefing given.

Our cabin crew will use the 'Safety Information' card as an aid during the individual briefings. This card contains diagrams about relevant safety equipment and procedures.

### Personal assistance during flight

Due to space restrictions, customers are unable to take their own wheelchair/mobility aids into the aircraft cabin. Our staff will provide you with assistance when transferring from your wheelchair into a wheelchair designed to fit in the aisle of the aircraft, and vice versa. All of our domestic services utilise Airbus A320 and Boeing 737 aircraft and we are unable to provide a wheelchair during flight.

Whilst on board the aircraft, our Cabin Crew are unable to assist with some actions. These are summarised below and also addressed in the [Independent Travel section of this document](#).

1. Using the bathroom facilities, including lifting to/from the lavatory.
2. Administering medication.
3. Food and beverage consumption.

More information regarding carers can be obtained from our Customer Contact Centre, or at this link on our website: [www.tigerair.com.au](http://www.tigerair.com.au) .

It is important to note that we want to give you every opportunity to make your own choices. So, if you are taking medication and require assistance to administer it or would require lifting to get to/from the bathroom but feel that you will not need to do these things during your flight, then we are happy for you to fly alone. If it is, however, necessary for you to undertake these activities, you must travel with a carer or companion who is able to assist you.

### Assistance when you disembark

Tigerair Australia will provide the same assistance when you disembark as was provided to you when boarding. This assistance will be provided up to the point you collect your baggage at the baggage carousel. Tigerair Australia does

## 10- ASSISTANCE DURING BOARDING, WHILST ONBOARD AND WHEN DISEMBARKING THE AIRCRAFT

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not provide assistance beyond the baggage carousel, so if you will require assistance beyond this point, you will need to arrange for another person to meet you at the baggage carousel area so they can assist you from that point.

**OPERATIONAL issues****Disruption**

Customers requiring special assistance will be accommodated as a priority if services are disrupted. Customers may be accommodated on the next available flight with Tigerair Australia or another carrier where all Tigerair Australia services have been exhausted. Your additional requirements will be communicated to the staff operating the alternative flight or service. Please do not hesitate to contact the staff if you have any concerns regarding your individual requirements.

**Compensation**

Tigerair Australia is committed to ensuring you reach your destination affordably and on time. Whilst Tigerair Australia works hard to keep disruptions to a minimum, disruptions occur with all airlines from time to time. In some instances, dependent on cause of the disruption, compensation may be provided in the form of a credit to be used for future flights with Tigerair Australia.

**Baggage**

If your wheelchair or mobility device has not arrived at your destination with you, or arrived in a condition unable to be used for its intended purpose, please advise our ground services team immediately. We will provide assistance in sourcing alternative equipment until your device can be returned to you, or repaired as required.

**Staff training**

Tigerair Australia prides itself on its commitment to excellence. As part of this, we strive to ensure our staff are appropriately trained to meet the needs of all customers, including those requiring specific assistance. A Special Assistance Module is included in initial and recurrent training for all frontline staff. This includes cabin crew, ground crew and call centre agents. The Module includes specific training about how best to provide for customers requiring special assistance, including appropriate means of communication and interaction, correct wheelchair transfer techniques and operation of equipment.

Tigerair Australia is also a member of the Aviation Access Forum and consults broadly with various disability and government organisations.

### FURTHER INFORMATION

Customers are invited to address any additional concerns or information regarding the requirements and services for special assistance through our Tigerair Australia Call Centre or by visiting our website at: [www.tigerair.com.au](http://www.tigerair.com.au)

### COMPLAINTS HANDLING

We meet and exceed the Australian Standards Customer Satisfaction Guidelines for complaints handling (ISO 1002:2004, MOD).

Customers are encouraged to contact us with any complaints or concerns they may have about their travel experience by:

- completing an online customer feedback form, located at [www.tigerair.com.au](http://www.tigerair.com.au); or
- posting a letter to Customer Relations Tigerair Australia PO Box 2101 Gladstone Park Melbourne, Victoria 3043, Australia

Our customer relations team aims to respond to all queries and/or complaints within 5 days, or earlier if it is more urgent. The nature of the query or concern, how it was communicated to us and/or how the customer has requested to be contacted will determine how quickly we respond and whether we respond by way of an email, letter or telephone call.

### FEEDBACK

We welcome comments and feedback about how we can improve our services, including those provided to customers requiring special assistance. Customers are invited to contact the customer relations team to provide feedback.

If you have questions or feedback relating to this Accessibility Action Plan please:

### ACCESS OUR ONLINE FORM:

[www.tigerair.com.au](http://www.tigerair.com.au) click on contact Tigerair and scroll down to passenger feedback.

### WRITE TO US:

Tigerair Australia  
Customer Relations  
PO box 2101, Gladstone Park VIC 304

### PLANNING FOR THE FUTURE

We are committed to increasing awareness, knowledge and confidence of our people to enable improved service for customers with disabilities. We will continue to look for ways to provide greater access for all of our customers and introduce systems and technology that will support a seamless journey.

We will regularly review this plan and work collaboratively with independent parties and regulatory bodies to provide input and support.