



Assisted Travel guide - A customer journey

Contents

- 1. Introduction**
- 2. Assistance: What's available and how to get it**
- 3. Seating**
- 4. Registered assistance dogs**
- 5. Travelling with a hidden disability**
- 6. Hidden disabilities when travelling to Spain**
- 7. Blind and partially sighted**
- 8. Deaf and hard of hearing**
- 9. Medical**
- 10. Our allergen policy**
- 11. Transport of mobility aids**
- 12. Accommodation**
- 13. Transport**
- 14. Evacuation, disruptions and delays**
- 15. Training staff**
- 16. Customer feedback**
- 17. External network/engagement**
- 18. Travel insurance**
- 19. Complaints resolution internally, Mobility Aid mishandling or damage**
- 20. Charity signposting**



1 Introduction

At **Jet2.com** and **Jet2holidays**, we believe that travel should be accessible to everyone, and we are committed to making our flights and holidays as easy as possible for all.

We have a number of services available to you, depending on your personal requirements. Some of these are our responsibility and others are the responsibility of the airport from which you are travelling. Once we know your personal requirements, we will communicate with the airport to make the arrangements. All we ask is that you let us know as soon as possible and **no later than 48 hours before your flight departs**.

Did you know? You can make Assisted Travel requests at the same time you make your next **Jet2** booking, without having to contact us! If you've already booked, you don't need to call us, you can do this through Manage My Booking.

1.1 Introduction

This guide explains:

- How we can support customers who need mobility support at all stages of their flight and holiday.
- How we can offer an inclusive service based on our customers' needs.
- How we work with industry and government organisations such as DFT and the CAA, and people with lived experience, to make sure we focus on continuous improvement.
- How we can support with the booking process.

The Jet2 Assisted Travel team are available to support:

- Pregnant women who are less mobile or have concerns about travelling while pregnant.
- People with temporary conditions that find moving difficult, for example, a broken leg in a cast.
- People with physical disabilities, such as wheelchair users or people with mobility issues.
- People with non-visible disabilities.
- People with visual or hearing impairments.
- People with chronic health conditions, for example heart conditions, breathing difficulties, Alzheimer's disease or dementia.

1.2 Our promise to you

Assisted Travel is a key service for disabled passengers and others that may need assistance. We're committed to offering a comprehensive service to any traveller that requests this. Our aim is to make sure that customers who need assistance can request this with confidence and ease, safe in the knowledge that we're here to help, every step of the way!

We review this guide regularly, updating it when any internal policies change or when any changes are made to industry guidelines.

1.3 Relevant guidance and regulations

Airport Assistance and your rights in the UK

Content from CAA (Civil Aviation Authority)

If you're a passenger with a disability or reduced mobility you're legally entitled to support, also known as 'special assistance', when travelling by air. This means airports and airlines must provide help and assistance to those who need it, free of charge.

Your right to special assistance is stipulated in UK law and applies when:

- You fly on any airline from a UK airport
- You fly on an EU or UK registered airline to an UK airport
- You fly from outside of the UK or EU to the EU on a UK carrier

Passengers who need special assistance should aim to give their airline 48 hours' notice. We recommend requesting Assisted Travel (Special Assistance) at the time of booking your flight or holiday.

Help is available from the moment you arrive at an airport and can cover:

- Your journey through your departure airport
- Boarding the aircraft and during the flight
- Disembarking the aircraft
- Transferring between flights and travelling through your destination airport.

In the UK, all airports provide 'Special Assistance' which is the responsibility of the airport. The assistance service is arranged and provided by staff appointed by the airport's managing body. Airlines will pass on your requirements (if provided no later than 48 hours prior to departure) to your departing airport. We know things can change, so we'll still make every effort to fulfil requests for assistance, even if they're made within 48 hours of departure.

The relevant legislation is known as **Regulation 1107/2006 UK Regulation (EC) No 1107/2006 concerning the rights of disabled and reduced mobility persons when travelling by air** - a European Union law from 2006 that was built into UK legislation through the Civil Aviation (Access to Air Travel for Disabled Persons and Persons with Reduced Mobility) Regulations 2007.

The legislation says: 'Disabled persons and persons with reduced mobility, whether caused by disability, age or any other factor, should have opportunities for air travel comparable to those of other citizens.'

Regulation **(EC) No 261/2004** establishing common rules on compensation and assistance to passengers in the event of denied boarding and of cancellation or long delay of flights as retained in UK law. More information on this can be found by visiting the GOV.UK website here: <https://www.gov.uk/government/publications/air-passenger-travel-guide/air-passenger-travel-guide>

Further information can be found here: <https://www.jet2.com/terms>

Please note: As Turkey and Morocco are not EU member states the regulations above do not apply. They operate under their own regulations and these may differ from EU member states.

UK Civil Aviation Authority (CAA)

<https://www.caa.co.uk/passengers-and-public/prm/>

ABTA accessible holidays

If you're a first-time traveller or you've not used Assisted Travel before, ABTA have a tips and advice page [here](#) on their website. You can also download a form to use when booking your flight or holiday.

2 Assistance: What's available and how to get it

We recommend letting us know of any Assisted Travel requirements at the time of booking so that we can assist you as soon as possible. For any **Jet2holidays** bookings, we can also make sure that your chosen holiday is suitable for your needs.

2.1 Before you travel

Ways to book Assisted Travel:

Online: When booking your flights through either **Jet2.com** or a package holiday via **Jet2holidays.com**, you'll be able to book your own airport assistance seven days or more before travelling.

Manage my Booking (Online/App): Alternatively, once your holiday is booked, you can pre-book assistance through Manage My Booking. You can book your own airport assistance seven days or more before travelling.

Over the phone: You can request airport assistance and discuss any requirements for an accessible holiday by contacting our Assisted Travel team on **0333 006 8798** or messaging us on WhatsApp.

Depending on the complexity of your Assisted Travel requirements, a member of our friendly Assisted Travel Contact Centre team might give you a call to discuss it further.

If you need assistance less than seven days before your departure, you'll need to call our friendly team yourself to make these arrangements.

Our main categories of service are:

- **WCHR** - Wheelchair assistance required: passenger can walk a short distance up or down stairs.
- **WCHS** - Wheelchair assistance required: passenger can walk a short distance, but not up or down stairs.
- **WCHC** - Wheelchair required: passenger cannot walk any distance and will require the aisle chair to board.
- **DPNA** - Disabled Passenger with Intellectual or Developmental Disability Needing Assistance. (Hidden Disabilities)
- **BLND** - Passenger is blind or has reduced vision.
- **DEAF** - Passenger is deaf or hard of hearing.

If you need assistance with anything else, please let us know at the time of making your booking online, through Manage My Booking or get in touch with our Assisted Travel team on **0333 006 8798** or via WhatsApp.



Customer and travel agent information form: At **Jet2**, we want everyone to enjoy a stress-free holiday. If you're booking through a travel agent and you have a disability, medical condition, a hidden condition requiring specialist transport, adapted accommodation or you plan on bringing mobility devices such as a wheelchair or scooters, we recommend that you complete this [form](#). This makes sure that your travel agent is in a good place to assist you with any queries.

2.2 At the airport

We understand that planning ahead isn't always possible, which is why you can still request Assisted Travel upon arrival at any UK airport. Call points are available at key locations, including airport car parks and train or bus stations (if located on airport property). From these call points, you can request assistance from the airport team.

Please note that requesting assistance on the day of travel may result in longer wait times. To make sure you have a smoother experience, we strongly recommend notifying us at least 48 hours before your departure.

Your assistance begins at what's known as the "designated point of arrival." This means that as soon as you arrive on airport property, whether that's by bus, train, taxi, or car, support can be provided. Simply use the airport's call points to connect directly with the Airport Service Provider, who will dispatch a staff member to assist you.

Independent airport journeys

When you arrive at the airport, you can choose to travel independently or get assistance. If you prefer help from family or friends, simply tell the Airport Assistance team when you check in.

The team will give you information about walking distances to gates, shops and other airport facilities. They'll also go over health and safety details with you and can provide mobility equipment, such as wheelchairs. You will still have access to assistance services, including dedicated assistance areas and separate security lanes (where available) should you need them.

If you only need assistance for specific parts of your journey, such as boarding the aircraft, please discuss this with the Airport Assistance teamService Provider when you check in so they can arrange the necessary support.

2.3 Our UK airports

For more specific information about the facilities available at your UK airport, we'd recommend checking your airport's website.

Please click the links below to go directly to the Assistance Service pages for your UK airport.

- ➔ [Belfast International Airport, Special Assistance | Belfast International Airport \(belfastairport.com\)](#)
- ➔ [Birmingham Airport, Assisted Travel - Birmingham Airport Website](#)
- ➔ [Bournemouth Airport, Disability Advice - Bournemouth Airport](#)
- ➔ [Bristol Airport, Special Assistance | Accessibility at Bristol Airport](#)
- ➔ [East Midlands Airport, Assisted Travel | East Midlands Airport](#)
- ➔ [Edinburgh Airport, Special assistance for passengers | Edinburgh Airport](#)
- ➔ [Glasgow International Airport, Special Assistance | Glasgow Airport](#)
- ➔ [Leeds Bradford Airport, Assisted Travel | Leeds Bradford Airport](#)
- ➔ [Liverpool Airport, Assisted Travel | Liverpool John Lennon Airport \(liverpoolairport.com\)](#)
- ➔ [London Luton Airport, Special Assistance - London Luton Airport](#)
- ➔ [London Stansted Airport, Assisted Travel Home | London Stansted Airport](#)
- ➔ [Manchester Airport, Assisted Travel Home | Manchester Airport](#)
- ➔ [Newcastle Airport, Passenger Assistance \(newcastleairport.com\)](#)

2.4 **Onboard with us**

All our aircraft are equipped with aisle chairs as standard. If you need to guarantee that an aisle chair will be available on your aircraft, please contact our Assisted Travel team before you fly. Please note, our Cabin Crew aren't able to assist passengers with things such as eating, drinking, taking medication or using the toilet facilities onboard. If you need assistance with anything like this, you'll need to travel with a safety companion, carer or anyone over the age of 16 who's able to help you.

All our Pilots and Cabin Crew have been trained in Disability and Equality awareness, including hidden disabilities, and will be on hand to support you and answer any questions you may have while onboard.

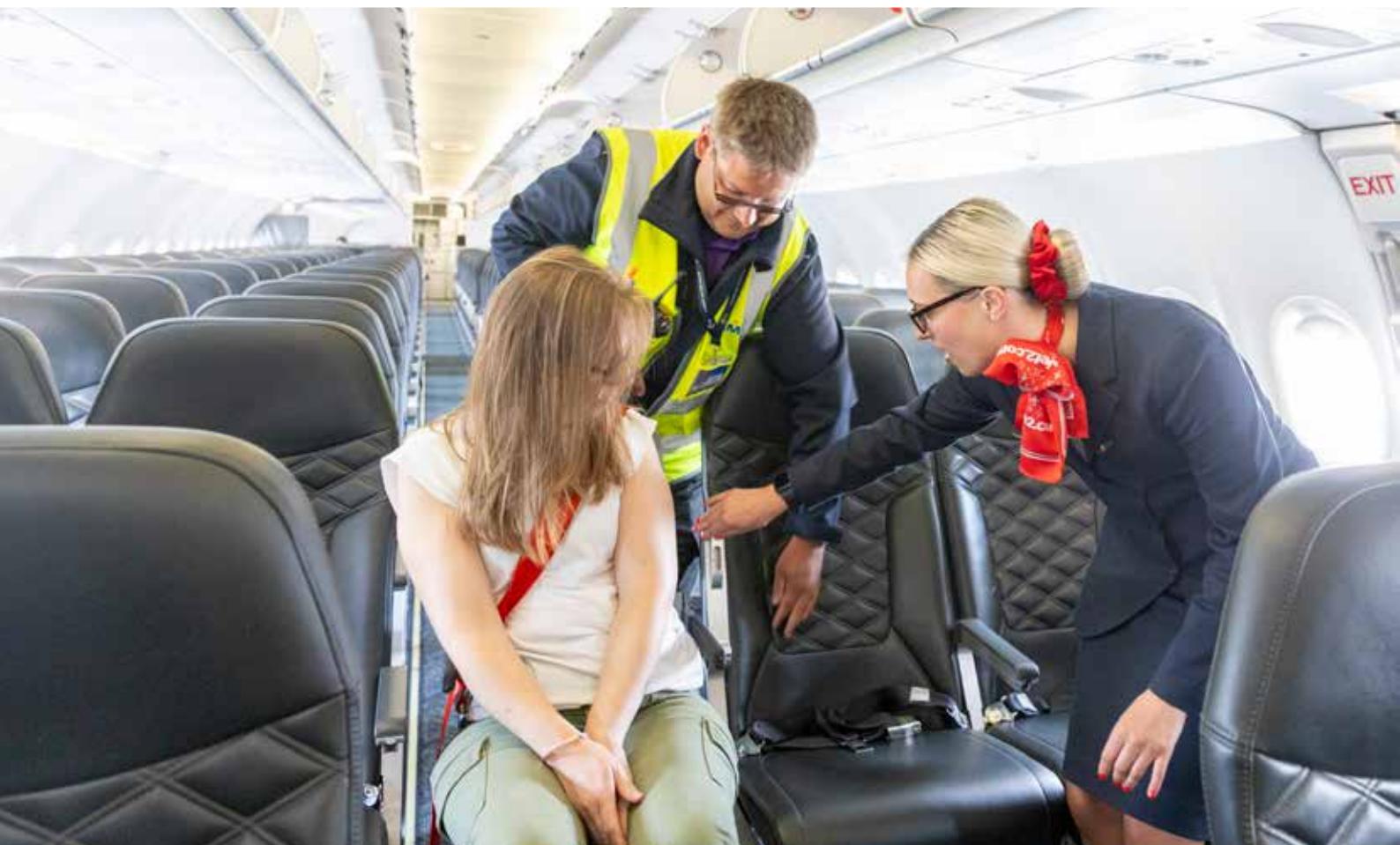
Need an alternative type of safety briefing? Just let us know in advance and have a word with your crew when you get onboard.

Onboard catering service

Unfortunately, we're unable to change or remove products that are available to buy onboard due to food allergies (for example, egg). Pre-ordered meals and sandwiches will be served as normal. We also can't guarantee that other customers won't bring their own products onboard.

An allergens guide for all our pre-ordered meals and sandwiches can be found [here](#). You can also see our latest in-flight menu [here](#) – make sure you check the product packaging onboard for the latest allergen information!

If you have a severe allergy and would like to wipe down your seats and tray tables, please speak with our Cabin Services team during boarding and they can provide you with approved antibacterial wipes for you to use. Please do not bring your own with you as they may not be suitable to use onboard our aircraft.



3 Seating

3.1 How to book seats

As part of Assisted Travel, you're automatically entitled to two free standard seat allocations onboard – that's the person who needs assistance, plus one other person! Please note, that depending on the type of assistance you book, you may be restricted to specific seating onboard. If you do require the use of the onboard aisle chair or you need help in and out of your seat by the Airport Assistance team, you'll be allocated row three seating along with your companion if available. It's worth also noting, we're unable to guarantee specific seating will be available and we don't provide extra legroom seats free of charge. In the event we need to make an aircraft change, we'll notify you as soon as possible.

If you need close access to the toilet, we'll do our best to allocate seating near the back row to give easier access for you and your companion. However, please note that privacy curtains may not be available on all aircraft.

Cabin Crew are unable to assist with any toileting needs during the flight. If you would like to discuss your requirements in more detail, please contact our Assisted Travel team on **0333 006 8798** and we'll be happy to help.

To pre-book your seating in advance, you can select 'Assistance seating' when making your booking via the **Jet2.com** or **Jet2holidays** website. Alternatively, you can call our friendly Contact Centre team on **0333 006 8798**. Please remember, you can only pre-book assistance or seating if there are more than seven days until your departure. Otherwise, you will need to call the Contact Centre.

Please note that, as per our terms and conditions, we reserve the right to make on-the-day changes to seating to guarantee safety for all customers. This also includes any changes to aircraft type.

3.2 Harness and support seats

Customers who are unable to sit upright in an aircraft seat without assistance will need to provide their own harness or support seat for use onboard.

With the variety of harnesses and supports available on the market, please contact our Assisted Travel team before you fly so we can check whether your harness is compatible with our aircraft seats.

Please note, the harness must be fitted by a carer and must not stop you from using the aircraft seat belt.

A non-emergency exit window seat will be allocated to any customer who needs a harness or support. Should the harness or support fasten around the back of the seat, for safety reasons, we'll either allocate a seat at the rear of the aircraft or leave the seat immediately behind vacant (subject to availability and/or demand). For this reason, please contact our Assisted Travel team as soon as possible to discuss your requirements in detail!

3.3 Additional comfort seating

If you need an additional seat onboard the aircraft for comfort reasons, this seat will be chargeable at full cost.

All our aircraft have seat belt extenders available on request, please inform Cabin Crew on arrival. Just so you know, you won't be allowed to use your own extender belt. This is because our seatbelts are regularly maintained and checked for safety reasons.

3.4 Seating dimensions

Seat pitch is defined as the space between a point on one seat and the same point on the seat in front.

Standard legroom seat, **27-28 inches**.

Extra legroom seat, **32-34 inches** (most of these are located on emergency exit rows so may be unsuitable for passengers who need Assisted Travel).

4 Registered assistance dogs

4.1 Training requirements

On all flights where national rules permit, we can carry registered assistance dogs, but unfortunately, we can't carry any other animals onboard.

Registered assistance dogs must be trained by an organisation that's an accredited member of the International Guide Dog Federation (IGDF), an organisation that meets the full membership criteria of Assistance Dogs International (ADI) or has received accreditation from the Assistance Dogs Assessment Association (ADAA). Plus, they must be microchipped, vaccinated against rabies and hold a valid Animal Health Certificate.

Assistance dogs are likely to include the following assistance 'types' (note, this is not an exhaustive list):

- Autism assistance dogs
- Guide dogs
- Hearing dogs
- Medical alert assistance dogs
- Physical disabilities assistance dogs
- Post Traumatic Stress Disorder assistance dogs or Psychiatric Assistance dogs
- Allergy alert dogs
- Dementia assistance dogs

This does not include dogs that solely provide emotional support. This definition accords with the definition of an assistance dog set out in the Equality Act 2010.

If you need to travel with a registered assistance dog on one of our flights, you must let us know in advance by calling us on **0333 006 8798**.

For further information and guidance on travelling with assistance dogs, please refer directly to the GOV.UK page: [Bringing your pet dog, cat or ferret to Great Britain: Guide and assistance dogs - GOV.UK \(www.gov.uk\)](https://www.gov.uk/guide-and-assistance-dogs)

4.2 Certification – IGDF, ADI & ADAA

The minimum training standards are deemed to have been met if the assistance dog has:

- Been trained by an accredited member organisation of Assistance Dogs International (ADI) or the International Guide Dog Federation (IGDF)
- Received accreditation from the Assistance Dogs Assessment Association (ADAA)
- Been trained to the same or higher standard as those set out by the organisations mentioned above, if evidence of training can be provided.

Once your assistance dog has been trained by either an IGDF or ADI affiliated organisation, you'll be issued with appropriate certification to confirm this status. We'll request that you send confirmation of this training status to us prior to departure.

<https://www.igdf.org.uk/>

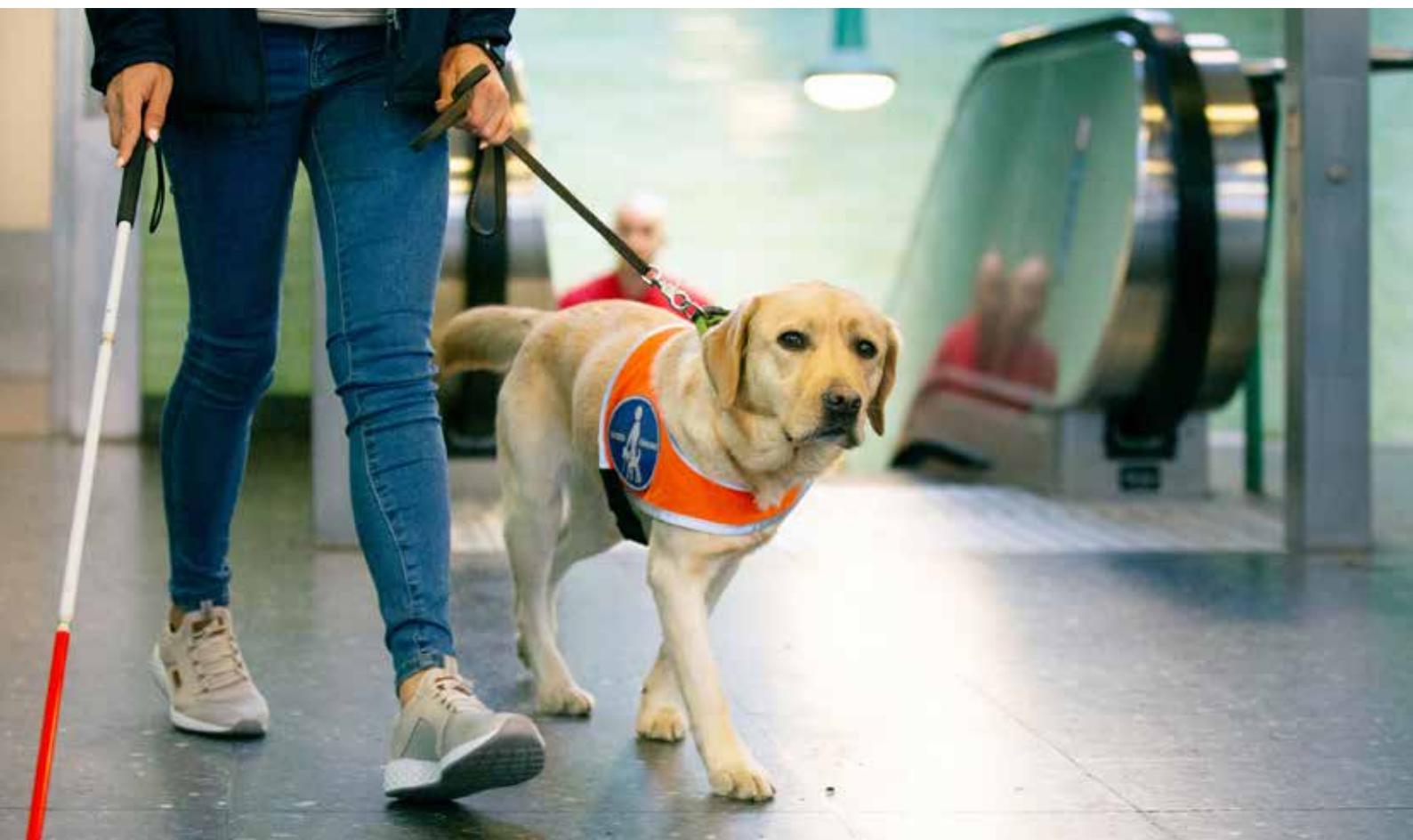
<https://assistancedogsinternational.org/>

4.3 Self-trained assistance dogs

Owners travelling with their assistance dogs that meet the criteria above will need to give the following documentation to the **Jet2** Assisted Travel team.

- Evidence of having met the minimum training standards (likely to be certificates provided by ADI, IGDF and ADAA).
- Written declaration from the dog owner/handler confirming the task(s) the assistance dog has been trained to perform to assist them with their disability. In addition, documentation for assistance dogs is recommended.

[The Assistance Dog Assessment Association | ADAA \(theadaa.org\)](https://theadaa.org/)



5 Travelling with a hidden disability

5.1 Hidden disability

We know that everyone's needs are different, and that air travel can be stressful for some of our customers. Don't worry – like our Cabin Crew, our friendly Customer Helpers have all received training on hidden disabilities and will do everything they can to help you and make your experience as smooth as possible. Please remember to contact us with any specific requirements, and don't forget to make us aware when you arrive at check-in.

If you need support through your airport journey by your companion, please inform the airport of this to ensure you can travel through together. The standard rule in UK airports allows for the person needing support and one accompanying companion.

5.2 Hidden disability lanyard

You'll also find that many airports offer a lanyard to customers who have a hidden disability. They can normally be collected free of charge from the airport's Assisted Travel desk in the terminal. You can find more information on each individual airport's website.

For more information on the sunflower lanyard scheme, please visit this website:
<https://hdsunflower.com/>



6 **Hidden disabilities when travelling to Spain**

Aena airports in Spain don't formally recognise the UK Sunflower Lanyard as a means of highlighting hidden disabilities. Instead, Aena airports have their own scheme, along with a **barrier-free assistance service**, aimed at people with reduced mobility or disabilities.

To help people with hidden disabilities, Aena has created a **badge** so that airport staff can identify those who wear it easily and improve their experience at airports.

By displaying this badge, you'll be able to access the airport's dedicated security control for families and people with reduced mobility (PRM). If the airport you're travelling from doesn't have a specific security check for families and PRMs, you'll be assisted, as far as possible, through the general security checks.

6.1 **Current Aena airports served by Jet2 where you can use the badge**

Alicante Airport (ALC)

Lanzarote Airport (ACE)

Fuerteventura Airport (FUE)

Gran Canarias Airport (LPA)

Ibiza Airport (IBZ)

Barcelona Airport (BCN)

Malaga Airport (AGP)

Menorca Airport (MAH)

Majorca Airport (PMI)

Reus Airport (REU)

Tenerife Airport (TFS)

6.2 **Badge terms of use**

Please note, the badge is for single use and is only valid at airports in the Aena network for the day of your flight. For those travelling with companions, it's only necessary for one member to wear the badge. It also doesn't offer fast track through security or any exemptions from any security procedures.

Waiting rooms for passengers with hidden disabilities

For people with hidden disabilities and may need a quieter environment, Aena has waiting rooms at the following airports:

- **Malaga Airport (AGP).** Silent lounge: to access the lounge you must go to the airport passenger service (subject to availability).
- **Alicante Airport (ALC).** Sensory room: The airport has a sensory room for passengers with autism spectrum disorders (ASD). The room, which is located close to the boarding area, has tactile and audiovisual elements such as video projection, associated with wind, sound and vibration effects, as well as large, adapted toilets. Access to the lounge must be requested in person at the "No Barriers" service counter at the airport.

6.3 How to request an invisible disability badge for use at Aena airports.

Before you request your 'Invisible Disability' badge for Aena airports, please ensure you have made your flight and or holiday booking and have informed **Jet2** of your Assisted Travel needs no later than 48 hours before your flight departs.

1. Click the link here to reach the request page
2. Read and accept the 'Terms of Use'
3. Fill in the personal details. Please note, your reason for requiring the 'Badge' **does not** need to feature on the 'Badge'.
4. Complete flight details
5. Confirm your details and submit

You'll see the following on screen to show you have completed the steps correctly.

You'll then receive an email which includes your 'Badge' You can either print this off or download to your mobile device. Please be ready to show this on the day of travel.

Remember that:

- You don't need to wear the badge the entire time.
- You must always follow airport and security regulations at all times.
- This badge doesn't offer escort service, preferential access service to security control (fast track) or exemptions from any procedure necessary for departure or arrival within the airport facilities.
- For passengers travelling accompanied, it will only be necessary for a member of the family unit to wear the badge.
- You can present the badge in printed or digital format directly from your mobile device.

7 **Blind and partially sighted**

7.1 **What to expect**

If you're blind or partially sighted, please let us know when you book so we can provide assistance and make sure you receive a personal safety briefing onboard.

7.2 **On arrival**

When you arrive at your destination, you'll be met with the same level of assistance as in the UK. When you land, please stay seated on the aircraft until told, to make sure the assistance team is on-site and ready to help you.

We would recommend visiting these websites for additional support and advice:

[Aira and the Envision Glasses - Aira](#)

[RNIB Life Skills - Travel and Mobility](#)



8 Deaf and hard of hearing

8.1 What to expect

If you're deaf or hard of hearing, please let us know when you book so we can help and make sure you receive a personal safety briefing onboard.

8.2 SignLive – Video Relay Service

How to use SignLive

If you use British Sign Language (BSL), you can now contact us using a Video Relay Service provided by SignLive. It's a free service that'll connect you to a qualified online BSL interpreter. The interpreter will then relay the conversation between you and a member of the **Jet2** Assisted Travel Team. You can also use SignLive for face-to-face conversations with staff while travelling through our UK Airports!

To use this service, simply download the SignLive app on your mobile device or visit the [SignLive website](https://signlive.co.uk/). If your call is about an existing booking, please have your booking information ready.

SignLive is available 24 hours a day, 365 days a year.

If we're unable to take your call, the SignLive Interpreter can leave a voicemail for our team, and we'll call you back using SignLive, as soon as possible.

To find out more about Sign Live please follow this link, <https://signlive.co.uk/>

8.3 On arrival

When you arrive at your destination, you'll be met with the same level of assistance as in the UK. When you land, please stay seated on the aircraft until told, to make sure the assistance team is on-site and ready to help you.

Most of our overseas airports also have **Jet2** Customer Helpers, who'll be happy to help when you arrive.



9 Medical

9.1 Fit to Fly

Fit to Fly and fit to travel: It's your responsibility to make sure you're medically fit to travel at every stage of your journey. If you have any doubts, we recommend seeking medical advice from your GP or other medical service. We reserve the right to request a fit to fly certificate. For more complex cases, you may need to complete a medical information form. Please contact our Assisted Travel team for more information.

9.2 MEDIF

Medical Information Forms (MEDIF)

For more complex medical cases, you may need to complete a MEDIF and get pre-approval to travel by air. Please call our Assisted Travel team to talk about your requirements.

Please make sure that your doctor has completed the form in full and included all the information below:

- Doctor's signature dated within 30 days of travel
- Stamp from the doctor, doctor's surgery, hospital or clinic. If they don't have a stamp, the doctor must sign the MEDIF and attach an additional document, such as a business card or sheet of headed notepaper, with their signature.
- Confirmation of fitness to fly. Please make sure that your doctor includes a clear prognosis for the flight under section 06 of the MEDIF, as without this, we aren't able to grant medical clearance.

Please return the completed form to assistedtraveladmin@jet2holidays.com and someone from our Assisted Travel team will get in touch with you once received.

Any costs for a medical professional to complete a Medical Information Form or provide a Fitness to Fly certificate, lie solely with you and can't be reimbursed by us.

9.3 Medical conditions and guidance

If you have any medical conditions which may affect your travel plans, please make sure you contact us in advance so we can make sure that you're able to travel safely.

We've provided some general information and guidance below. If you have any questions, please contact the Assisted Travel Team.

9.4 Travelling with medication that contains a controlled drug

Please check with your local medical professional (GP) if your prescription contains controlled drugs such as Diazepam, Lorazepam, Codeine, Morphine or Tramadol as some countries have strict regulations surrounding these medications. Controlled drugs are highly regulated, so if you need to travel with medicine that contains them, please check the embassy rules for the country you're travelling to, as well as the [entry requirements](#) before you fly. You must provide a letter from your doctor confirming that the medication you are bringing on your holiday is prescribed to you.

9.5 What medication and equipment you can bring on board

If you need to bring medication with you onboard, we strongly recommend taking this in your cabin bag. Please ensure you keep it with you at all times and inform our Cabin Service team at the time of boarding.

A letter from your healthcare practitioner is only required if you're bringing any of the following items onboard:

- Liquids that exceed 100ml
- Sharp objects such as needles
- Oxygen cylinders and concentrators
- Any medical equipment that may be considered a dangerous good. You can find a list [here](#).

The letter should confirm that the medication is prescribed to you and is necessary for your holiday. A letter from your healthcare practitioner is not required for other medications or equipment, including (but not limited to) gel packs, cooler bags to maintain medication temperature, food and specialist devices such as dialysis machines (subject to size regulations), CPAP machines and nebulisers. Please note, we're unable to refrigerate medication onboard.

Crutches and walking frames

Crutches and walking sticks can be brought onboard but they must be stored in the overhead locker for take-off and landing.

Portable medical devices

Medical equipment can be brought onboard, in addition to your standard hand luggage allowance, but it must be no larger than 56 x 45 x 25cm, otherwise it will have to be placed in the hold.

Small portable medical devices, such as:

- CPAP machines
- TENS machines
- Nebulisers
- Portable dialysis machines

may be carried in addition to your standard hand luggage allowance as long as it's no larger than 56 x 45 x 25 cm and you have informed our Assisted Travel Team, at least 48 hours before your flight.

If you're carrying non-essential medical equipment that exceeds your hand luggage allowance, it'll be subject to our standard baggage policy and may need to be placed in the hold. For multiple medical devices or large medical equipment, please contact our Assisted Travel team at least 48 hours before your flight for further assistance and guidance.

9.6 Travelling while pregnant

If you're pregnant, you can travel up until the end of your 35th week of pregnancy (32nd week for multiple pregnancies). Some seats onboard the aircraft may be restricted, so please speak to the Assisted Travel team. Please make sure you complete all return journeys no later than week 32/35, depending on your pregnancy.

Additional conditions may apply depending on the type of pregnancy and at the stage you are planning to fly, as detailed below:

Type of pregnancy	No Restrictions & Fit to Fly not Required	Fit to Fly Required	Travel not permitted
Single pregnancy (expecting one child)	Up to 27 weeks (inclusive)	28 – 35 weeks (inclusive)	36 weeks or greater
Multiple pregnancy (expecting more than one child)	Up to 27 weeks (inclusive)	28 – 33 weeks (inclusive)	34 weeks or greater

If you have had any complications during your pregnancy, please contact our Assisted Travel team for further advice and make sure you consult your doctor before travel.

Should you need to complete a Fit to Fly certificate, either of the following documents will be required:

- A Fit to Fly certificate that's provided by a doctor or midwife on surgery/hospital headed paper, signed and dated within seven days of your departure and 16 days of your return.
- A pregnancy Fit to Fly certificate provided by us and completed by your medical professional. Please make sure this is signed and stamped for verification purposes, as this certificate will not be valid if incomplete. You are able to find a copy to of this form on the **Jet2.com** FAQ's page under the Common Medical Conditions tab.

9.7 Travelling with a broken limb and/or a cast

If your plaster or resin cast has been fitted less than 48 hours before you fly, the cast needs to be split to allow for potential swelling.

If you're unable to bend your leg at the knee for take-off and landing, unfortunately you'll be unable to travel. If you can bend your knee but require the leg to be elevated for the flight, you'll need to purchase an additional seat.

To book extra seats and request Assisted Travel at the airport, please contact our Assisted Travel team.

9.8 Using oxygen and gas onboard

Although we carry oxygen onboard, it's reserved for emergencies only. You're allowed to bring two small, compressed air or oxygen cylinders for personal medical use, in addition to your cabin baggage. Each cylinder must not exceed 56cm in length, have a maximum diameter of 25cm, and weigh no more than 5kg.

If you're bringing oxygen cylinders, please inform the Customer Helpers at the **Jet2** check-in desk and the Cabin Services team when boarding.

Pre-clearance is required to travel with any form of oxygen on our flights. Please contact our Assisted Travel team as early as possible before your flight to discuss your requirements and complete a Medical Information Form. A link to the Medical Information Form can be found in the MEDIF section on our website. And please note that liquid oxygen is not permitted in the cabin or hold of the aircraft.

Oxygen concentrators (either mains or battery-powered) are allowed onboard, but you'll need a medical certificate confirming that the device is required for medical reasons and that you are fit to fly.

9.9 Travelling with a stretcher

Stretchers cannot be taken on or used onboard.

9.10 Wheelchair stowage onboard

Personal wheelchairs will be stowed in the aircraft hold but we recommend you take any removable foot pedals or cushions with you in the cabin. All of our aircraft are fitted with an onboard aisle chair, so please advise the Assisted Travel team if you need this during the flight.

9.11 Travelling when you have had a recent illness or surgery

If you've recently been unwell, you can find information [here](#) about the conditions that are safe for flying and those that aren't. If your medical condition isn't listed, or if you're unsure about your fitness to fly, please contact our Assisted Travel team at least 48 hours before your flight for guidance. We also strongly recommend purchasing travel insurance before booking, in case an unexpected illness or event requires you to adjust your plans.

Infectious diseases

If you have a severe infectious disease, please contact our Assisted Travel team at least 48 hours before your flight so they can assist you further.

Passengers with a minor infectious disease, including any of the following conditions, are allowed to fly, provided they follow the guidelines below:

Infectious diseases	Permitted to travel
Measles	Day 6-14. You'll be able to travel as long as you bring a Fit to Fly
Mumps	When all swelling has subsided (usually after 7 days)
Chicken pox	7 days after the appearance of the last new spot
Viral infections (e.g. seasonal flu)	When no longer contagious

Travelling following an operation

If you've recently had surgery, you're allowed to fly with a doctor's certificate confirming fitness to fly, subject to the guidelines below:

Type of surgery	Travel allowed after
Heart Surgery	14 days
Angioplasty	5 days
Abdominal surgery	10 days
Chest surgery	10 days
Tonsils removed	10 days
Middle ear surgery	You must wait until your ear is dry and aerated before travel (this usually takes 14 days)
Cataract/corneal laser surgery	1 day

Travelling after a medical incident

Type of medical incident	Permitted to travel
Heart attack	After 7 days, a Medical information Form (MEDIF) is required to confirming fitness to fly. Please contact our Assisted Travel team for further advice. For major or complicated heart attacks, consult a medical practitioner before flying.
Stroke	After 14 days. If travelling less than 14 days since the stroke, a Medical Information Form (MEDIF) is required before travel. Please contact our Assisted Travel team for further advice.
Pneumothorax	When the chest has been drained, and the lung has fully expanded (usually 14 days). If you wish to travel within 2 weeks prior to your last treatment, a Medical Information Form (MEDIF) is required before travel. Please contact our Assisted Travel team for further advice.
Penetrating eye injury	7 days. If you required surgery, then a Medical Information Form (MEDIF) is required before travel. Please contact our Assisted Travel team for further advice.

Travelling with a medical condition

If you have a medical condition, you're allowed to travel with us subject to the following guidelines:

Type of condition	Permitted to travel
Angina	If your condition is stable, you have flown before with no complications, there's been no changes to your condition within the last 6 months and no oxygen required.
Sinusitis	Pain controlled and able to equalise.
Epilepsy	Well controlled and no seizure within 24 hours prior to travel.
Asthma	If asthma is mild and well controlled.
Lung conditions (chronic obstructive pulmonary disease; cystic fibrosis; bronchiectasis)	Depending on the severity of the condition, please contact our Assisted Travel team. We recommend seeking medical advice to determine if oxygen will be required during the flight.

9.12 Travelling with diabetes

Diabetic insulin pens are permitted onboard without a medical certificate. Hypodermic needles are allowed in the aircraft cabin for medical purposes only. And you must show your medical certificate at the security screening points.

Make sure that you carry sufficient supplies of insulin in your cabin baggage, rather than in your hold luggage. Insulin may be inactivated if carried in the hold, due to freezing temperatures.

If you need an injection during the flight, it must be self-administered. Cabin Crew are not allowed to administer any medication or injections. Please ensure you carry your own sharps box in case you need to dispose of any used needles during travel.

9.13 Travelling with asthma

Passengers with asthma can bring inhalers and/or nebulisers onboard, provided they do not contain oxygen cylinders. Those with severe asthma should contact our Assisted Travel team for further information and advice.

9.14 Travelling with a pacemaker

You can travel if you have an implanted cardiac pacemaker or another device including those powered by lithium batteries, or implanted radiopharmaceuticals.

We recommend that you bring your device identification card with you and inform the staff at security that you have a device implanted.

10 Our allergen policy

Food law identifies the following 14 allergens as the most potent and prevalent:

- celery
- cereals containing gluten (*such as wheat, rye, barley and oats*)
- crustaceans (*such as prawns, crabs and lobsters*)
- eggs
- fish
- lupin
- milk
- molluscs (*such as mussels and oysters*)
- mustard
- peanuts
- sesame
- soybeans
- sulphur dioxide and sulphites (*at a concentration of more than ten parts per million*)
- tree nuts (*such as almonds, hazelnuts, walnuts, brazil nuts, cashews, pecans, pistachios and macadamia nuts*)

10.1 What guidance do we follow?

At **Jet2**, we follow and comply with all the guidance from IATA Allergen Sensitive Passengers, The Food Standards Agency and recommendations from the industry.

10.2 Allergies

For the safety of everyone on our flights, we don't serve meals or snacks that contain peanuts, however we do serve foods that include other common allergens. Please visit our website for more information on our in-flight food.

10.3 Meals and snacks

Our snacks and meals are processed, and sometimes served where food allergens are present. Unfortunately, we also can't stop other customers from bringing food with them that might contain allergens, including peanuts, and therefore we can't guarantee an allergen-free flight.

10.4 While onboard

Our in-flight food options vary by flight. You can see a full list of allergens contained within our pre-ordered food here. Due to the nature of airline catering, allergen cross-contamination may occur during production. For food purchased from our in-flight menu, please check the product packaging for allergen information before consuming.

10.5 Jet2 onboard medical kit

In addition to our regulated first aid kit, we also carry a non-mandatory enhanced medical kit which contains an auto-injector, also known as an Epi-Pen, for use in emergency anaphylaxis treatment. However, this kit is for emergency situations and isn't available for customers who have a known allergy, (unless in case of emergencies). If you have a known allergy, you'll need to bring and utilise your own if needed.

10.6 What we need you to do?

If you have a food allergy, such as a nut allergy, please let the Assisted Travel Team know at the time of booking so we can provide you with the most up to date guidance available.

You must also inform our Cabin Services team of your allergy when boarding, along with any medication you are carrying so that an announcement can be made informing other customers not to open or consume nut-based products while onboard. While other customers are asked not to open peanut products onboard, we can't guarantee a peanut-free aircraft.

You can also request to pre-board the aircraft and ask the Cabin Services team for anti-bacterial wipes so you can further clean your seats and tray tables.

At **Jet2**, we separate food allergens into two types:

1. Mild and controlled (non-life threatening and may carry antihistamines)
2. Severe and life threatening (Must carry Epi-Pen or equivalent)

10.7 Severe and life-threatening allergic reactions (anaphylaxis)

- Serious life-threatening allergic reactions onboard are rare, but if you do suffer from serious allergies, please speak to your doctor before you book to discuss potential risks and how you can manage them.
- If you've been prescribed an epinephrine/adrenaline auto-injector like EpiPen, Anapen, Twinject or Jext, make sure you carry this with you in your hand luggage and take an emergency treatment plan with you to minimise delays at airport security and boarding.
- We strongly recommend that you keep your medication on you at all times.
- Clearly label your medication to show who it should be administered to.
- Advise Cabin Services and your fellow passengers of your allergy, where you have placed the medication and what to do in an emergency. Our Cabin Crew can assist with this conversation if needed.
- Ensure your medication is easily accessible throughout the flight, e.g. place it in the seat pocket in front of you, or on you personally.
- The Cabin Services team are trained to recognise symptoms of anaphylaxis and administer treatment but if you are travelling with family, friends or guardians, they would be expected to treat you first.

10.8 Top tips when flying or planning to fly with a food allergy

Before booking your holiday, check the airline's policy on food allergies so you can make an informed decision on travelling with them.

- Flight time could have an impact as planes are typically deep cleaned overnight, so the first morning flight is likely to lower the chances of cross contamination on surfaces. However, if you have a milk or egg allergy, flying in the evening could reduce the amount of potential allergy triggers on your flight. However, none of this is guaranteed.
- Consider arriving early to allow plenty of time to reconfirm your requests regarding seating and early boarding.
- Carry your allergy medication in your hand luggage, and make sure it's always accessible.
- Check your allergy medication has not expired or will not expire while you're travelling.
- See your doctor/nurse for prescriptions to cover your holiday, letters about medication needed and an up-to-date allergy and/or asthma plan.
- Communication is key, so make sure you inform airline staff of your food allergy at every opportunity, including booking, boarding the aircraft and before any food is consumed.

Check out these handy sources: [Travelling](#) | [Allergy UK](#) | [National Charity](#) and [The Natasha Allergy Research Foundation](#)

If you have any questions and would like to discuss your booking in detail, please contact the Assisted Travel team on **0333 006 8798**.

11 Transport of mobility aids

11.1 Manual mobility aids

Manual wheelchairs must collapse to 81cm (810mm) high or less to fit through the plane hold doors. Please let our Assisted Travel team know when you book so this can be added on for you. If your device doesn't collapse, you'll need to confirm that the device's width does not exceed 81cm (810mm) as we may need to load your device sideways to enable it to fit.

Your wheelchair or mobility aids must fit within the maximum dimensions for us to be able to accept it for travel.

We recommend you carry the dimensions, weight and battery details of your wheelchair or mobility aids with you when you travel as you'll be asked to verify these at the airport.

11.2 Electric mobility aids

Due to the size of our aircraft, all devices must reduce in height to 81cm high or less to fit through the aircraft hold doors. We can only carry a maximum of three powered mobility devices on a single flight. These will be accepted on a first come first served basis. Just so you know, we're unable to load electronic mobility aids into the hold door with a collapsed height of more than 81cm.

We'll accept electric mobility devices containing non-spillable sealed lead acid (SLA/dry cell/gel cell) or lithium batteries. The carriage of wet cell batteries will be considered on a case-by-case basis.

Due to the variety of devices available, it's essential that you give us the correct information for your device at least 48 hours before travel.

Please ensure you have the appropriate level of insurance for your mobility device.

You can access our online Electric Mobility Device form here:

[Electric Mobility Device \(jet2.com\)](#)

IATA battery-powered wheelchair and mobility aid guidance document

<https://www.iata.org/contentassets/6fea26dd84d24b26a7a1fd5788561d6e/mobility-aid-guidance-document.pdf>

11.3 Mobility aid/device upon arrival

If you require the use of your mobility aid as soon as you arrive, please request this at the **Jet2.com** check-in desk. We will supply a tag to your mobility aid to return this to aircraft side.

12 Accommodation

12.1 Adapted rooms

If you need an adapted room, please tell us as soon as possible so that we can make sure our suppliers can meet your needs. Where we're unable to accommodate your needs, you'll be entitled to a full refund of any amounts paid to us, or if you prefer, we'll assist you in finding suitable alternative accommodation. Costs may vary for alternative accommodation, and you may be responsible for any additional expenses. We recommend allowing at least 14 to 21 days for a response to any room request. Unfortunately, we cannot guarantee a response for bookings with a travel date less than 14 days away.

12.2 Accessibility in resort

We'll do our best to meet your needs and requirements, however we can't always guarantee the suitability and accessibility of your hotel and resort, so we always recommend doing your own research.

Please note that our Customer Helpers are not able to provide any care or assistance in resort. If you need this, please contact the Assisted Travel team at the time of booking as you may need to travel with a companion.

12.3 Experiences

All **Jet2holidays** experiences are booked through our trusted travel partners. Please contact us in advance if you have any concerns about the suitability of your experience and we'll be able to help.

12.4 In-resort assistance

We won't share any information with the accommodation provider about your disability unless we have your consent to do so. If you want staff to be aware of your needs, we'd recommend letting them know when you check-in.

Hotels can assist with additional needs in emergencies and will have plans in place for safe evacuation if needed. If you have any concerns about this, please discuss this directly with your accommodation in advance or upon arrival.

If you're on a **Jet2holiday** and you have a medical emergency or condition, it's important you tell us as soon as possible. You can contact our UK-based team 24/7 on **0044 113 887 0350**. You'll also receive details of this number in your welcome pack.

Wherever you travel within the EU, you can dial 112 to reach emergency services. This number connects you to an operator where English-speaking assistance is available.



13 Transport

13.1 Adaptive transport – airport to accommodation

If you or a member of your party wish(es) to travel with a battery powered mobility aid, you must tell us before you book.

Extra transfer costs: If you need to book a private taxi that's adapted to accommodate a mobility aid on your ***Jet2holiday***, this may have an additional cost. Please contact our Assisted Travel team to discuss.

In some cases, you may be asked to complete an adapted transfer form if your condition is not expected to change. Please note that we do not store completed forms, so you'll need to resubmit a new form for each package holiday you book with us. We recommend keeping a copy for your records.

Also, adapted transfers may not be available in all destinations. If you're unsure, please check with the Assisted Travel team before booking.

13.2 Private transfer

Most ***Jet2holidays*** you'll have the option to upgrade to a private transfer instead of a coach. Private transfers are included as standard with all ***Indulgent Escapes*** holidays, unless stated otherwise. Transfers are typically by taxi but may also be in a people carrier or minibus. Depending on availability and group size, multiple vehicles may be used.

You'll get your private transfer voucher with your holiday documents four weeks before departure. This will include details on where to meet your local transfer representative. Please read the instructions carefully, as some vouchers may also include a reconfirmation number for your return transfer, which must be called at least 24 hours before departure.

14 Evacuation, disruptions and delays

If a long delay, including an overnight delay, occurs while on holiday, please make yourself known to the Cabin Services team or a ***Jet2*** representative and inform them of your needs. Our Customer Helpers will prioritise customers with assistance needs during this time.

If you've already travelled and have any questions relating to flight delays or cancellations, please refer to ***Jet2.com*** or the ***Jet2holidays*** website for our policy.



15 Staff training

Under Regulation **EC1107/2006** and **ECAC DOC 30 Part 1**, airports, airlines and their third-party providers are required to complete disability and equality training as standard.

At **Jet2**, we make sure our staff understand their responsibilities and are fully trained to help passengers with disabilities and reduced mobility (PRMs). Our training covers attitudinal, environmental, physical and organizational barriers in air travel, making sure staff can provide respectful and professional assistance.

All **Jet2** employees receive Disability Awareness & Equality training during induction and at regular intervals throughout their employment.

16 Customer feedback

We always welcome customer feedback through things like surveys, which cover various elements of the booking experience, journey and holiday itself. We use this information to help us continually improve the Assisted Travel Service internally and with our partners.

17 External network/engagement

Welcome home survey: After you return home, you may be invited to complete a survey about your Assisted Travel experience. We regularly review all feedback to help improve our services in the future.

18 Travel insurance

Looking for that extra peace of mind? Here at **Jet2**, we're the holiday experts, so we know exactly what you need when it comes to protecting your all-important time away. Our travel insurance includes access to an English-speaking GP, 24/7 emergency medical assistance and cover for over 200 pre-existing conditions.

You can buy a policy online by logging into Manage My Booking or by visiting jet2insurance.com. As with all travel insurance, your policy will contain certain restrictions. Remember – make sure you declare any pre-existing medical conditions when you buy your policy, otherwise any claims may be reduced or refused.

19 Complaints resolution internally/ Mobility Aid Mishandling or Damage/CAA/ABTA

19.1 Jet2.com & Jet2holidays

If you want to make a complaint or to report Mishandling or Damage to your Mobility Aid, please complete this form for *Jet2.com* bookings [Complaint \(jet2.com\)](#). For a *Jet2holidays* booking, it's [Submit complaint | Jet2holidays](#). Just so you know these forms are for post-travel complaints only. If you need help with a pre-travel query, please refer to our handy FAQs pages, [Jet2.com FAQs | Jet2](#) and [Jet2holidays Frequently asked questions | Jet2holidays](#) or contact us over the phone on 0333 006 8798.

19.2 CAA

[How to make a complaint | Civil Aviation Authority \(caa.co.uk\)](#)

19.3 ABTA

[Customer Support | Register a Travel or Holiday Complaint | ABTA](#)

20 Charity signposting

Please find a series of website links that may be useful if travelling for the first time using Assisted Travel:



Colostomy UK

<https://www.colostomyuk.org/>



Breakthrough T1D UK

<https://breakthrought1d.org.uk/>



Alzheimer's Society

<https://www.alzheimers.org.uk/>



Allergy UK

<https://www.allergyuk.org/>



Scope

<https://www.scope.org.uk/advice-and-support/air-travel-for-disabled-passengers>



QEF

<https://www.qef.org.uk/service/accessible-aviation/>



Hidden Barriers

www.hiddenbarriers.co.uk

A note to our customers

Thank you for taking the time to read the Accessible Travel guide. We hope it's helped plan your accessible holiday and flights and we look forward to welcoming you.