

CHAPTER III



GUIDELINES FOR ACCEPTANCE OF INVALID PASSENGERS:

Air India has significant history for its commitment for social causes. Significant number of passengers with physical and sometimes mental handicaps and invalidities prefer to fly with us. However, it must be understood it is the right of the airline to accept or reject invalid passengers request for air travel. This is generally based on the airline's medical departments' recommendation to the reservations section based on not only the medical status of the passenger but also on commercial considerations of our airline.

To address the request for clearance by the invalid passengers, and more particularly since we are a commercial international airline, we need to adapt humane and sometimes flexible policies. These are therefore "guidelines" rather than hard and rigid rules for rejection or acceptance of such passengers. In certain cases, ethical and moral considerations require that passengers must travel and hence we need to clear them for flying. Refusal to carry passengers therefore must be resorted to in extreme cases and keeping in view all the involved factors. The reason for refusal must be suitably endorsed and communicated to the passenger/ representative through the commercial department.

(a) Do not accept to carry any passenger whose presence on an aircraft, because of their physical or medical conditions (based on established facts, medical or other evidence, etc), could pose a threat to the safety of other passengers and their property, the aircraft and/ or crewmembers

- (b) We may refuse to accept a passenger who may be source of infection or discomfort to other passengers.
- (c) We may refuse to carry passengers if their conduct, status, physical or mental condition is known to be such that they are incapable of caring for themselves without assistance, or prevents them from using the standard airline seat, either in a sitting or reclining position. In these circumstances, the airline may request that the passenger accepts travel at a higher class of service and/or is accompanied by a qualified escort who will provide the additional attention and assistance required by passengers.