

YOUR WORLD
OUR FLIGHTS

CA2016-03 – 25JAN16



2016 SPECIAL PASSENGER SERVICE REQUESTS

Air China offers a variety of services to accommodate passengers with special requirements for air travel. These services are available on request and many are subject to advance booking and certification requirements. For your ease of reference, a guide to the options available is attached.

SPECIAL PASSENGER SERVICE REQUESTS AVAILABLE FOR:

- ⇒ Infant bassinet
- ⇒ Significant Visual/Hearing/Cognitive Impairments
- ⇒ Service Dog transportation
- ⇒ Physical Disability with In-Cabin/Airport-only/Boarding-Disembarkation-only Wheelchair requirements
- ⇒ Injured/Sick Passenger accommodation
- ⇒ Passenger Stretcher transportation
- ⇒ Passengers in need of assistance

This services are available on a request basis and must be requested by calling Air China's North American Call Centre 1-800-882-8122. Advance request requirements may apply.

CONTACT US:

Vancouver 604-685-9552 — Montreal 514-636-2042 — Toronto 905-534-5338

Sales Support: Insidesales@airchina.ca — Groups: services@airchina.ca

North America Reservations: 1-800-882-8122

Website: www.airchina.ca



A STAR ALLIANCE MEMBER 

AIR CHINA 2016 GUIDE TO SPECIAL PASSENGER SERVICE REQUESTS

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PASSENGER REQUIREMENT	ADVANCE REQUEST REQUIREMENT	SERVICE CODE	SSR FORMAT ENTRY	GROUND SERVICE PROVIDED	INFLIGHT SERVICE PROVIDED	ADVANCE ARRIVAL REQUIREMENT	SERVICE FEE	SPECIAL FARE
Infant Bassinet Service (infants less than 22lbs/10kg)	Min 48 hours/Max 7 days prior to scheduled departure.	BSCT	SSR BSCT CA NN1/P1	None	Bassinet at designated seating	No special requirement	No	No
Significant/Complete Visual Impairment (both eyes)	At time of reservation.	BLND	SSR BLND CA NN1/P1	Guide service	Assisted boarding/disembarkation, seating near exit, crew or restroom and onboard assistance with cabin-baggage, cabin navigation, meal service set-up/clearance. Not eligible for Emergency Exit seating or upper cabin of B747.	120 minutes prior to flight departure	No	No
Significant/Complete Hearing Impairment (both ears)	At time of reservation.	DEAF	SSR DEAF CA NN1/P1	Guide service	Communication of safety and service information by crew in writing or by gesture. Assist with cabin facilities as required. Not eligible for Emergency Exit seating or upper cabin of B747.	120 minutes prior to flight departure	No	No
Service Dog for medical necessity, pax 16 yrs+ [identity and veterinary certification are required, visual identification vest required]	Min 48 hours prior to scheduled departure.	PETC	SSR PETC CA NN1/P1	None	If animal carriage as cargo, carriage is free of charge subject to weight limitations. If in-cabin transportation, pax will be seated in Window seat. Passenger assistance to/from restroom as required. Not eligible for Emergency Exit seating or upper cabin of B747.	120 minutes prior to flight departure	No	No
Significant Cognitive Impairment	At time of reservation.	DPNA	SSR DPNA CA NN1/P1	None	Seating in non-aisle seats with companions adjacent. Not eligible for Emergency Exit seating or upper cabin of B747.	No special requirement	No	No
Physical Disability without Wheelchair Requirement	At time of reservation.	DNPA	SSR DNPA CA NN1/P1	None	Seating near exit, crew or restroom with companions adjacent. Passengers will be seated on aircraft side offering greatest manoeuvrability based on physical needs. Not eligible for Emergency Exit seating or upper cabin of B747.	No special requirement	No	No
Physical Disability with In-Cabin Wheelchair Requirement [certificate required to be issued within 10 days of first flight departure]	At time of reservation.	WCHC	SSR WCHC CA NN1/P1	Provision of wheelchair to gate if required.	Seating near restroom with companions adjacent. Not eligible for Emergency Exit seating or upper cabin of B747.	120 minutes prior to flight departure	No	No
Physical Disability with Airport-only Wheelchair Requirement [certificate required to be issued within 10 days of first flight departure]	Min 48 hours prior to scheduled departure.	WCHR	SSR WCHR CA NN1/P1	None	Seating near exit, crew or restroom with companions adjacent. Not eligible for Emergency Exit seating or upper cabin of B747.	No special requirement	No	No
Physical Disability with Boarding/Disembarkation-only Wheelchair Requirement [certificate required to be issued within 10 days of first flight departure]	Min 48 hours prior to scheduled departure.	WCHS	SSR WCHS CA NN1/P1	Provision of wheelchair from gate to aircraft. Ground service wheelchair provided if lounge-bridge deployed.	Seating near exit, crew or restroom with companions adjacent. Not eligible for Emergency Exit seating or upper cabin of B747. Passengers will be assisted onto/off the aircraft at cabin door.	120 minutes prior to flight departure	No	No
Passenger with Left Leg Injury	At time of reservation.	LEGL	SSR LEGL CA NN1/P1	None	Seating near exit, crew or restroom with companions adjacent. Passengers will be seated with their right side facing the aisle, offering greatest manoeuvrability. Not eligible for Emergency Exit seating or upper cabin of B747.	No special requirement	No	No
Passenger with Right Leg Injury	At time of reservation.	LEGR	SSR LEGR CA NN1/P1	None	Seating near exit, crew or restroom with companions adjacent. Passengers will be seated with their left side facing the aisle, offering greatest manoeuvrability. Not eligible for Emergency Exit seating or upper cabin of B747.	120 minutes prior to flight departure	No	No
Passenger in Need of Assistance	Min 48 hours prior to scheduled departure.	MAAS	SSR MAAS CA NN1/P1	Guide service	Not applicable	No special requirement	No	No
Injured or Sick Passenger* [certificate required to be issued within 10 days of first flight departure] <i>* Subject to airline approval</i>	At time of reservation.	MEDA	SSR MEDA CA NN1/P1	None	Determined by passenger needs. Not eligible for Emergency Exit seating or upper cabin B747.	No special requirement	No	No
Passenger on Stretcher [certificate from hospital required to be issued within 10 days of first flight departure required + a medical certificate declaring passenger fit for travel issued within 24 hours of flight departure] Note: subject to airline approval and passenger must be accompanied by capable adult passenger.	Min 48 hours prior to scheduled departure.	STCR	SSR STCR CA NN1/P1	Additional baggage allowance	Stretcher location at rear of aircraft.	180 minutes prior to flight departure	No	12 x applicable Y fare