

Information:
Passengers with reduced mobility
AIR ALGERIE

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Air Algérie does not refuse to transport travelers due to a disability.

However, the acceptance of transport for disabled people or people with reduced mobility or any other person requiring special assistance may be subject to special conditions.

Passengers with reduced mobility are classified according to the consequence of disability leading to a specific level of assistance:

- Passenger who can ascend and descend stairs and move from/to his seat in the aircraft cabin but who require a wheelchair for distance to/from the aircraft (WCHR/Ramp);
- Passenger who cannot ascend and descend stairs, but able to make his own way to/from cabin seat. He needs a wheelchair to move to/from the airplane and must be carried up/down the stairs (WCHS/Steps);
- Passengers who are immobile, require a wheelchair to/from the aircraft, and must be carried up/down the stairs and to/from their cabin seat (WCHC/ Cabin)
- Passengers who are blind or have low vision (BLND);
- Disabled passenger with intellectual or developmental disability (DPNA);
- Passengers who are deaf or hearing impaired (DEAF)

At the time of booking

It is important that you notify us of your need for assistance at the time of booking and no later than 48 hours before your departure, so that we can provide you with the appropriate assistance and keep the managing entity of the trip informed as soon as possible. 'Airport of your need for assistance at the airport. Our Air Algeria sales points and the call center are at your disposal for this purpose.

You can address your special requests to the AIR ALGERIE call center via the following contacts:

Email: assistance.speciale@airalgerie.dz

Phone: Algérie +213 21 98 63 63

France +33 1 76 54 40 00

Suisse +41 21 530 94 83

Booking your ticket online does not allow you to report your health and / or disability and to book the assistance you need. Certain requests for assistance (travel with a personal wheelchair, with a service dog, etc.) require that you provide us with additional information. We recommend that you contact our call center or our Air Algérie sales points in Algeria and abroad no later than 48 hours before the departure date of your flight.

It is also recommended to inform Air Algérie at the time of your reservation of the mobility equipment (ex: wheelchair), which you must take with you and to specify the type of your wheelchair, its dimensions, its weight, as well as the possibility or not to fold it. This will allow us to plan its transport in the best conditions.

Some requests may be refused given the characteristics of certain batteries of the wheelchair (dangerous goods, etc.) which do not allow it to be transported in complete safety. For more details, please consult our website www.airalgerie.dz, sub-section "prohibited items".

Maximum number of Persons with Reduced Mobility per plane

Air Algérie may refuse transport to people with reduced mobility for reasons related to safety requirements.

We assure you that in case of refusal of reservation for the above reasons, and within reason, we will offer you an alternative solution at your convenience.

The maximum number of PMR on board should not exceed the number of people available and able to help them during an emergency evacuation.

However, for safety reasons, the number of certain categories of PRM (WCHC) on board our planes is limited in relation to the configuration of each of our planes (emergency exit, level, position of the mobile armrest) .

Seat allocation

A large number of seats on our planes are arranged for accessibility. The location of these seats varies depending on the type of fleet and layout and, in general, they are usually most of the seats next to the aisle and they have a mechanism for lifting the armrests to facilitate the passenger's mobility.

However, access to certain seats may be refused to persons with reduced mobility in order to comply with applicable aviation safety requirements.

Access restrictions apply to seats near emergency exits and certain seats with fixed armrests for WCHC-type passengers.

Any passenger with reduced mobility who needs assistance shall not be allocated or occupy seats where his or her presence could:

- Prevent the crew from complying with their duties;
- Obstruct access to emergency equipment;
- Prevent the evacuation of the plane in the event of an emergency

We assure you, that we make every possible effort, within reasonable limits, to allocate places in a way that meets the needs of people with reduced mobility, at their request and subject to safety and availability requirements.

If the person with reduced mobility is traveling with a companion, we will make every effort, within reasonable limits, to allocate the latter a seat next to the person with reduced mobility.

Canes and crutches should be placed in a location so that they do not block walkways and exits.

Grouping PMR in the cabin

Passengers with reduced mobility shall be located uniformly throughout the plane.

Assistance dogs

When making your reservation, please let us know if you need to travel with a service dog. In this case, you should comply with the health requirements of the country of departure and destination as well as the identification of the latter (plate).

The transport of an assistance dog is free, in the cabin. Please also note that some countries have special obligations regarding the admission of animals. We recommend that you read the regulations before traveling.

These animals must travel at the feet of their master and be properly harnessed and muzzled.

Passengers with an animal in the cabin must not be placed in seats located in front of the emergency exits.

Travel with an accompanying person

Air Algérie may refuse transport to people with reduced mobility for reasons related to safety requirements.

The number of WCHC type passengers may be limited compared to the configuration of some of our aircrafts, which do not allow the transport of this type of passenger.

In the event that that a reservation is refused for the above reasons, and within reason, we will offer you an alternative solution at your convenience.

In some cases, the presence of an attendant is mandatory in order to comply with applicable safety measures, in other cases the presence of an attendant is recommended for reasons related to your own comfort.

For safety reasons, an attendant is required by Air Algérie, for its role of assistance in the event of an emergency, and especially in the event of an evacuation of the plane. It is therefore mandatory in the following cases:

- person suffering from a severe intellectual disability which does not allow him to understand and apply the security measures,
- person who is both blind and deaf, therefore unable to have the slightest communication with the crew,
- person suffering from a motor handicap which does not allow him to participate physically in his own evacuation, case of quadriplegic persons,

At the departure and arrival airport

Airport in EU countries are responsible for assisting people with reduced mobility at stopovers, in accordance with European Regulation EC 1107/2006.

We ask you to arrive at the airport at least 3 hours before the departure time of your flight in order to organize your assistance as well as possible.

If you have communicated your needs in advance (no later than 48 hours before the flight departure time), the airport staff will have received the information regarding the desired assistance and will ensure that it is provided correctly.

For any assistance request that is unconfirmed or made less than 48 hours before departure, passenger transport, including the provision of assistance, on the booked flight may not be guaranteed.

Arrival and departure assistance services are provided by the airport. The services offered vary considerably depending on the airport. It is important to be aware of the services provided to ensure that your needs will be met. Please check the airport's website for up-to-date information.

Assistance may include help with:

- travel from a dedicated meeting point in the departure airport;
- go through customs and security checks and access the boarding gate;
- board the plane and sit in your seat;
- stow your hand baggage (s);
- get off the plane after landing;
- collect your luggage and mobility equipment;
- take you to a meeting point at the arrival airport.

Outside the European Union where EC regulation 1107-2006 does not apply to ground handling, Air Algérie will provide you with clean and appropriate means to meet your needs.

On board

Our staff are informed of your presence on board and know how to identify your assistance needs. He will give you all the help you need to make your flight as comfortable and enjoyable as possible.

Our on-board staff will be happy to assist you if you need help with:

- The storage of your hand luggage during boarding
- Your movements between your seat and the toilets

Baggages and transport of mobility equipment

In addition to the baggage allowance, we will carry, at no additional cost, two pieces of mobility equipment per disabled person or person with reduced mobility (personal wheelchair, crutches, cane, walker or any other prosthetic device that can help the person move around better as well as medical equipment under subject to the existence of sufficient space on board the aircraft, and without prejudice to the application of legislation relating to hazardous materials.

Legal guidelines

Disabled passengers and passengers with reduced mobility are taken care of in accordance with Regulation (EC) 1107/2006 of 5 July 2006 on the rights of disabled passengers and passengers with reduced mobility.