Outline for stories of difficulties travelling with oxygen on board aircraft in Europe

Maximum length: 280 words

Structure

* Background Information:
	+ Current age,
	+ reasons for travelling: work/leisure/ family issues
	+ need to travel with oxygen since when
	+ Do you travel frequent routes or do you change the routes often
	+ Do you have a preferred airline: yes, no
		- If yes, which one
* How many times have you attempted to travel with oxygen on a plane?
* How many times have you successfully travelled with oxygen on a plane?
* Experience:
	+ It takes me at least (mins, hours, days) to get approval to travel with my oxygen device
	+ The staff at my typical airports (list them) always stop me to ask basic questions about my oxygen devices which makes it difficult to go through security in less than 30 minutes
	+ The staff on the aircraft often ask silly but also dangerous questions (mention the questions) showing that they have little idea about the how to assist people needing to travel with oxygen.
* Suggestion:
	+ Example: You, as EASA, should harmonize/ align/ make consistent/ clarify/ easier to understand the rules for travelling with oxygen on board of aircraft in Europe. Who should I talk to at EASA to find solutions to these issues? How can I make EASA put together a policy on travelling with oxygen?.
* Your name and email address.

John Doe
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[Insert Title Here]

**Background:**
*[Example: My name is John Doe. I am 63 years old and I am still working. For the last 2 years I have needed to travel with oxygen. I have to travel twice monthly from my home town to Vienna and Zurich since my company has multiple offices. I go to other locations since I am an engineer sometimes traveling frequently to repair machines my company is selling. We are based in the UK. I am responsible for the markets in east and south east Europe. I am travelling as often as possible with One world airlines, but even they are used to have different rules from airline to airline.]*

**Experience:**

*[Example:* *It takes more than 48 hours to get approval to travel with my oxygen device. The staff at Heathrow and Gatwick always asks me the same questions regarding my oxygen devices, which makes it very difficult to get through security in less than 30 minutes (not including the time I must wait in line like everyone else). Once onboard the aircraft, the staff asks inappropriate questions like “Do you need the oxygen tank available for your whole journey?” showing they have no idea how to accommodate to a patient with oxygen needs travelling onboard.]***Suggestion:**

* + *[Example: You as EASA should work on harmonized rules to travel with oxygen on board of aircraft in Europe. To whom at your agency I can talk to discuss solutions. What do I need to do to make you working on aligned rules?]*

**[Insert name and e-mail address]**

*Example: John Doe john.doe@email.com*
I **[Insert Name here]** hereby grant permission to EFA to use my story:

□ with full disclosure of my contact information to EASA

□ as an anonymous patient from my country of residence

Signature and Date: