

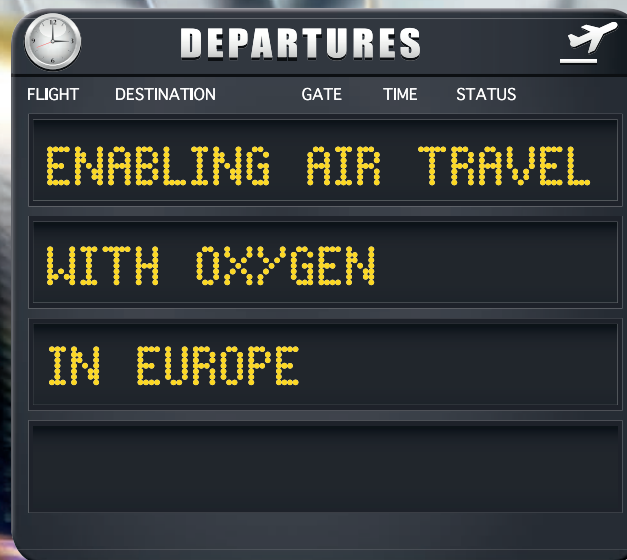


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Diseases Patients' Associations

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European Federation of Allergy and Airways
Diseases Patients' Associations

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The information contained in this document is accurate as of time of publication. Information on each specific airline has been provided by that airline via its website or contact centre. EFA does not recommend any one airline for passengers travelling with oxygen. For further information we advise all passengers to verify the information and policies with their chosen carrier and any other relevant bodies.

Foreword

by Christine Rolland, EFA President



At the European Federation of Allergy and Airways Diseases Patients' Associations (EFA) our vision is for all people with allergy, asthma and chronic obstructive pulmonary disease (COPD) in Europe to live uncompromised lives, have the right and access to best quality care, participate in their care and to have a safe environment. As part of our work to ensure that this vision becomes a reality, we continue to highlight the daily obstacles faced by patients with chronic respiratory diseases.

For many of us the freedom to travel is something that we take for granted. But for people who need supplemental oxygen, travelling can be fraught with difficulties and complications. You will read some of their stories in the pages that follow.

This issue was first brought to our attention by Betty Sutton, a COPD patient with continuous need for supplemental oxygen. She experienced the challenges outlined first hand, when travelling to an EFA workshop in 2011. Betty's story highlighted the misunderstandings which exist regarding the different devices used, and the need for adequate education of cabin crew and other staff involved in supporting the safe travel of passengers.

Inspired by this experience, and that of other patients who have shared their stories with us, EFA decided to bring these concerns to the attention of the airlines, airports and policymakers. We held a multi-stakeholder event and invited a patient representative from one of EFA's members. When planning for his travel, EFA Staff also experienced the difficulties involved in organising travel with supplemental oxygen. These included refusal of carriage by the first airline we approached, as there was no way for them to arrange oxygen therapy at the airport, even though special assistance (including oxygen therapy) was requested well in advance and refusal by the airport to accompany the passenger with medical equipment. In the end we were able to book a round trip with another airline. The special assistance we requested at the airport was only arranged for the outbound flight, and not on the return. This experience illustrates the frustration patients travelling with oxygen continue to face.



Since this project began in 2011, EFA has witnessed some change for the better, but challenges still exist for people who need supplemental oxygen to travel by air. The lack of assistance which passengers receive at the airport remains a crucial barrier to travel. The majority of airlines offer oxygen on board the aircraft (often at a prohibitively high cost), but hardly any European

“During the flight I noticed that the staff was not used to dealing with a passenger with oxygen needs. Sometimes they looked frightened, sometimes they look bored, like “Oh not again!”.

Luisa, Portugal

airport provides these passengers with medical assistance on the ground. Large inconsistencies in airline oxygen policies and airport assistance also persist, coupled with a lack of education on the issue for airline and airport staff (airline crew/subcontractors, security subcontractors and airport ground staff). Added to these issues is the additional cost incurred by passengers who have to travel with oxygen therapy. All of these result in continued and unacceptable inequalities for passengers who need oxygen support, and act as barriers to their travel.

As EFA President, I am delighted to provide a forward for the updated version of this booklet, and to join with our partners, members, and patients in a European-wide call to change the existing oxygen policies of many European commercial airlines and to advocate for a revision of Regulation (EC) No 1107/2006. We also call for policymakers to improve the situation for patients with chronic respiratory diseases. EFA believes that all chronic disease patients should have the right to travel freely, and it is an issue we will continue to campaign on.

EFA wishes to thank all the patients involved, for their willingness to share their personal experiences with us. In providing their testimonials they allow us to bring the current situation to the attention of the relevant stakeholders, including policymakers, airline and airport representatives. Their bravery in the face of such challenges inspires all of us to continue to advocate on this issue. We would also like to thank our sustainable funding partners, their support has enabled the publication of this booklet and the continuation of this campaign.

Foreword by Dan Smyth, Chair ELF



The European Lung Foundation (ELF) believes that patients requiring oxygen should be able to travel freely and easily across Europe and around the world. Air travel is a normal part of many people's lives – for business and for pleasure – and this should not be prohibitively complicated or expensive for individuals requiring oxygen.

As ELF Chair, I am delighted to have been asked to contribute to the foreword of this updated EFA publication and to support the work that they have been doing to improve travel for COPD patients. The work being done by EFA strengthens the findings of the ELF Air Travel database¹. This is a part of the ELF website where the oxygen policies of each individual airline are explained.

Since the launch of this resource 10 years ago, we have heard from many people with severe COPD, restrictive and interstitial lung diseases, bronchiectasis, cystic fibrosis and severe asthma, who wish to live active and independent lives that involve travel, and who find it frustrating and difficult to arrange oxygen to enable them to travel safely and confidently. The most common questions that have been sent to ELF from these individuals are about the ability to travel when on oxygen: airline policies and costs, which oxygen concentrators are permissible, purchasing concentrators to travel with and refilling concentrators at the airport. These stories and examples, and many more, can be found within this booklet.

ELF hopes that this booklet will continue to raise awareness of the difficulties faced by people with lung disease when travelling with oxygen. People requiring oxygen should be informed of how they can travel by air, and what arrangements are needed. A uniform policy for airlines and airports across Europe is needed, with agreement and clear details on which concentrators will be accepted for travel.

We congratulate EFA on this valuable resource and their ongoing efforts to make policy makers address the difficulties of air travel experienced by many people with lung and other long term medical conditions.

¹ www.europeanlung.org/en/lung-disease-and-information/air-travel/



Introduction

Oxygen therapy is a medical treatment prescribed to people living with chronic respiratory conditions such as Chronic Obstructive Pulmonary Disease (COPD). COPD results in a low level of oxygen in the bloodstream, mainly caused by lower and obstructed pulmonary capacity. The use of oxygen can be essential for those patients so that they are able to function, while others may only make use of it in case of an emergency, or in order to remain active.

In this publication, the European Federation of Allergy and Airways Diseases Patients' Associations (EFA) updates the current situation of people that need oxygen therapy to travel by air². People living with chronic respiratory diseases are confronted with numerous obstacles which can hinder and in some cases prevent their freedom of movement. This is as a result of confusing rules and divergent policies governing the use of medical oxygen in airports and on planes. Some airlines are overcharging for oxygen services, resulting in exploitation of patient conditions.

As an association representing people with respiratory diseases, EFA strongly believes oxygen should be available **at all times** and **free of charge**, while travelling on aircraft and at arrival and departure airports.

This is not the first instance in which free oxygen has been demanded for patients with chronic respiratory diseases. In 2012 the European Parliament Transport Committee approved an own-initiative report (OIR) on "The Rights of Europeans travelling by Air". The report sought to require the provision of free oxygen by all airlines in Europe. The fact that this report was approved by a majority (41 for, 1 against with 4 abstentions) demonstrates the clear political will to support this action at European level. Unfortunately, these demands were not taken into account in the European Commission's agenda, which is why EFA continues to campaign for easy and reasonable air travel with oxygen.

² This publication is the updated version of the 2013 "Enabling Air Travel With Oxygen in Europe – An EFA Booklet for Patients with Chronic Respiratory Disease".

Objectives

EFA aims to foster a policy change that modifies general practice within airlines and airports for passengers travelling with oxygen in Europe. More specifically, this publication will serve:

- 1 To guide oxygen-dependent passengers in managing their travel with oxygen therapy in Europe, detailing the steps they need to take and informing them about the norms regulating on-board oxygen use.**
- 2 To showcase the diversity of airline's own policies³, outlining the existing practices on oxygen service among European airlines.**
- 3 To flag the limitations in oxygen service which result from the gap in responsibility between airports and airlines.**

³ Airline-own specific rules and conduct when it comes to oxygen service provision to oxygen-dependent passengers.



Practical advice for people travelling with medical oxygen

More than 3.5 million people need medical oxygen in Europe and many are advised by their treating physicians to travel to regions with temperate climates to ease the symptoms of their disease. The current EU regulations allows air travel with medical oxygen equipment but there is no single policy, procedure and cost applied to the use of oxygen on-board. The following sections will guide oxygen-dependent passengers on the necessary steps they need to take to travel with oxygen; from booking to arrival.

Before travelling: make the necessary arrangements

Special assistance request (Medical Form) and Pre-notification

The majority of European commercial airlines request a medical form. Medical forms inform airlines about the special requirements necessary to accept passengers to fly.⁴ Since the need for additional oxygen or use of medical equipment on board is considered a condition that requires medical clearance before the flight, passengers requiring oxygen need to provide a filled in copy of the medical form signed by their physician. The assessment of this form is done in compliance with internationally accepted criteria from the World Health Organisation (WHO).⁵

If the airline operator allows passengers to carry a Portable Oxygen Concentrator (POC) or order oxygen service on-board, passengers need to pre-order. This needs to be done at least 48 hours prior to departure to ensure approval for its use is received. To pre-order you need to complete the medical form well in advance and send it to the dedicated contact point. The form can be sent via e-mail or fax.

To avoid confusion regarding the oxygen system the passenger will bring, travellers need to provide⁵ correct and clear information on the type of medical equipment they will be using.

⁴ The International Air Transport Association (IATA) has developed a general medical form, called MEDIF Form: <https://www.iata.org/publications/Documents/medical-manual.pdf>

⁵ <http://www.who.int/ith/ITH2009Chapter2.pdf>

Medical equipment for oxygen allowed while flying

Some European commercial airlines restrict the number of people per flight who need on-board oxygen service. Therefore it is recommended that travellers book their flights as early as possible and that they contact the airline immediately in order to start the approval process.

Portable Oxygen Bottle (POB)

A Portable Oxygen Concentrator (POC) is an electronic device that concentrates the oxygen already present in the air to deliver it at 90%-95% purity. The concentration process is possible thanks to a filter system that separates the oxygen from the nitrogen. These machines do not store oxygen supply and are powered by Lithium-ion batteries or electricity. POCs are very similar to home concentrators, but smaller, lighter and easier to carry.

The majority of airlines refuse to transport POBs filled by passengers themselves, either in cabin or cargo hold. This is because the improper transport of either liquid or compressed oxygen can present significant safety risks resulting in operators being liable for large civil penalties.

Passengers relying on the use of a POB need to ask the airline to provide medical oxygen. Nevertheless, they are authorised to take an empty oxygen bottle as luggage, which may be useful at the arrival destination.

Portable Oxygen Concentrator (POC)

A Portable Oxygen Concentrator (POC) is an electronic device that concentrates the oxygen already present in the air to deliver it at 90%-95% purity. The concentration process is possible thanks to a filter system that separates the oxygen from the nitrogen. These machines do not store oxygen supply and are powered by Lithium-ion batteries or electricity. POCs are very similar to home portable concentrators, but smaller, lighter and easier to carry.

A large number of airlines already allow passengers to bring their POCs on-board with no additional charges as long as they appear in the Federal Aviation Authority's (**FAA**) list of approved POCs. Passengers travelling with an approved POC need to have the name and model of the device at hand. It is recommended that passengers carry with them POC certificates. They can be found at the FAA's website "Airborne Equipment Certificate" for POC devices.



The majority of airlines state on their websites whether or not passengers can use a POC on-board, the types and policies they apply. Some airlines do not disclose this information online, so travellers may need to call the airline medical services departments/dedicated contact points to confirm if they can carry a POC and how. For example, the majority of European commercial airlines do not allow the use of electricity on-board so passengers have to carry their own batteries. Given that some restrictions might apply to the carry-on battery supply, it is advisable to check with the airline beforehand.

If a POC is not sufficient for the time travel, passengers will need to request that the airline provide medical oxygen.

Federal Aviation Authority's (FAA) list of approved POCs

AirSep Focus
AirSep FreeStyle
AirSep Freestyle 5
AirSep LifeStyle
Delphi RS-00400 / Oxus RS-00400
DeVilbiss Healthcare iGo
Inogen One (PDF)
nogen One G2
Inogen One G3
Inova Labs LifeChoice Activox
International Biophysics LifeChoice / Inova Labs LifeChoice
Invacare Solo 2
Invacare XPO2
Oxylife Independence Oxygen Concentrator
Precision Medical EasyPulse
Respironics EverGo
Respironics SimplyGo
SeQual eQuinox / Oxywell (model 4000)
Sequal Eclipse
SeQual SAROS
VBox Trooper

While travelling: steps from departure to arrival

An airline does not necessarily have control over airport procedures between check-in and boarding, so it is the passenger's responsibility to arrange their oxygen needs. Given that airports have different policies and services regarding medical oxygen, passengers might wish to contact the departure and arrival airports directly to confirm their procedures for taking oxygen containers through customs, security and onto the plane. This first step can help to reduce the stress of the journey.

Departure hall

If a passenger has ordered on-board medical oxygen, the airline checking-in counter will be informed. The ground airline staff (or subcontractor of the airline) at the checking-in counter will receive a pre-notification from the airline medical department that a passenger is fit to fly, based on the medical form submitted 48 hours prior to departure at the latest. Passengers are advised to bring a copy of their signed medical form together with their flight ticket in case ground personnel has questions.



If a passenger has requested assistance to move around the airport with a POC, the special service counter will be informed. The airport special service staff (or airport subcontractor) will be pre-notified of the passenger needs and will transport them in a wheel-chair to the gate together with their POC free of charge.

Passengers requiring oxygen service at the airport should ask their airline or travel agent about special arrangements available at the airport and any rules that may apply both at the airport of departure and airport of destination. This service needs to be addressed by the passengers and the airline, and is not the responsibility of the airport.

Departure gates

Passengers need to go through the security check to access the departure gates. Given that security staff are completely independent from airline and airport staff, it is important for passengers to carry a copy of their signed medical form. This ensures that security staff understand they are pre-notified and that the airline has agreed to their transportation with POC or pre-ordered medical oxygen.





No airline, airport or subcontractor staff is allowed to ask passengers to switch off their POC and stop medical oxygen delivery at any stage. If this happens, passengers should inform the security staff that there is no regulation that requests this.

On-board



The on-board crew will receive a pre-notification of the passengers carrying a POC or needing medical oxygen. Some airlines require passengers to pay for the costs of bringing medical oxygen on-board by dedicated staff. Given that the prices for this service vary enormously from airline to airline, it is recommended that passengers check the airlines' prices before booking the flight.

It is of special importance for passengers to have a copy of their signed medical form at hand during the flight to be able to respond to any question that on-board crew might have.

Nobody is allowed to ask passengers to switch off their POC or stop medical oxygen delivery during take-off and landing.

Arrival

The way from the plane to the arrival airport hall works in the same way than the way to the plane with the exception that passengers do not need to go through security checks again, just maybe through a pass control.



Oxygen bottles can be refilled at some airports, either at the medical centre or at an airport pharmacy. However, most airports still do not offer this service. Therefore it is recommended that patients needing oxygen upon arrival make arrangements to receive a spare bottled oxygen from their oxygen provider, a family member or friend.

European Airlines Oxygen Policies

This information was collected in the summer of 2015 and reflects the airline policies at that time. Any inaccuracies in the information presented here result from insufficient or very difficult to locate public information available on the airline's website. Should any airlines feel that their policy is inaccurately displayed, we welcome their input as this booklet aims to accurately present the current situation.⁶

This is not an exhaustive list of airlines. If you are planning to travel with an airline not listed in the booklet we recommend contacting them to ask about their airline policy before you book your travel. If you have already booked travel with an airline not listed here we advise that you contact them as soon as possible to find out about their policy.

The vast majority of the information is included as found on each airline's individual website and after contacting the different dedicated point of contacts. European airlines have different approaches to providing customer service for oxygen-dependent passengers needing oxygen. For many of the airlines, different points of contact are available to passengers depending upon their point of departure.

⁶ Please contact us by sending an email to projects@efanet.org or by calling to the EFA Head Office in Brussels, Belgium: +32 (0)2 227 27 13.



Aegean Airlines⁷

► **Procedure to request oxygen service or transport of medical equipment:**

After booking, the passenger will be provided with the necessary forms that need to be completed prior to the flight. A treating physician will be required to fill out a number of forms to certify that a passenger is fit to fly. For precise guidelines on implementing the specified procedure, passengers should contact the reservations department.

► **The airline's oxygen service:**

Aegean airlines does not provide oxygen on board of their aircraft.

► **Can you bring your POB?**

Aegean Airlines will allow passengers to take their own oxygen on board. Since the oxygen cylinder that will be used has to be suitable for use on aircraft, it must be accompanied by the corresponding documentation certifying its suitability for use during the journey.

► **Does the airline allow use of POCs on-board?**

Passengers are allowed to transport and use POCs in the cabin, in compliance with their baggage allowance policy.

► **Point of Contact**

Reservation Department

Phone: +30 210 626 1000

E-mail: contact@ageanair.com

⁷ <http://en.aegeanair.com/travel-information/special-assistance/traveling-with-people-with-special-needs/>



► **Procedure to request oxygen service or transport of medical equipment:**

Medical clearance is required for all guests requesting oxygen, including asthmatic guests who require oxygen or whose condition has deteriorated in the previous 48hrs. Passengers are advised to carry the form with them, rather than in checked baggage. If a passenger brings medical equipment, all device specifications need to be included in the completed medical form. Passengers should contact Aer Lingus Special Assistance Department for more details.

► **The airline's oxygen service:**

Oxygen therapy on an Aer Lingus flight is on a request basis only and only one request can be accommodated per flight. Aer Lingus provides 2/4 lpm continuously or 2/4 lpm intermittently. A fee of €100/£90/\$140 will be charged per flight and is payable at the time of booking.

Flights operated by their 757 aircraft can only accommodate 2l. A request for 4 litres continuously/intermittently cannot be accepted on flights between Dublin and San Francisco, Athens, Bucharest, Bourgas or any of the Canary Islands due to the duration of the flight and aircraft type.

Oxygen can't be supplied in the Business Class cabin of their transatlantic A330/332/B757 aircraft. These aircrafts are frequently, but not exclusively, used for flights between Ireland and North America. Oxygen can be supplied in the economy cabin of this aircraft.

► **Can you bring your POB?**

Passengers cannot bring their own oxygen on board or as checked baggage.

► **Does the airline allow use of POCs on-board?**

Aer Lingus permits the use of FAA-approved POCs. A list of brand name POCs allowed on the plane is available and can be obtained by contacting the Aer Lingus Special Assistance. Aer Lingus does not provide any on-board power sources for assistive devices. The customer is responsible for providing batteries with enough life to support the trip they are on. Guided by FAA battery requirements an assistive device user must have 150% of their actual flight time in battery time, regardless of how long the user may choose to use the device or if it is solely intended as a carry-on item.

► **Point of Contact**

Special Assistance Department

Phone: +353 186 8333

E-mail: specialassistance@aerlingus.com

► **Restrictions?**

Only one request can be accommodated per flight.

⁸ <https://new.aerlingus.com/travel-information/special-assistance/medical-conditions/>



► **Procedure to request oxygen service or transport of medical equipment:**

For passengers who need to use a cylinder with gaseous oxygen (air) during the flight for medical reasons, prior arrangement should be made 72 hours in advance¹⁰. Such passengers will have to be accompanied by medical staff.

A valid certification of an oxygen container, including its number and expiry date needs to be presented at the check-in counter as well.

► **The airline's oxygen service:**

Aeroflot can only provide oxygen service with an oxygen mask on board of the plane.

► **Can you bring your POB?**

Passengers with disabilities may carry a personal oxygen cylinder if needed, in addition to the free cabin baggage allowance. The maximum weight is 5kg per oxygen container. If the passenger wishes to carry more than one container, it is subjected to AeroFlot approval.

► **Does the airline allow use of POCs on-board?**

Passengers who wish to transport a POC need to present a written statement from the attending physician, which states that the passenger requires in-flight oxygen service and that the passenger is fit to fly. This letter has to be presented at the check in counter at the airport. In order for passengers to get confirmation that their POC can be used on board of an AeroFlot aircraft, they need to provide the technical characteristics of the device (e.g. power, size, type of batteries, name, model number) to the AeroFlot call centre.

Please note that passengers can only carry two spare batteries, which need to be individually protected to prevent short circuits, and may not exceed 160Wh. In order to connect the POC to the power outlet (110 or 240V), it is recommended to book an "economy" class seat (in the last or penultimate row - left side). For business class there are no restrictions. Power outlets can be used on the BOEING 777 aircraft, but requires an adapter with 220 VAS 50HZ European Voltage.

► **Point of Contact**

AeroFlot Sales Department

Phone: +7 495 223 5555; 8 800 444 5555

E-mail: callcenter@aeroflot.ru

⁹ http://www.aeroflot.ru/cms/en/before_and_after_fly/disabled

https://www.aeroflot.ru/cms/en/before_and_after_fly/safety

¹⁰ AeroFlot recommends passengers to make prior arrangements 72 hours in advance, even though Regulation (EC) No 1107/2006 only requests prior notice of 48 hours.

AirBaltic¹¹

► Procedure to request oxygen service or transport of medical equipment:

Special assistance can be requested with advance notice of 48 hours to the AirBaltic reservation office. A Medical Information Form filled in by a passenger's physician, which verifies the need for oxygen and the rate of flow per minute required, must be submitted.

► The airline's oxygen service:

AirBaltic provides supplemental oxygen on all their flights. With the help of the cabin crew passengers can connect the oxygen bottles. The oxygen provided by AirBaltic is free of charge. This supply is separate from the in-built emergency supply.

The passenger requiring oxygen needs to be *accompanied by qualified medical staff* in all time.

► Can you bring your POB?

Not specified.

► Does the airline allow use of POCs on-board?

If passengers wish to bring a POC on the flight, they need to receive clearance from AirBaltic, before carrying the device on board of the aircraft. Passengers must inform the reservation office of the exact model and specification regarding the type of batteries powering the device. Clearance can be given for no more than two batteries in a passenger's carry-on baggage.

Because AirBaltic cannot ensure an inflight power supply, the device must be self-powered with fully charged batteries. Medical devices must adhere to AirBaltic carry-on baggage dimension requirements (55x40x20 cm).

► Point of Contact

The AirBaltic reservation office

Phone: +7 495 969 2248; +371 670 316 16

E-mail: reservations@airbaltic.lv

► At the airport?

The supply will only be available on board the aircraft, so passengers have to make their own arrangements if they need oxygen while at the airport or during a transfer.

► Restrictions?

In most cases, passengers can use authorized medical devices during the flight, the exceptions being during take-off and landing.

¹¹ <https://www.airbaltic.com/en/passengers-with-special-medical-requirements>



► **Procedure to request oxygen service or transport of medical equipment:**

Oxygen service and the use of respiratory devices has to be requested during booking, or no less than 48 hours prior to departure. This service may not be available when departing from certain airports or on certain flights, passengers can find out if this is the case during booking.

Passengers who need oxygen therapy only need to deliver medical clearance when the oxygen therapy is needed at a rate >2 lpm. Otherwise they will be asked to provide a medical certificate. If needed another type of equipment than the Wenoll WS120 may be offered.

► **The airline's oxygen service:**

Air France can provide therapeutic oxygen on board, at a fee of €300 per long-haul flight and a charge of €200 per continental flight. For flights with connections, the ticket is priced in addition, leg per leg.

In most cases, passengers are offered a kit (Wenoll WS120) that has been specially designed for air travel. This system functions "on demand" (rather than providing "continuous" oxygen). The system is extremely compact, with 600 litres of oxygen, enabling passengers to travel safely on long-haul flights. These kits can only be used on board the aircraft.

► **Can you bring your POB?**

Crutches, walking sticks, walkers, oxygen bottles, syringes, concentrators and ventilators are allowed in the cabin, following clearance at check-in.

► **Does the airline allow use of POCs on-board?**

Air France recommends the use of personal respiratory devices, such as an "oxygen concentrator respiratory device." These devices can be used throughout the entire flight. However, Air France aircrafts are not equipped with power outlets that enable passengers to plug in their respiratory devices on board. Therefore, they recommend that passengers verify their device's ability to power itself, and, if needed, come prepared with additional batteries. The number of lithium batteries authorised on board is limited; please seek more information during booking.

12 http://www.airfrance.be/BE/en/common/guidevoyageur/assistance/pmr_insuffisance_respiratoire.htm
<http://www.airfrance.be/BE/en/common/faq/During-your-flight-Passenger-assistance/What-medical-equipment-is-allowed-in-the-cabin.htm>
http://www.airfrance.be/BE/en/common/guidevoyageur/assistance/pmr_accord_medical.htm

Below is a list of approved oxygen concentrator respiratory devices.

- AirSep FreeStyle,
- AirSep Focus
- Delphi RS-00400
- Inogen One
- Inogen One G3
- Inova Labs LifeChoice Activox
- Invacare Solo2
- Oxus RS-00400
- Respirationics EverGo
- SeQual Eclipse
- SeQual Oxywell Oxygen System (model 4000)
- VBOX Trooper Portable Oxygen Concentrator units
- AirSep LifeStyle,
- AirSep FreeStyle 5
- DeVilbiss Healthcare iGo
- Inogen One G2
- Inova Labs LifeChoice
- Invacare XPO2
- Oxlife Independence Oxygen Concentrator
- Precision Medical EasyPulse
- Respirationics SimplyGo
- SeQual eQuinox Oxygen System (model 4000)
- SeQual SAROS
- International Biophysics LifeChoice

These devices can be used throughout the entire flight. Concentrators and ventilators must respect the authorized size of cabin baggage, which is 115 cm/21 X 13 X 9 in (height + length + width).

► Point of Contact

The Saphir assistance service was developed to facilitate travel for passengers with reduced mobility. The below link features contact information of the Saphir assistance service in different countries.

https://www.airfrance.fr/BR/en/common/transverse/footer/contact_saphir.htm



► **Procedure to request oxygen service or transport of medical equipment:**

Passengers suffering from certain medical conditions are required to obtain a certificate allowing them to fly, available from Air Malta's medical physician.

If oxygen is to be requested, a medical form must be sent to air Malta medical help desk for a physician to determine whether or not a passenger is fit to fly. The completed form (signed and sent by a treating physician) needs to be sent from 2 weeks up to 2 days prior to flight departure. Air Malta would suggest that passengers advise them at least 4-5 days prior to the flight departure.

► **The airline's oxygen service:**

Air Malta offers only oxygen at 2 or 4 lpm for continuous or intermittent administration. The costs of providing extra oxygen is €115 per sector and must be paid in advance. Air Malta recommends that passengers contact their health insurance or private health care provider about the possibility of having these costs refunded.

► **Can you bring your POB?**

Air Malta does not allow passengers to take their own oxygen on board their aircraft.

► **Does the airline allow use of POCs on-board?**

The transport of POCs is allowed on Air Malta flights, subject to approval from the airline's security department. Air Malta Medical Helpdesk require passengers to forward the brand and model of their POC to the concerned departments for approval. Certain POCs can be used on their flights, however this requires a completed in MEDIF form that needs to be forwarded to their Medical Helpdesk from two weeks up to 24 hrs prior to flight departure.

► **Point of Contact**

The Medical Help Desk

Phone: +356 22999296; +356 216 622 11

E-Mail: medical.airmalta@centrecom.eu

Fax: +356 212 514 73

¹³ <http://www.airmalta.com/information/customer-support/special-assistance/passengers-with-medical-needs>
<http://www.airmalta.com/information/baggage/special-baggage>; <http://www.airmalta.com/information/baggage/baggage-restrictions>



► **Procedure to request oxygen service or transport of medical equipment:**

To request appropriate assistance, passengers requiring oxygen have to call the local Customer Relations Office at least 48 hours before departure. If they need a physician's permission for air travel, they have to ask their treating physician to complete the medical information form (MEDIF) not more than seven days before the travel date. The MEDIF Form must be sent to the Call Centre during booking stage and submitted to the Alitalia medical department at least 72 hours prior to departure (not including Saturdays and public holidays)¹⁵.

Passengers who suffer from chronic diseases or have physical disabilities may also show a FREMEC (Frequent Traveller Medical Card), however the provision of oxygen is not covered by this card.

For oxygen service: the medical information form (MEDIF) needs to be completed by the treating physician and sent together with Form A «Information for customers requiring special assistance» signed by the passenger.

► **The airline's oxygen service:**

Alitalia can only provide oxygen to one passenger per flight so availability may be restricted. Contact Alitalia to check whether it is available on the aircraft. Alitalia standard continuous flow is 4 lpm.

► **Can you bring your POB?**

Not specified.

► **Does the airline allow use of POCs on-board?**

The use of oxygen equipment on board needs to be requested in advance. Portable medical devices include all small electrical/electronic equipment, powered by battery and used for medical diagnosis, treatment and monitoring passengers' health. Passengers are advised to inform Alitalia if they need to carry a device of this type with them. For safety reasons, these devices require prior authorization, from time to time, by the Alitalia Medicine and Aeronautical Engineering Department.

¹⁴ http://www.alitalia.com/it_en/Informazioni-Supporto/organizza-il-tuo-viaggio/index.html; http://www.alitalia.com/it_en/Informazioni-Supporto/in-volo/index.html

¹⁵ Alitalia recommends passengers to make prior arrangements 72 hours in advance, even though Regulation (EC) No 1107/2006 only requests prior notice of 48 hours.

http://www.alitalia.com/it_en/Informazioni-Supporto/organizza-il-tuo-viaggio/index.html; http://www.alitalia.com/it_en/Informazioni-Supporto/in-volo/index.html



► **Point of Contact**

Customer Center

Phone: +39 06 65640; +32 255 111 22

Please check the following link, for the local customer relation services: https://www.alitalia.com/en_it/fly-alitalia/organize-your-trip/special-assistance.html

► **At the airport?**

Alitalia cannot provide oxygen on the ground at any airports.

► **Restrictions?**

They can only provide oxygen to one passenger per flight so availability may be restricted.

Austrian Airlines¹⁶

► **Procedure to request oxygen service or transport of medical equipment:**

Passengers are asked to notify their booking office, at least 48 hours before flying, if they intend to take oxygen or medical equipment on the aircraft with them, so the airline can accommodate necessary requirements.

Passengers need to request medical clearance from the flight physician in charge. The forms that need to be completed are: the special assistance form (which gives more information about the needs of the passenger) and the MEDIF form part 1 and part 2 must be completed by the passenger's attending physician.

► **The airline's oxygen service:**

When medical devices/equipment needs to be provided by Austrian Airlines, relevant fees apply. Oxygen for medical purposes is charged at €350 per flight.

► **Can you bring your POB?**

Personal gaseous oxygen equipment (up to 5 kg) may be transported in the cabin or cargo, as long as it is required for medical reasons, the oxygen is not in liquid form, and it is not used on board the aircraft.

► **Does the airline allow use of POCs on-board?**

Austrian Airlines allow passengers to bring and use the following POCs on board, if they notify the Special Cases Desk:

- *LifeStyle & FreeStyle AIRSEP Corporation* (LifeStyle; FreeStyle; FreeStyle5; Focus (AS078),
- *Delphi Medical Systems* (Delphi RS-00400),
- *Eclipse & SAROS Sequel Technologies, Inogen Inc.* (Inogen One; Inogen One G2; Inogen One G3),
- *Invacare Corporation* (Invacare XP02; SOLO2),
- *Respironics Inc.* (Evergo, Simply Go),
- *iGO De Vilbiss Healthcare, Inova Labs. Inc.* (Life Choice, LifeChoice Activox),
- *Oxlife LLC* (Oxlife Independence Oxygen Concentrator),
- *Oxus RS-00400* and *Easy Pulse Precision Medicale*.

¹⁶ http://www.austrian.com/Info/FAQ/Medical%20questions.aspx?sc_lang=en&cc=AT; http://www.austrian.com/Info/Flying/MedicalInformation.aspx?sc_lang=en&cc=AT
http://www.austrian.com/Info/Flying/Baggage.aspx?sc_lang=en&cc=AT



The name of the POC, number of the model, certificate of the manufacturer, the name of the manufacturer and the website needs to be send to Austrian airlines, so that they can clarify whether the use of the POC on board is possible.

Passengers must take (non-spillable) battery power for 150% of the max. flight duration. Approval from the special cases desk must be granted. Storage of the device on board must be in compliance with the Austrian Airlines group safety regulations (max 8kg, 55x40x23cm). Usage of the electrical power outlets of the aircraft is not allowed in any circumstances.

► **Point of Contact**

Special Cases Desk

Phone: +43 517 665 1043; +43 517 661 061

E-mail: specialcases@austrian.com

British Airways¹⁷

► **Procedure to request oxygen service or transport of medical equipment:**

Oxygen Service must be requested at least 48 hours in advance of travel. Oxygen can be provided only to one passenger per flight, as a result if a passenger needs to use oxygen on board it must be booked well in advance.

The medical information form needs to be completed by the passenger and the treating physician before British Airways can clear the passenger to travel. This is necessary so that British Airways can ascertain fitness to fly, and take appropriate actions to arrange oxygen provision on the flight.

Passengers will need to complete part one of British Airways' MEDIF form and ask their physician to complete part two. Once the form has been sent to their Passenger Medical Clearance Unit (PMCU) the airline will be able to consider the request and inform a passenger whether he/she is fit to fly.

► **The airline's oxygen service:**

British Airways provides oxygen in flight for medical reasons for no additional charges on both international flights and those within continental Europe. The rate of oxygen provided is either 2 or 4 lpm. To request oxygen on-board passengers need to call the local British Airways Office.

► **Does the airline allow use of POCs on-board?**

British Airways also allow FAA approved POCs on board their aircraft. The POC is included in passengers' cabin baggage allowance. In order to accommodate this, passengers need to inform when booking the flight.

► **Point of Contact**

Personal Medical Clearance Unit

Phone: +44 20 8738 5444; 0844 493 0787

E-mail: pmcu.pmcu@ba.com

Fax: +44 (0) 20 8738 9644

► **At the airport?**

British Airways cannot provide oxygen on the ground at any airports.

► **Restrictions?**

British Airways can only provide oxygen to one passenger per flight so availability may be restricted.

¹⁷ <http://www.britishairways.com/en-be/information/special-assistance/medical-conditions>



Brussels Airlines¹⁸

► **Procedure to request oxygen service or transport of medical equipment:**

Use of oxygen service: Passengers requiring oxygen on board have to contact the medical assistance co-ordination service and provide a filled in copy of the medical form, by a treating physician, of the medical clearance form at least 72 hours before departure.¹⁹

Use of POC: The device needs to be approved by the Medical Assistance Co-ordination Service, after the airline is pre-notified at least 48 hours before departure, so Brussels Airlines can accommodate necessary requirements. A treating physician needs to complete the POC Form, which can be found on the Brussels Airlines' website.

► **The airline's oxygen service:**

Brussels Airlines can supply extra oxygen on board (up to 5 lpm). Extra costs for this service need to be paid at least 24h in advance, and a surcharge will apply per bottle (€175/ shorthaul flights; €350/ longhaul flights).

► **Can you bring your POB?**

Brussels Airlines will not allow passenger's own oxygen on board the aircraft. Passengers own oxygen bottles may only be transported empty in the cargo hold for safety reasons.

► **Does the airline allow use of POCs on-board?**

Passengers can use their own (FAA-approved) POC when it is powered by non-spillable batteries. The passenger needs to bring battery power for 150% of the maximum flight duration and the batteries need to be transported in line with IATA dangerous goods regulation.

► **Point of Contact**

Medical Assistance Co-ordination Service:

Phone: +32 2 723 3705; +32 2 723 2345

E-mail: meda@brusselsairlines.com

Fax: +32 2 723 3705

► **At the airport?**

When oxygen is also required at airports (before boarding, connecting time and upon arrival), the passenger is responsible to make those arrangements separately.

¹⁸ <http://www.brusselsairlines.com/en-be/practical-information/travel-info/before-the-flight/special-assistance/at-the-airport/categories-of-passengers-needing-special-assistance/default.aspx#healthproblems>

<http://www.brusselsairlines.com/en-be/practical-information/travel-info/before-the-flight/special-assistance/before-the-flight/default.aspx>

¹⁹ Brussels Airlines recommends passengers to make prior arrangements for oxygen service 72 hours in advance, even though the Regulation (EC) No 1107/2006 only requests prior notice of 48 hours.

Bulgaria Air²⁰

► **Procedure to request oxygen service or transport of medical equipment:**

All passengers suffering from serious chronic conditions are required to submit a written authorization from a physician, concerning the fitness of the passenger to travel by air. In some cases written notice by the passenger about releasing the airline from liability, related with changes of the passenger's medical status caused by the air transport is required.

► **The airline's oxygen service:**

Occasionally, additional oxygen may be carried on the aircraft if special arrangements are made to allow such passengers to travel.

► **Can you bring your POB?**

Occasionally, additional oxygen may be carried on the aircraft if special arrangements are made to allow such passengers to travel

► **Does the airline allow use of POCs on-board?**

Bulgaria Air allows passengers to transport a portable oxygen concentrator.

► **Point of Contact**

Call Centre; Head Office

Phone: +359 02 402 04 00; +359 02 984 02 03

E-mail: callFB@air.bg

► **At the airport?**

Should the passenger require assistance for moving within the airport, it is provided by the aviation company at no charge.

► **Restrictions**

Bulgaria Air has listed several "categories of passengers" that will not be accepted for carriage on a Bulgaria Air aircraft, this includes passengers who have a respiratory disease sufficient to cause dyspnoea at rest or on very mild exertion. They do allow the carriage of additional oxygen on the aircraft occasionally, if special arrangements are made.

²⁰ <https://www.air.bg/en/special-assistance>



► **Procedure to request oxygen service or transport of medical equipment:**

People who require oxygen service on-board:

A signed (by the accompanying person) "statement on the transport of patient needing medical oxygenation during the flight" is mandatory, together with the incapacitated passenger advice (INCAD) form, as well as a medical clearance form.

People who require the use of a POC:

The passenger needs to complete a POC and Incapacitated Passenger Advice (INCAD) Form and send them to „Poliklinika Zagreb“ for approval and verification.

Forms have to be completed by the treating physician and sent to „Poliklinika Zagreb“ for approval and verification.

Afterwards, the forms must be submitted when purchasing the ticket and one copy shall be attached to the passenger ticket, because it must be submitted again during check in.

Request special assistance preferably 72 hours prior to departure and no later than 24 hours before departure.

► **The airline's oxygen service:**

A passenger who requires medical oxygen during the flight is obliged to travel with an accompanying person who has been trained to handle the oxygen bottle. Each carrier provides its own bottles for its own flight, at a cost of €60 per flight. A (trained) accompanying person is obligatory, the person accompanying the passenger has to be trained to handle the oxygen bottle and he/she has to sign "Statement on the Transport of Patient Needing Medical Oxygenation during the Flight".

► **Can you bring your POB?**

Passengers are not allowed to do so on Croatia Airlines flights.

► **Does the airline allow use of POCs on-board?**

Croatia Airlines allows the use of POCs on their flights, after receiving medical and technical clearance from Croatia Airlines. A treating physician has to verify the passenger's medical needs to use this device on Board. Furthermore, the equipment has to be FAA-approved.

► **Point of Contact**

Contact Centre

Phone: +385 1 66 76 555

E-mail: contact@croatiaairlines.hr

„Poliklinika Zagreb“ Phone +385 1 3832 353, fax. +385 1 3832 040

E-mail flyonline@croatiaairlines.hr.

21 <http://www.croatiaairlines.com/Travel-info/Special-passenger-categories/Disabled-persons>

Czech Airlines²²

► Procedure to request oxygen service or transport of medical equipment:

A medical certificate may be required, oxygen has to be ordered when making a booking or reserved at least 48 hours before the flight, by contacting the nearest Czech Airlines Distribution Points or via their Call Centre.

► The airline's oxygen service:

They will provide oxygen service on flights operated by an ATR 42, A319 and A320 aircraft at an additional charge of €80 per flight/container, with the capacity of 2-2,5 hours, at a flow rate of 2 lpm.

► Can you bring your POB?

Czech Airlines does not allow passengers to take their own oxygen on board their aircraft.

► Does the airline allow use of POCs on-board?

As regards electronic devices without connectivity, which includes items such as DVD players, electronic games, and music players, personal cameras. Only small, handheld devices may be used during taxi, take-off and landing. Larger devices must be switched off and stowed away safely during take-off and landing.

At this moment there is no procedure in place for the carriage of POCs. All requests for carriage of medical equipment are made on a case by case basis. Passengers should send an email to the dedicated Point of Contact with the request to carry a POC, detailing the technical characteristics of the device.

► Point of Contact

Nearest Czech Airlines Distribution Points or via their Call Centre

Phone: +420 239 007 007

E-mail: call.centre@csa.cz

► Restrictions?²³

- In exceptional cases Czech Airlines may refuse the carriage of such passenger or/and his/her medical equipment due to safety reasons (provided type of aircraft, its entry/exit door, technical equipment or narrow space aboard does not allow sufficiently safe transportation).
- Czech Airlines may also require a passenger with reduced mobility to be accompanied by another person due to safety requirements of emergency procedures.

²² http://www.csa.cz/en/portal/info-and-services/travel-information/doplňkove_sluzby/kyslik.htm

²³ http://www.csa.cz/en/portal/info-and-services/Cestovani_bez_barier.htm



► **Procedure to request oxygen service or transport of medical equipment:**

Passengers will need a medical certificate confirming oxygen cylinders the passenger wishes to use/transport are required for medical reasons and that they are fit to fly.

► **The airline's oxygen service:**

With the exception of emergency situations EasyJet does not provide oxygen service during the flight.

► **Can you bring your POB?**

Small compressed air or oxygen cylinders are permitted in hand baggage for personal medical use only. They must not exceed 0.5 metres in length, with a maximum diameter of 250 mm.

Passengers are permitted to carry a maximum of 2 cylinders and they must be placed in the overhead locker or under the seat and are requested to tell the cabin crew when they are boarding.

Chemical oxygen generators are not permitted.

► **Does the airline allow use of POCs on-board?**

Oxygen concentrators (either mains or battery powered) are permitted on board and medical certification is not required. Batteries will have to be used with enough power for the duration of the trip, including possible delays.

► **Point of Contact**

Special Assistance Team

Phone: : +44 800 998 1130; +44 843 104 5454

E-mail: prmsupport@easyjet.com

24 <http://www.easyjet.com/en/help/preparing-to-fly/special-assistance>

- <http://www.easyjet.com/en/help/preparing-to-fly/medicine-medical-equipment>



► **Procedure to request oxygen service or transport of medical equipment:**

The request for oxygen needs to be sent at the latest 48 hours before the flight departure. A MEDIF form needs to be completed by a physician at least 72 hours before the flight and medical clearance needs to be accepted by the Finnair Medadesk. Cabin attendants are only trained in first aid and are not permitted to give medication or administer injections.

► **The airline's oxygen service:**

Finnair provides commercial medical oxygen (bottles) but it's available only for passengers escorted by a healthcare professional of the following assistance organizations (EMA Group LTD, SOS International, Euro-Alarm and Medflight Finland). The oxygen will be ordered through one of these organizations.

Oxygen can also be supplied to other than the above mentioned organizations, provided that all the arrangements are properly managed and the patient's condition is good enough. In these cases the organization must submit a completed Medif form which Finnair will then send to EMA Group for approval.

Oxygen is only provided if the passenger is traveling with a medical escort and approval has been given by Finnair's Aviation physician.

The price for oxygen service on shorthaul flights is €175, and €350 on longhaul flights. These prices are per one way.

► **Can you bring your POB?**

Passengers' own oxygen bottles are not permitted on-board Finnair flights.

► **Does the airline allow use of POCs on-board?**

Finnair permits the use of POCs on board, but passengers will have to get approval by the Finnair Medadesk. Passengers are responsible for having a sufficient supply of batteries to cover a minimum of 150% of the planned flight.

► **Point of Contact**

The Finnair Medadesk

Phone: +358 600 140 140

E-mail: medadesk@finnair.com

Fax: +358 9 818 4825

²⁵ <http://www.finnair.com/be/gb/information-services/before-the-flight/special-services-health/medical-conditions>



► **Procedure to request oxygen service or transport of medical equipment:**

If passengers require oxygen with over 2 lpm flow, they will need medical authorisation by the Iberia Medical Service to travel. To use and/or transport a POC on the flight, they will also need permission from the Iberia Medical Service.

Iberia recommends passengers take the following steps, so that their travel is worry-free:

- Request any special service that they may need at least **48 hours prior to the flight's scheduled departure**.
- Go to the airport meeting point to contact the assistance service at least **two hours before the flight's departure**.
- When the trip includes one or more connecting flights, choose combinations with at least one and a half hour between arrival of the first flight and the departure of the next.

► **The airline's oxygen service:**

The Iberia Medical Service, Serviberia, or the local Iberia Bookings Centre can book oxygen therapy for passengers on board. This service is offered to the passengers free of charge.

► **Can you bring your POB?**

Passengers' own oxygen bottles are not permitted on-board Iberia flights.

► **Does the airline allow use of POCs on-board?**

With prior request and confirmation that the device meets the necessary security standards, passengers can bring and use their own personal oxygen concentrator on board.

► **Point of Contact**

Iberia Medical Service (Serviberia)

The below link features contact information of Serviberia in different countries.

<http://www.iberia.com/web/oficinasContacts.do>

E-mail: clasica@iberia.es

26 <http://www.iberia.com/be/fly-with-iberia/special-needs/>; http://help.iberia.com/user_question/can-iberia-supply-oxygen-assistance/

Iceland Air²⁷

► Procedure to request oxygen service or transport of medical equipment:

Passenger must notify Iceland Air of intent to bring a POC on board at the time of reservation. Passenger must also notify Iceland air at check in for the flight and notify cabin crew at time of boarding and must allow the crew of the aircraft to review the contents of the physician's statement.

The passenger must have a written statement, to be kept in that person's possession, signed by a licensed physician that states whether:

- The user is fit to fly and if oxygen use is medically necessary for all or a portion of the duration of the trip;
- Specifies the maximum oxygen flow rate corresponding to the pressure in the cabin of the aircraft under normal operating conditions.

► The airline's oxygen service:

The units provided by Iceland Air, consist of one oxygen bottle and two oxygen masks installed. The bottles are with two oxygen outlets, supplying 2 or 4 lpm oxygen flow respectively. The outlets are marked with the rated flow. The capacity of the bottle is 1086 litres and will last for approx. 6.5 hours on 2 lpm or for approx. 3.5 hours on 4 lpm.²⁸

► Can you bring your POB?

Iceland Air does not allow passengers to bring their own oxygen bottle on board of their aircraft.

► Does the airline allow use of POCs on-board?

Iceland Air allows the following POC systems on board:

- | | |
|--|---|
| • AirSep FreeStyle | • AirSep LifeStyle |
| • AirSep Focus | • AirSep Freestyle 5 |
| • Delphi RS-00400 | • DeVilbiss Healthcare Inc. iGO |
| • Inogen One | • Inogen One G2 |
| • Inogen One G3 | • Inova Labs LifeChoice Activox |
| • International Biophysics Corporation | • Invacare SOLO2 |
| Lifechoice / Inova Labs LifeChoice | • SeQual Saros |
| • Invacare XPO2 | • Oxlife Independence Oxygen Concentrator |
| • Precision Medical EasyPulse | • Respironics EverGo |
| • Respironics SimplyGo | • SeQual Eclipse |

²⁷ <http://www.icelandair.co.uk/information/special-assistance/special-service/>

²⁸ Information not publicly displayed



The passenger must carry a sufficient number of batteries to power the device for 150% of the planned flight duration and ensure that all POC batteries carried on-board the aircraft in carry-on baggage are protected from short circuit and are packaged in a manner that protects them from physical damage.

Please check Iceland Air's conditions for use of POC:

<http://www.icelandair.co.uk/information/special-assistance/special-service/poc/>

► **Point of Contact**

Iceland air Service Centre

On the following link you will find the Iceland air service centre located near you:

<http://www.icelandair.com/contact-us/>.



► **Procedure to request oxygen service or transport of medical equipment:**

KLM advises passengers to contact the KLM special assistance department “KLM Cares” in case they wish to bring special medical equipment, such as a POC on board the flight.³⁰

These forms need to be sent to medicalrequest@airportmedicalsolutions.com and will be checked by the KLM physician.

► **The airline’s oxygen service:**

KLM accommodates passengers who need oxygen therapy on the flight, for an additional cost of 200 Euro per flight. The maximum flow rate for continuous oxygen is 2,5 lpm for standby this is 5,2 lpm. According to the medical documents it might be needed that the passenger must travel with a medical escort.

► **Can you bring your POB?**

KLM does not allow passengers to bring their own oxygen bottle on board of the aircraft.

► **Does the airline allow use of POCs on-board?**

Passengers are allowed to take a POC with them on board:

If passengers bring their own POC they are asked to check in at the airport desk. ***To use their own POC on board***, they have to make sure they make the request at least 48 hours prior to departure by calling KLM Telephone Reservations and consult with their physician provide the following information:

- The brand and type of POC.
- The medical need for using the POC in-flight and the user’s capability of seeing, hearing and responding to the alarms from the POC unit.
- The maximum oxygen flow rate corresponding to the pressure in the cabin under normal operating conditions. Please note: compared to use of a POC on the ground, use in a pressurized cabin during the flight requires about twice the amount of oxygen.
- The duration of oxygen use for the POC in hours and minutes. Physician and/or passenger are responsible to bring enough oxygen with POC use for the duration of the flight.
- Passengers need to bring batteries for the duration of the flight, overlay and unforeseen delays. Lithium-batteries can be divided in two types based on the content:

²⁹ https://www.klm.com/home/be/en#g_np_sa=1&sa=ask-1

https://www.klm.com/travel/be_en/prepare_for_travel/travel_planning/physically_challenged/klm_cares.htm

https://www.klm.com/travel/be_en/images/Carefree-travel_eng_06_15_EN_tcm508-590937.pdf

³⁰ https://www.klm.com/travel/nl_en/images/MEDIF-Form-A-2014-VF_tcm542-221272.pdf; https://www.klm.com/travel/nl_en/images/MEDIF-form-B-2014-VF_tcm542-221274.pdf



- Batteries containing up to 8g Lithium: these can be carried unlimited,
- Batteries containing more than 8g but not more than 25g: 2 pieces are allowed if they are individually protected to prevent short circuit.

► **Point of Contact**

KLM Cares Services:

Phone: 0800 55 622 737; +31 20 474 7747

E-mail: KLMCARES@klm.nl; medicalrequest@airportmedicalsolutions.com

► **At the airport?**

KLM can also provide oxygen at Schiphol Airport or during transfer, the fare is € 128. KLM Cares asks their passengers to contact the medical department of the other airport if they have this service as well.



► **Procedure to request oxygen service or transport of medical equipment:**

For approval of fitness to fly and to order oxygen, contact the Lufthansa MEDICAL OPERATION CENTRE. In order to ensure the best-possible preparation, Lufthansa asks all passengers to alert the need for assistance no later than 48 hours before departure. To order oxygen, passengers have to contact the Lufthansa Medical Operation Centre no later than 48 hours prior to departure to ensure that sufficient oxygen is available.

► **The airline's oxygen service:**

Lufthansa informs that they are only able to provide a limited extra oxygen supply on board. The system functions "on-demand", providing flow rates from 1 to 5,2 lpm (€150/ continental flights; €300/ intercontinental flights). The costs of providing this service need to be paid in advance. Lufthansa recommends that passengers contact their health insurance or private health care provider about the possibility of having these costs refunded.

► **Can you bring your POB?**

Lufthansa does not allow passengers to bring their own oxygen bottle on board of the aircraft.

► **Does the airline allow use of POCs on-board?**

FAA-approved POCs are allowed on all Lufthansa aircrafts. Power outlets must not be used for safety reasons (i.e. 150% battery capacity given the scheduled flight time are warranted). Gaseous oxygen cylinders (Two litres volume/cylinder) may be used inside Europe, with the approval of the carrier, they but must not be carried to the USA.

► **Point of Contact**

Lufthansa Medical Operation Centre

Phone: +49 69 696 55077; +49 1805 838 038

31 <http://www.lufthansa.com/us/en/Passengers-with-health-problems>
<http://www.lufthansa.com/be/en/Travelers-with-special-needs>



► **Procedure to request oxygen service or transport of medical equipment:**

Passengers who need a therapeutic oxygen bottle during the flight have to inform the airline during the reservation and are subject to authorisation from the airline.

► **The airline's oxygen service:**

The airline will provide company oxygen on the aircraft free of charge.

► **Can you bring your POB?**

Personal bottles are not allowed on board.

► **Does the airline allow use of POCs on-board?**

POCs can be transported on the flight as hand luggage (max. 7 kg hand luggage).

► **Point of Contact**

Customer Service Centre:

Phone: +335 2456 4242; +352 24564242

E-mail: callcenter@luxair.lu

32 <http://www.luxair.lu/cms//luxair.php?p=EN,42862,588,,1,,>
<http://www.lot.com/be/en/passengers-travelling-with-a-medical-certificate>

Polish Airlines (LOT)³³

► Procedure to request oxygen service or transport of medical equipment:

The passenger is required to have with them a completed copy of a medical information form (MEDIF).

PLEASE NOTE: In order to ensure the highest possible quality of care, passengers are requested to provide LOT Polish Airlines with the details of their needs no later than 72 hours before departure³⁴.

► The airline's oxygen service:

Passengers wishing to bring an oxygen cylinder on board the flight are required to pay a fee for each stage of the journey operated by LOT (LO), in accordance with the following price list:

- Domestic flight - 150 EUR or its equivalent
- International flight - 150 EUR or its equivalent
- Intercontinental flight - 300 EUR or its equivalent

► Does the airline allow use of portable oxygen concentrators on-board?

Passengers can carry (without additional expenses) and use a POC during the flight, provided that LOT is informed at least 48 hours before departure.

A medical certificate, along with MEDIF, needs to be issued 10 days before flight. This document needs to state that the POC is necessary to use during the flights, expected working time of the POC (at least 150% of maximum duration flight) and whether it's FAA-approved.

► Point of Contact

Passenger Service Desk

Phone: +48 22 577 95 72

E-mail: lot_info@lot.pl

³³ <http://www.lot.com/be/en/passengers-travelling-with-a-medical-certificate>

³⁴ Polish Airlines (LOT) recommends passengers to make prior arrangements 72 hours in advance, even though Regulation (EC) No 1107/2006 only requests prior notice of 48 hours.



► **Procedure to request oxygen service or transport of medical equipment:**

If a passenger requires therapeutic oxygen for use during the flight they should notify the Ryanair Special Assistance Line preferably on the same day as the flight booking is made or at the latest three (3) days prior to travel³⁶, as there is a limitation on this service. Following this notification a “RYANAIR THERAPEUTIC OXYGEN - MEDICAL CLEARANCE FORM” will be sent to the passenger for completion and return.

This needs to be done between **14 and 2 days** prior to travel, in order for it to be validated by Ryanair and returned before travel. The passenger must carry the validated “Therapeutic Oxygen Medical Clearance Form” on all flights and cannot be accepted for travel without it. If a passenger wishes to use a POC during flight, he /she must contact Ryanair’s local Special Assistance line, preferably on the same day as making a booking or at the latest 7 days before the flight. Passengers must also carry a Medical Equipment Approval & Baggage Waiver letter, obtained from the Special Assistance line, and present it at the Bag Drop desk or at the boarding gate.

Passengers must also deliver a fit to fly form (completed by a treating physician), between 14 and 2 days prior to departure. This form also needs to be carried on all flights and presented to the cabin crew when boarding.

► **The airline’s oxygen service:**

Ryanair supplies therapeutic oxygen at a continuous flow rate of 2 lpm, with a max duration of 250 minutes. This service comes at an additional cost of £50 or €50 per flight. The service can be booked through online chat³⁷ or by calling the local Ryanair Special Assistance line.

► **Can you bring your POB?**

Ryanair does not allow passengers to bring their own oxygen on board of their aircraft.

► **Does the airline allow use of POCs on-board?**

Some POCs are allowed on board. The passenger is responsible to carry a sufficient number of batteries for the duration of the flight, and any possible deviations. The list of approved POCs:

- AirSep FreeStyle
- AirSep Focus
- Delphi RS-00400 / Oxus RS-00400
- AirSep LifeStyle
- AirSep Freestyle 5
- DeVilbiss Healthcare iGo

³⁵ <https://www.ryanair.com/gb/en/useful-info/help-centre/faq-overview#3-1>

³⁶ Ryanair recommends passengers to make prior arrangements 72 hours in advance, even though Regulation (EC) No 1107/2006 only requests prior notice of 48 hours.

³⁷ https://secure.livechatinc.com/licence/5836511/open_chat.cgi?groups=18

- Inogen One
- Inogen One G3
- International Biophysics LifeChoice / Inova Labs LifeChoice
- OxyLife Independence Oxygen Concentrator
- Respiroics EverGo
- Sequal Eclipse
- Inogen One G2
- Inova Labs LifeChoice Activox
- Invacare XPO2
- Invacare Solo 2
- Precision Medical EasyPulse
- Respiroics SimplyGo
- SeQual SAROS

If the POC is to be used on board it is the passenger's responsibility to ensure that they have a sufficient number of fully charged batteries for the duration of the flight and any possible delays, as POC or batteries cannot be charged on board.

► **Point of Contact**

Local Special Assistance line

Please find the link to the local special assistance line below:

<http://www.ryanair.com/en/questions/contacting-customer-service>.

► **Restrictions?**

Ryanair cannot accept passengers for travel requiring a continuous supply of oxygen of more than 250 minutes. Therapeutic oxygen can't be provided on Ryanair flight operated by Air Explore or Smartlynx.



Scandinavian Airlines (SAS)³⁸

► **Procedure to request oxygen service or transport of medical equipment:**

Transporting POB or medical oxygen service, passengers must request this service at the time of booking or at least 72 hours before the flight ³⁹. A MEDIF must be filled out by the physician and the request has to be authorised by SAS Medical Department. Passengers should contact SAS Medical Sales before the flight so that the check-in staff knows they are carrying oxygen and how many canisters they plan to carry.

► **The airline's oxygen service:**

SAS also provides oxygen at an additional charge of 335 Euro per journey on intercontinental flights or 150 Euro per journey on domestic / continental flights.

► **Can you bring your POB?**

If passengers require oxygen to and from the flight or on board the flight itself, they can bring their own. Oxygen can be taken as checked baggage or cabin baggage.

SAS will allow passengers to take their own compressed oxygen (in gaseous form) and medical equipment, necessary for life preservation on board free of charge, weighing a maximum of 5 kilograms on board their aircraft. The measurement of the cylinders must not exceed the weight or dimensions permitted for hand baggage (115 cm/46 in and 8 kg/18lbs).

► **Does the airline allow use of POCs on-board?**

SAS also allows passengers to bring and use an oxygen concentrator on their flights if it is battery operated, however SAS Medical Sales needs to be informed about the name and model number. They will then enter an authorization in the reservation that we allow the client to bring and use the concentrator.

► **Point of Contact**

SAS Medical Sales

Phone: +45 32 32 68 98

E-mail: medaut@sos.eu

Fax: +45 32 32 64 72

³⁸ <http://www.flysas.com/en/be/travel-info/special-assistance/>
<http://sas.voiceprovider.se/?q=oxygen&undefined&opener=http://www.flysas.com/en/be/&lang=en&market=be&baseurl=http://www.flysas.com/en/be/&client=b8542cc9-6714-ceed-00e7-c62f02712914&initial-Funnel=Suggest¶ms=LoggedIn=No;Market=be#1092>

³⁹ Scandinavian Airlines (SAS) recommends passengers to make prior arrangements 72 hours in advance, even though Regulation (EC) No 1107/2006 only requests prior notice of 48 hours.



► **Procedure to request oxygen service or transport of medical equipment:**

Passengers who require supplementary oxygen or want to bring and use a POC need to be assessed for their fitness to fly before the flight. Medical details need to be provided at least 48 hours before departure. Passengers need to fill in the SAF/MEDIF Form by their treating physician and send it to the Swiss Air Medical Services.

Passengers should order the supplementary oxygen at least 72 hours before departure⁴¹ and passengers are required to fill out a Special Assistance Form /MEDIF form.

► **The airline's oxygen service:**

The airline company provides oxygen bottles for use on board. The system emits oxygen upon every breath. The oxygen bottle will be installed on the passenger's seat and ready to use.

The price for one leg amounts to CHF 300 for a Domestic/international flight, for an intercontinental flight the passenger needs to pay CHF 450. The oxygen is confirmed after received payment of the respective costs. Payment can be made directly through one of the SWISS Air representations, or through a Service Centre.

► **Can you bring your POB?**

The use of private bottles on board is not permitted.

► **Does the airline allow use of POCs on-board?**

If a passenger wishes to bring and use a POC on the flight, Swiss Air asks them to read and fill in the POC form, together with the medical details form. Both forms should be sent at least 3 working days before departure to the SWISS Medical Services.

► **Point of Contact**

The Swiss Air Medical Services:

E-mail: medicalservices@swiss.com

Phone +45 15 85 84 6833

Fax: +41 58 584 68 45.

⁴⁰ <http://medicalservices.swiss.com/en/health/disabilities/Pages/ExtraOxygen.aspx>;

http://medicalservices.swiss.com/en/health/medication_medequipment/Pages/MedicalDevices.aspx

⁴¹ Swiss Air recommends passengers to make prior arrangements 72 hours in advance, even though Regulation (EC) No 1107/2006 only requests prior notice of 48 hours.



► **Procedure to request oxygen service or transport of medical equipment:**

TAP Portugal considers all passengers requiring special assistance on board as Medical Cases (MEDA). As a rule, a medical case exists if a passenger has a medical condition resulting in dependence on others or requiring personalised assistance.

If a passenger has a specific clinical situation, a serious or debilitating illness;

- They need to ask their treating physician to fill in the medical information for fitness to travel - MEDIF.
- They need to ask their treating physician to fill in the INCAD (Incapacitated Passengers Handling Advice) form describing the diagnosis for subsequent analysis by the airline's medical services.
- Send TAP a print-out of the MEDIF completed by the treating physician for assessment by the airline's medical services.
- Fax the MEDIF and filled in INCAD form to (+351) 21 841 5880 at least 48 hours before departure.

► **The airline's oxygen service:**

TAP Portugal will provide additional oxygen. TAP has a special service for oxygen with an 'on-demand' system, providing flow rates from 2 to 7 lpm.

All tanks are supplied with a one-size mask. There are no masks for children aged under two years.

Passengers must be accompanied by someone who knows how to administer it, preferably a healthcare professional, as the crew members cannot administer oxygen under any circumstances. They may travel alone if they are able to administer it themselves, and only if authorised by the airline's medical services.

Oxygen service is priced at a cost of 300 Euro on intercontinental flights, 150 Euro on European flights. For domestic flights the rates are 150 Euro (continuous flow) and 80 Euro (non-continuous flow). No supplementary oxygen allowed on business class.

► **Can you bring your POB?**

Use of the passenger's own oxygen is not allowed.

► **Does the airline allow use of POCs on-board?**

Passengers are allowed to carry a POC on the flight, when the equipment respects certain

⁴² <http://www.flytap.com/USA/enus/PlanBook/PrepareforTravel/SpecialNeeds/MedicalCases>

More detailed information about TAP's policy can be found on their website.

conditions defined by TAP. For more information please contact their contact centre.

► **Point of Contact**

Medical Cases

Phone: +351 707 205 700

fax: +351 21 841 65 40; (+351) 21 841 5880;

E-mail: medical.cases@tap.pt

► **Restrictions:**

One of the requirements, in order to travel alone, is that passengers must be able to breathe spontaneously without the need for supplementary oxygen.



► **Procedure to request oxygen service or transport of medical equipment:**

Before issuing the ticket for a passenger with such a need, the consent must be requested from the TAROM, which provides the oxygen cylinders during the flight.

The passenger is considered as medical case, therefore he/she has to present a certificate from his/her attending physician confirming that he/she can travel on the date and itinerary requested, as well as the quantity of oxygen per minute and whether the passenger needs the extra oxygen continuously or intermittently (specifying the time intervals).

It is mandatory to:

- make the reservation and payment for the travel documents at least 72 hours before the departure date⁴³
- present at the check-in desk a medical certificate issued by the attending physician, showing that the passenger can travel on the date and itinerary requested

► **The airline's oxygen service:**

TAROM provides oxygen on board their aircrafts free of charge and no limitation in terms of number of persons requesting this service shall be applied.

It is mandatory for the passenger to travel accompanied by an adult accompanying person, able-bodied and mentally fit in order to assist the passenger.

► **Can you bring your POB?**

Passengers should however be aware that they are not allowed to take their own oxygen bottles on board.

► **Does the airline allow use of POCs on-board?**

During the flight the passenger needs to use the company oxygen, not his/her POC. The POC may be transported in hold as baggage.

► **Point of Contact**

TAROM Call Centre

Phone: +4021 93 61; 204 64 64; 303 44 00; 303 44 44

E-mail: rezervari@tarom.ro

⁴³ <https://www.tarom.ro/en/passenger-information/about-your-trip/people-with-disabilities.html>

⁴⁴ Tarom recommends passengers to make prior arrangements 72 hours in advance, even though Regulation (EC) No 1107/2006 only requests prior notice of 48 hours.

Turkish Airlines⁴⁵

► Procedure to request oxygen service or transport of medical equipment:

Oxygen must be booked when making a reservation and a series of forms may need to be completed by the treating physician stating the necessity of the oxygen and the required flow rate. Moreover, during long flights, the passengers can be supplied with humidifier oxygen upon the demand of physician. Oxygen tube demands must be stated at least 24 hours before the flight. The needed amount should be specified in the medical reports of the passengers.

If passengers wish to bring their POC, the reservation unit needs to be informed 48 hours prior to the scheduled the department, since the approval of the technical directorate must be obtained for the usage demands.

► The airline's oxygen service:

Turkish airlines provides additional oxygen free of charge. Medical ZP-100 P/N oxygen tubes used in the fleet can be used for 75-300 minutes. Oxygen flow can be adjusted according to the needs of the passengers. Oxygen, lasts for 75 minutes, when given 8lpm. Maximum flow rate, lasts for 300 minutes, when given 2 lpm minimum flow rate.

Medical certified oxygen tubes are available on board the aircraft, therefore passengers are not allowed to use their own oxygen tubes in the cabin. However, oxygen tubes are allowed to be carried in the cargo compartment as checked baggage after the checks required for making sure that the tube is empty, are performed. Maximum weight of oxygen tubes must be 5 kilograms.

► Can you bring your POB?

Turkish Airlines do not allow people to bring their own oxygen on board their aircraft.

► Does the airline allow use of POCs on-board?

Passengers can bring their own POCs, as long as the device complies with RTCA standards and EMI, is FAA-approved and the brand is accepted by the Corporate. Passengers should also carry enough battery supply for the duration of the flight.

► Point of Contact

Turkish Airlines Call Centre

Phone: 0844 800 66 66

⁴⁵ <https://www.tarom.ro/en/passenger-information/about-your-trip/people-with-disabilities.html>
<http://www.turkishairlines.com/en-int/travel-information/frequently-asked-questions/flight-and-health/other-conditions-which-need-to-be-known-regarding-flight-and-health>



► **Procedure to request oxygen service or transport of medical equipment:**

Passengers are required to send the airline a message more than 48 hours in advance, requesting oxygen service. The provision of this service depends on each airport, so Vueling recommends that before booking, passengers get in contact with Vueling so they can verify whether this service is available at the passenger's airport of choice.

► **The airline's oxygen service:**

If a passenger needs oxygen, the company will provide it. The maximum volume of oxygen available on board that we can provide to the passenger is:

- 2 lpm flow; duration 4 h 22 min
- 3 lpm flow; duration 3 h 13 min
- 4 lpm flow; duration 2 h 23 min
- 5 lpm flow; duration 1 h 52 min
- 6 lpm flow; duration 1 h 30 min
- 7 lpm flow; duration 1 h 18 min
- 8 lpm flow; duration 1 h 12 min

► **Can you bring your personal oxygen bottle?**

Passengers are not allowed to carry their own oxygen bottle on board.

► **Does the airline allow use of portable oxygen concentrators on-board?**

Transport of medical electronic devices needed to maintain physiological functions of passengers, is allowed only if those devices do not transmit or have a transmitter mode.

► **Point of Contact**

Customer Service Centre

Phone: 807 00 17 17

E-mail: clients@vueling.com

⁴⁶ http://static.vueling.com/cms/media/1430485/pmr-best_practices_guide_en.pdf



► **Procedure to request oxygen service or transport of medical equipment:**

Passengers are required to contact WizzAir's Call Centre at least 48 hours prior to the scheduled departure of the flight and send a medical certificate which contains the following:

- confirmation of the passenger's fitness to travel (preferably in English)
 - confirms that the passenger does not require a continuous supply of oxygen for more than 250 minutes, at a flow rate of 2 lpm
 - confirmation that the oxygen as provided by WizzAir is suitable for the passenger
- If you are travelling with a POC, please contact their Call Centre at least 48 hours prior to the scheduled departure of the flight.

► **The airline's oxygen service:**

WizzAir can provide medical oxygen on board for passengers who need extra oxygen for medical reasons.

► **Can you bring your POB?**

WizzAir does not accept passengers travelling with their own oxygen.

► **Does the airline allow use of POCs on-board?**

The carriage of POCs that do not contain compressed gas or liquid oxygen are permitted on-board. This device can be carried as an additional item.

► **Point of Contact**

WizzAir Customer Relations

E-mail: customerrelations@wizzair.com

The below link features contact information of the Wizzair Customer Relations office in different countries: https://wizzair.com/en-GB/about_us/contact_us

⁴⁷ https://wizzair.com/en-GB/useful_information/Special_needs
https://wizzair.com/static/downloads/GCC_WAH_EN2.pdf



Analysis of European Airlines current practices

This list of current practices, shows the diversity of oxygen policies used by European airlines. The following requirements are common among many of the European airlines we have listed in this booklet:

- Passengers who need oxygen while travelling by air need to inform **the airline** in advance of their travels, at least 48 hours in advance of the flight's scheduled departure. Unfortunately exceptions in the notification period exist, therefore EFA strongly recommends that you check with the individual airline to verify the required notice period.
- POCs belong to the category of portable electronic devices containing lithium metal or lithium ion cells or batteries. FAA-approved POCs are most likely to be accepted for on-board use. Other airlines have published a list on the company website of "approved POCs" that are allowed to be transported and used on-board.
- Where POCs are permitted for on-board use, airlines point out that there is a limit on lithium content or Watt-hour rating of the batteries, in compliance with the United Nations Manual of Tests and Criteria⁴⁸ and the IATA Lithium Battery Guidance Document.
- Even though the transport of gaseous oxygen bottles (≤ 5 kg) is permitted by few airlines, the use and transport of liquid or chemical oxygen generators is prohibited on all flights.

Many differences exist among the oxygen policies employed by European airlines:

- Passengers are often required to notify the airline for guidance, when requesting oxygen service in flight or to transport medical equipment, through the airline's dedicated point of contact. Not all European airlines have a medical advisory platform in place, which influences the booking procedure for oxygen service.
- With the exception of Iceland Air and Czech Airlines featured in this booklet, all European commercial airlines featured in this booklet allow passengers to use their own POC or to provide company oxygen service, or allow passengers to bring their own gaseous oxygen cylinder. The additional cost for such a service does vary per airline, ranging from €0 to a cost of €350 per one way flight.

⁴⁸ Part III, subsection 38.3

- Oxygen service can be provided on the ground (i.e. at the airport) by some airlines (e.g. KLM), while others clearly mention on their website that this is the sole responsibility of the passenger.
- A small selection of European commercial airlines will allow only the transport of gaseous oxygen cylinders, instead of providing company oxygen service. The device has to respect the rules of the hand luggage (maximum volume of 5kg) and may contain gaseous oxygen only.
- There is a lot of discrepancy on the information publicly displayed on airlines' websites regarding the booking of oxygen service and transport of medical equipment. Several airline websites show conflicting messages⁴⁹. This may lead to misinterpretation by passengers on the oxygen policy that the airline employs.
- Furthermore, despite the provision of insufficient information on the airline's website regarding its oxygen policy, some airline's appointed advisors will not inform passengers of all aspects related to the transport of medical equipment⁵⁰ or booking of oxygen service (e.g. price), unless the passenger has already actually made the booking.

Airlines are also subjected to national legislation on the use of oxygen or POCs on-board of the aircraft. As a result some airlines may not allow the transport and use of POCs on board their aircraft, the provision of oxygen service to passengers, nor the transport and use of POBs, even though European safety guidelines are not officially prohibiting their use.

Passengers should be able to locate applicable information on their relevant airline's policies. Cabin crews should be aware of what is permissible for the use of oxygen on-board, according to their employer's Operations Manual. In this way, both passengers and cabin crews can avoid complications and be as informed as possible for travel.

⁴⁹ e.g. Easy Jet, Luxair and Air Malta

⁵⁰ e.g. Tarom (for example if POCs can be used on the flight)

Overview of relevant EU regulations and regulatory authorities

Departures

Arrivals  

Relevant EU Regulations for travel are:

- Regulation (EC) No 1107/2006
- Regulation (EC) No 965/2012.

These two regulations concern technical requirements and administrative procedures concerning air operations.

We will also go deeper into relevant rules and resolutions from authorities:

- European aviation authority “EASA” (The European Aviation Safety Agency)
- International regulation body for aviation “IATA” (The International Air Transport Association)

EU Regulation 1107/2006, concerning the rights of disabled persons and persons with reduced mobility when travelling by air

Regulation (EC) No 1107/2006 is there to protect the rights of disabled persons or persons with reduced mobility (PRM) who travel from, to (or in transit) at airports situated in an EU Member State and applies to:

- All European air carriers whose flights depart from and arrive at a European airport.
- All European air carriers departing to and arriving from airports located outside of the European Union.
- All airports situated in an EU Member State.

All assistance needed to meet the particular requirements of PRMs should be provided on the ground and on board of the airline.

Passengers with reduced mobility can expect assistance at the airport to:

1. communicate the arrival at an airport and request for assistance
2. move about the airport; from a designated point to the check-in counter, proceed from the check-in counter to the aircraft, board the aircraft, proceed from the aircraft door to the passenger's seat and vice versa, proceed from the aircraft to the baggage hall and retrieve baggage, with completion of immigration and customs procedures, proceed from the baggage hall to a designated point.
3. Board and disembark the aircraft with lifts, wheelchairs, other assistance needed.
4. Store and retrieve baggage on the aircraft.
5. Reach connecting flights when in transit, with assistance on the air and land sides and within and between terminals as needed.
6. Move to the toilet facilities if required.



Assistance you can expect from the air carrier:

1. Carriage of recognised assistance dogs in the cabin, subject to national regulations.
2. In addition to medical equipment, transport of up to two pieces of mobility equipment per disabled person or person with reduced mobility, including electric wheelchairs (subject to advance warning of 48 hours and to possible limitations of space on board the aircraft, and subject to the application of relevant legislation concerning dangerous goods).
3. Communication of essential information concerning a flight in accessible formats.
4. The making of all reasonable efforts to arrange seating to meet the needs of individuals with disability or reduced mobility on request and subject to safety requirements and availability.
5. Assistance in moving to toilet facilities if required.
6. Where a disabled person or person with reduced mobility is assisted by an accompanying person, the air carrier will make all reasonable efforts to give such person a seat next to the disabled person or person with reduced mobility.

The provision of medical assistance, such as oxygen therapy, is not covered by this legislation. Some articles in the regulation do apply, as a person who needs oxygen may have impaired mobility, if oxygen is needed to remain active or to function.

Those articles most relevant to people who need medical oxygen are **articles 4, 7 and 10**.

To make sure your information needs are met, the regulation states that an airline or its agent need to make the applicable **safety rules** as well as any **restrictions** related to the carriage of PRMs **publicly available** and **accessible (Art 4(3))**. All costs imposed for special assistance on board of the aircraft should be published and easy to find.

According to the Regulation (**Art 10**), the assistance that the airline should provide includes the transportation of medical equipment, subject to dangerous goods legislation, without charging a cost. You are allowed to transport your medical equipment (POC, empty oxygen cylinder) in the cargo, without additional charge.

This is of course subject to relevant legislation concerning dangerous goods.

It is the responsibility of the airport managing body to provide assistance to persons with disabilities or reduced mobility, so they are able to take their flight. As it may require a serious effort to walk around the airport without oxygen service, you have the right to receive assistance at the airport if required by using e.g. lifts, wheelchairs, subject to pre-notification of your particular need to the air carrier or its agent or the tour operator at least 48 hours before the published time of departure of the flight⁵¹ **(Art 7)**.

Airports are not required under the Regulation to provide medical services on the ground. However, should the airline allow you to use and transport your own oxygen bottle, as hand luggage, you can move around the airport with this medical equipment and embark and disembark. If you need help with your oxygen service, and are assisted by a person accompanying you on the flight, this person must be allowed by the airport to provide the necessary assistance in the airport and with embarking and disembarking of the plane. An accompanying person always needs to take the same flight as you. If they do not take the same flight, but only provide assistance on the ground and with embarking and disembarking, the airport may refuse to allow them access.

This is of course subject to the applicable national legislation.

Why EFA highly values the Commission's guidelines to protect the rights of persons with reduced mobility.

These interpretative guidelines, were launched by the European Commission to support good implementation of Regulation (EC) No 1107/2006 by EU Member States. Unlike the regulation, they are not legally binding.

The guidelines are written in the form of 22 question-answers. One of those questions (Q4) takes up the issue of the transport of dangerous goods (e.g. medical oxygen), use of on-board company oxygen and travelling with medical equipment.

The guidelines:

1. Recognise that persons with disabilities or reduced mobility need additional support to be able to travel by air. The regulation does not provide any definition of medical equipment or the quantity of such items that may be carried (subject to limitations of space on board

⁵¹ For more information please refer to the section entitled *Practical advice for people travelling with medical oxygen*



and applicable rules on the carriage of dangerous goods).

2. Clarify that medical oxygen is among the types of medical equipment specifically mentioned in Annex II of Regulation (EC) No 1107/2006.
3. Stipulate that, subject to pre-notification, persons who need medical oxygen can carry it free of charge, as long as the equipment meets any dangerous goods requirements applied by the air carrier (according to ICAO rules).
4. Remind airlines that when they charge for the provision of medical oxygen, they can offer it at a discounted rate.
5. Emphasise that carriers need to make the cost of this service publicly available, as part of the rules and restrictions.

As the Regulation doesn't specify what is meant by the term medical equipment, EFA welcomes this initiative from the European Commission and calls upon Member states and European airlines to follow these guidelines.



EU Regulation 965/2012, laying down technical requirements and administrative procedures related to air operations pursuant to Regulation (EC) No 216/2008 of the European Parliament and of the Council.

According to this regulation oxygen/compressed air cylinders are considered dangerous goods. If passengers intend to carry these items on board, they fall under Annex 18 of the Chicago convention and need to respect the ICAO Technical Instructions. They stipulate that gaseous oxygen/air cylinders for medical use of no more than 5 kg gross weight are allowed in checked and carry-on baggage or used by the person, with approval of the operator.⁵² The cylinders, valves and regulators have to be protected from damage that could cause an inadvertent release of the contents.

When approved, the operator must then inform the pilot-in-command of the quantity and the passenger's location on board. Spare oxygen cylinders of a similar size are also allowed to ensure an adequate supply for the duration of the journey.

There are no specific requirements, regarding the technical instructions of on-board use of oxygen bottles. However, the operator's Operations Manual, which has been approved by the National Authority, will contain procedures on the use of oxygen bottles.⁵³

Flight Standards – Dangerous Goods

Regulation 965/2012, refers to the ICAO Technical Instruction for the Safe Transport of Dangerous Goods by Air (2015-2016) and the latest edition (n°56) of the IATA Dangerous Goods Regulation (DGR).

Under the above, oxygen bottles are defined as "hazardous material" and a security/safety risk.

Security: Its highly inflammable nature, make it a potentially harmful good with a security risk that can hurt other passengers.

Safety: As it cannot be guaranteed that bottles/valves have been maintained properly, there is also the incidental risk of damage, which may impede on the passenger's safety. The valves have to be maintained correctly and it has to be ensured that the bottle and the valves do not contain any grease. A fire can even start without any sparks.

⁵² In line with part 8 of the ICAO Technical Instructions

⁵³ Section Motor-powered Aircraft in Annex IV "Commercial Air Transport Operations".



Nevertheless, there are some restrictions:

- National authorities may decide to prohibit all oxygen bottles from being carried on board, despite their size.
- Where national authorities do allow that small gaseous oxygen bottles (≤ 5 kg) are taken on board, the operator has the right to accept them or not, also due to safety reasons.

Personal medical oxygen systems with liquid oxygen are forbidden for transport on a commercial aircraft, both as carry-on or checked baggage.

For these reasons, passengers who need oxygen service and/or to transport (and use) medical equipment, should request more information from the airline at the time of booking.

European Aviation Safety Authority (EASA)

EASA is the EU Authority for aviation safety and the body with the technical financial and legal autonomy to ensure the highest level of safety protection for EU citizens. The following decision published by EASA, are the acceptable means of compliance or guidance material to EU regulations regarding air safety. Acceptable means of compliance are non-binding and the operator (airline) may deviate from the EASA Decision. However, the operator can only deviate from the EASA Decision, if it has demonstrated that an alternative means of compliance ensures an equivalent level of safety.

ED Decision 2012/018/R Acceptable Means of Compliance and Guidance Material to EU 965/2012 pursuant to EU Regulation 2016/2008

As a general rule Portable Electronic Devices have to be turned-off for the entire duration of the flight, to prevent any negative effects they may have on the performance of the aircraft's systems and equipment.

However medical equipment necessary to support physiological functions does not necessarily need to be switched-off during any phases of the flight.⁵⁴ POCs under EU safety rules do not require an authorisation. If the passenger carries a POC inside the cabin then the acceptable means of compliance ensures that the operator should have a procedure to ensure that medical equipment that supports physiological functions should be exempted from the

⁵⁴ Annex (AMC1 CAT.GEN.MPA.140 (b)(2)(i))

general principle to switched-off portable electronic devices during flight.

International Air Transport Association (IATA)

IATA stands for the International Air Transport Association, which acts as the global trade association for the airline industry. The organisation represents 83% of the total air traffic, with its membership of 250 airlines.

The IATA standards are very important, however they are not legal documents. Only 83% of all airlines is an IATA members, so these standards will only apply to them and not to all airlines. In addition, IATA standards cannot supersede EU air safety rules.

Acceptance and carriage of incapacitated passengers (IATA Resolution 700)

The IATA Resolution 700 concerns the “acceptance and carriage of incapacitated passengers”.

Special assistance can be arranged when it is requested by:

- the passenger
- family
- a medical authority
- airline personnel / travel agents (in case they observe an abnormal physical condition)

Incapacitated passengers are categorised in various groups and identified by air traffic abbreviations. For people who need oxygen the combined categories **MEDA** (Medical Case) and **OXYG** (Oxygen) apply.

See list of definitions for more information.

For people who need medical attention, or to transport and/or use medical equipment, **prior medical clearance** is required, especially if their condition may worsen because of or during the flight. Therefore a **medical information** form needs to be completed by all passengers who need oxygen, well in time.

See practical advice for people travelling with medical oxygen.

When oxygen service is provided by IATA members or their handling agents, this has to be done in accordance with the airline's own policies (including applicable rates and charges) and subjected to the relevant different regulations, depending on the destination of the flight.



On the ground, it is the responsibility of the airline to advise the ground staff about the passenger and their specific needs for special assistance.⁵⁵ However, as several countries have stricter requirements than is laid down in the EU regulations when it comes to the acceptance of dangerous goods, this is subjected to national legislation.⁵⁶

IATA Lithium Battery Guidance Document

This document was created to guide IATA members, in complying with the provisions outlined in the most recent edition of the ICAO Technical Instruction for the Safe Transport of Dangerous Goods by Air (2015-2016) and the latest edition (n°56) of the IATA Dangerous Goods Regulation (DGR).

Portable Medical Electronic Devices, e.g. a POC, containing either lithium metal or ion cells or batteries may be carried by passengers for medical use as follows:

- For lithium metal or lithium alloy batteries, a lithium content ≥ 2 g; ≤ 8 g.
- For lithium ion batteries, a watt-hour rating ≤ 100 Wh.; ≥ 160 Wh.
- Batteries must be of a type that meets the requirements of the UN Manual of Tests and Criteria, Part III, subsection 38.3.

Technical instructions for the safe transport of dangerous goods by air, ICAO, part 8

According to part 8 of the ICAO Technical Instructions, spare gaseous oxygen cylinders (of no more than 5kg gross weight and never containing liquid oxygen) are allowed on-board by ICAO when required for medical use.⁵⁷ However, this does not mean that passengers can bring their own bottles into the aircraft due to the safety risks associated with bottles that are not properly maintained.

The Safe Transport of Dangerous Goods by Air, Chicago Convention, Annex 18

Gaseous Oxygen falls under class 5 of the nine “hazard classes” determined by the United Nations Committee of Experts. Class 5 covers all oxidizing material, organic peroxides (both oxygen carriers) and poisonous or toxic substances.

⁵⁵ Section 5 – Handling on the Ground and in Flight; 5.2.8. Downline notice

⁵⁶ Section 5 – Handling on the Ground and in Flight; 5.1. Equipment

⁵⁷ Attachment A to Appendix on DANGEROUS GOODS, (ICAO TI's Part 8), detailing a list of permitted dangerous goods and items which may be carried by passengers under certain conditions.

Conclusions

L	AF	9500		2	EXPECTED	14
D	DL	8550			CLOSED	
2	DL	8508			CLOSED	
H						
6	DL	8550			CLOSED	
3					CLOSED	
4	QF	3974			CLOSED	
2	DL	8604			BOARDING	
					LAST CALL	
3	DL	8622			CLOSED	
D					CLOSED	
2	DL	8438		3	BOARDING	
D	KL	2240				
D	AF	2744			CLOSED	
D	DL	8550			CLOSED	



Conclusions

Barriers to free movement for oxygen-dependent passengers

There is a gap between the rights of persons with disabilities and reduced mobility covered by Regulation (EC) No 1107/2006 and IATA resolution 700, and the reality that oxygen-dependent people encounter when travelling by air.

When medical (oxygen) services can't be provided either on-board of the flight as well or on the ground (boarding and landing), it results in oxygen-dependent people being denied the right to travel. In addition, a large proportion of airlines still impose high fees for oxygen service, making it impossible for oxygen-dependent people to be able to travel freely.

As mentioned in the evaluation report of regulation of Regulation (EC) No 1107/2006⁵⁸, a key issue regarding the regulation is its lack of detail. This leaves too much scope for interpretation and variation in service provision.

We have identified key areas for change in Regulation (EC) No 1107/2006. These will help to ensure that the rights of persons with disabilities or reduced mobility, and also MEDA passengers, are adequately respected. These recommendations for change are:

- clarification of the definition of PRM (especially either it comprises MEDA passengers as well).
- clarification of whether additional charges for supply of medical oxygen may be levied by airlines.
- extension of the Regulation for airlines to carry medical equipment free of charge, as well as allow passengers to transport and use it in the cabin, when necessary for medical reasons.
- extension of the Regulation for airports to publish PRMs rights related information.
- extension of airports' responsibility in medical assistance provision.

European regulations:

ICAO Technical Instructions for dangerous goods apply to transport of oxygen bottles for all EU operators. Due to the high safety risks stemming from oxygen bottles that are not maintained properly, European airlines are unlikely to allow passengers to carry their own oxygen bottles. European regulations for portable oxygen concentrators are contained in the Air OPS Rules (reg. 965/2012)⁵⁹

⁵⁸ http://ec.europa.eu/transport/themes/passengers/studies/doc/2010_06_evaluation_regulation_1107-2006.pdf

⁵⁹ <http://easa.europa.eu/faq/19172>

Gaps in division of Responsibilities

The Regulation (EC) No 1107/2006 outlines the shared responsibility between airlines and airports in the travel of people with disabilities or reduced mobility (PRM). However, oxygen-dependent people do not neatly fit into this category. Their illness may reduce their mobility (hence making them a passenger with reduced mobility), but due to their medical needs they also fall in the “MEDA1” category. Therefore their mobility needs can be met by both the airline and airport. However they cannot count on this when it comes to their medical needs, which are not covered under the Regulation.

Under the current regulation, there is a clear gap of responsibility between airports and airlines in special assistance delivery to “MEDA passengers”. At this moment, oxygen-dependent passengers can only expect mobility assistance to move about the airport, as airports have no responsibility for catering to passengers’ medical needs on the ground (e.g. oxygen service / provision of *laissez passer* voucher for escort with oxygen therapy, POBs).

“During the flight I noticed that the staff was not used to dealing with a passenger with oxygen needs. Sometimes they looked frightened, sometimes they look bored, like “Oh not again!”.

Luisa, Portugal

The lack of medical assistance provision at airports in Europe indirectly impedes on MEDA passengers’ right to freedom of movement, as they are not guaranteed the required medical assistance on the ground, both before departure and after arrival.

Insufficient support for oxygen-dependent passengers

As very few complaints are sent to National Enforcement Bodies (NEB) on this issue, NEBs do not perceive it as one of their main concerns. However, with an ageing European population, where more and more people are being diagnosed with Chronic Obstructive Pulmonary Disease (COPD), there will be an increasing number of people who will need oxygen therapy. Bypassing the medical needs of this group of passengers, which is the case under the current circumstances, will result in greater numbers of people being prevented from travelling by air. Therefore EFA is actively collecting a database of patient experiences to highlight the reality faced by oxygen-dependent passengers, help support our campaign for action on this issue. If you would like to share your story with us, please email to projects@efanet.org.



Lack of adequate information

The uneven provision of accurate and complete information made publicly available on the airlines' website tells us there is a need for guidelines on how information concerning special assistance by airlines should be displayed publicly (on the company website) and the minimum information that should be made available.

Lack of transparency

Airline websites often make it challenging to find the necessary information, even though the EC stipulates that all essential information concerning a flight should be provided to air passengers should in accessible formats.⁶⁰

- The lack of a search function on some airlines' website, makes it difficult to locate all necessary information on oxygen service and transport of medical equipment.
- The additional charge for oxygen service is often not displayed to the public on the airline's website, not even when requested from its dedicated point of contact, unless the passenger has already booked a ticket.

Incomplete information

Dedicated customer relations/booking offices will provide more information on oxygen service and transport of medical equipment, when contacted, but this is often not publicly displayed on airlines' website.

Some airlines publicly display on their company website that they can't offer medical assistance on the ground, while others do not give any information on this.

Furthermore not all airlines provide information on both provision of in-flight oxygen and transport, and use of POBs and POCs.

Ambiguous information

As some airlines have changed their special assistance policy over time, the website may display conflicting messages regarding the airline's oxygen service provision, making it confusing for passengers to know what information they need to take into account.⁶¹

⁶⁰ EC regulation 1107/2006, annex II

⁶¹ EasyJet

Some airlines clearly make a division in the special assistance information between passengers who need medical assistance (MEDA) and passengers with reduced mobility (PRM), while others do not.

Large variety of special assistance policies

Various airline special assistance policies make it challenging for passengers to book oxygen services, as the procedure can differ from one airline to another. At this moment there is no harmonisation of medical forms, resulting in a large variety of forms used and of airline-specific oxygen policies (cost for oxygen service, need for a (medical staff) escort, type of POCs allowed for transport and use, transport of small gaseous portable oxygen container).

This contributes to passengers making incorrect assumptions when booking their travel. Complications may arise from this at different stages of the travel. This leads to unnecessary stress for the passengers that could easily be avoided.

In response to this issue, EFA has created a leaflet “Steps for Passengers Flying with Medical Oxygen”⁶² detailing the steps oxygen-dependent passengers should take from the booking process until arrival. It helps passengers to be well-prepared in advance of their travel.

Even though we are not the only ones that developed patient friendly travel materials in the past, so far this information remains widely unknown. EFA therefore recommends that airlines, airports and their European reference body, publish this leaflet on their website.

Lack of training of airline and airport staff

Despite addressing oxygen service and medical equipment during the training for airline and airport staff, frequently rotating staff and the use of subcontractors result in persisting problems for these passengers both at the airport and on the aircraft. EFA already had some discussions with relevant stakeholders regarding this issue and is collecting patient experiences to present the lack of knowledge and inaccurate interpretations of airline-own oxygen policies.

⁶² http://www.efanet.org/images/2015/EFA_-_Steps_for_passengers_travelling_with_oxygen.pdf



The above makes clear that publicly available special assistance information at this moment is incomplete, ambiguous (sometimes even conflicting) and inaccessible, especially for this vulnerable group of passengers.

Since the start of the project, EFA has already observed a change for the better:

- More airlines are making strides in oxygen service provision, allowing oxygen-dependent to receive oxygen therapy free of charge⁶³.
- A number of European airlines allow the transport of small gaseous oxygen cylinders ($\leq 5\text{kg}$), and may ask for documentation certifying its suitability and stating the reasons for use.

But more needs to be done, in ensuring equity of access; the provision of clear and consistent information made publicly available on the airline website. This is an important step which will help prepare passengers with oxygen needs for their travels.

The need for Airlines to provide oxygen therapy free of charge

The absence of free of charge oxygen services along with the refusal of the transport and use of POBs⁶⁴ creates a very difficult situation for oxygen-dependent passengers, as not all insurance providers in European countries cover the cost for oxygen therapy. Harmonising oxygen policies across Europe can be achieved. This is already the case with wheelchair accessibility on airlines. Therefore airlines and airports should be able to provide oxygen service and/or allow the transport, and use of POBs, as well as POCs.

⁶³ International Airlines Group, Air Baltic, Air Malta, EasyJet, LuxAir, Tarom and Turkish Airlines

⁶⁴ Subjected to ICAO Technical Instruction for the Safe Transport of Dangerous Goods

Recommendations





Recommendations

Based on the conclusions and the experiences shared by passengers, EFA makes the following recommendations to policy makers and airline representatives, in order to make free movement of oxygen-dependent passengers a reality.


- Act on the Own Initiative Report on “The Rights of Europeans travelling by Air” submitted by MEP Keith Taylor and increase pressure on the European Commission to revise Regulation (EC) No 1107/2006 . Any revision should take into account the needs of MEDA passengers and ensure that the gap between the responsibilities of airports and airlines in the provision of medical services is eliminated, allowing these passengers to travel safely and without restriction.
- Proper mechanisms should be in place for **pre-notification** of airports, by airlines, even when special assistance is requested 48 hours prior to the flight’s scheduled departure (in line with Regulation (EC) No 1107/2006).
- Progressive realisation towards a uniform adoption of free oxygen service by airlines, as well as acceptance of transport and use of POCs on all flights for each European commercial airline in Europe. As harmonisation of oxygen policies among European airlines would be the assurance to oxygen-dependent passengers that ***the same rules would apply no matter the airline.***
- Increase airline’s **transparency**, by introducing binding guidelines regarding the minimum level of information concerning airlines’ oxygen policy (including pricing, if applicable, and the transport and use of POCs) that should be displayed publicly on their company website.
- Provide **adequate training** for airline/airport staff for the handling and care for oxygen-dependent passengers on-board and on the ground, so they are well-informed of the consequences related to requesting these passengers to turn off their portable oxygen systems (POBs and POCs). The collection of patient experiences that are featured throughout this booklet should shape training of airline and airport staff. If more time is

dedicated to the airline's unique special assistance policy (including oxygen service) this will assure airline staff's knowledge of their passengers' rights to receive oxygen service and to transport medical equipment, especially POCs.

- Airlines and airports take into account the needs of oxygen-dependent passengers. By disseminating EFA's leaflet "Steps for Passengers Flying with Medical Oxygen" detailing the steps oxygen-dependent passengers should take, on their company website, they can ensure these passengers will receive **accurate information** that will guide them in booking a safe travel.

EFA has produced this booklet as a guide for oxygen-dependent passengers, providing them with the necessary information for travelling with supplementary oxygen in Europe. We also expect that it will act as a reference point for European airlines and airports and their European representation, to indicate the challenging situation that oxygen-dependent people who are considered a MEDA case face during air travel.



A photograph of an airplane cabin interior, showing rows of purple seats and passengers. The view is from the back of the cabin looking forward. A teal text box is overlaid on the top left.

Stories from oxygen- dependent passengers on travelling with oxygen in Europe

The Experiences



I travel for vacation and to visit my sons because they do not live in my city anymore. I do it about two or three times per year as a result of the problems I have flying with the concentrator...

Some companies do not allow me to use the oxygen from my own concentrator during the flight and instead impose large fees in order so that I must rent one of their company's - sometimes even the exact same model I own myself! In some airlines where I am permitted to use my own, the cabin crew does not know what it is for and ask me for documents that I have already presented with the airline authorities, at the check in at the airport and in the security lines... it seems they are powerless and shocked by something completely new, checking with the pilot of the plane to make sure they do not object to the equipment's use during the flight. It should be apparent that there is great disorder to travel with these "methods" and lack of information for the professionals of the aviation sector.

I would like all companies to have the same criteria, that when you purchase your ticket you can indicate your problem immediately, inform them that you will bring your concentrator or will need them to make one available for you, and that it is not an odyssey to achieve any of this. I would like to bring my own concentrator with pertinent document and to be a normal passenger.



Consuelo P., Madrid, Spain



I [travelled with an airline] from London to Dublin, and [had suddenly] been informed (less than 36 hours before my flight) that I will be required to pay fees of 400€ for oxygen to be provided on a flight that cost £203. This cost was not mentioned on [their] website. According to [the] website reasons to fly... include [the] airline being friendly with award winning customer service and being transparent with no hidden fees. Booking oxygen with [this] airline has been a time consuming, stressful and incredibly frustrating experience. All but one of [the] customer service representatives have been unknowledgeable, rude, unhelpful and unable to understand that needing oxygen on a flight might be the cause of some stress. So far I have had to make at least five phone calls to [their] 0871 number. During the latest of which... I was told that I can either pay for the oxygen or cancel my flight and get a £60 refund, meaning I would not only miss my trip but lose £140. I am not a rich woman - I booked with [the airline] because on the one occasion I have used them before the oxygen was free and their customer service was competent. Last time I flew I simply emailed [them], faxed my forms and the oxygen was provided free of charge.



This time I called to book and request oxygen and spoke to someone who didn't know if [they] provided that service. So I decided to book online, and then phone to request the oxygen. I booked and called again - the next representative told me to fill in the forms provided on [a partner airline's] website, then send them via the website. I filled in the forms and sent them to the ... email, as there is no email address attached to any of the forms or web pages about respiratory illness as far as I could see. Due to the nature of my illness I needed a new test to see how much oxygen I require, and I received the required form filled in by the doctor and sent it on to [them]. ... one week before travel, well within [the] 72 hour notice window. I received a reply [the next day] saying I could not use that address because I did not hold a ... card (despite the website saying the ... phone number can be used by non-card holders - I don't see why the email address should be different).

There was no mention of a charge for the service in that email, nor was the correct email to send the forms to supplied - rather I was directed to the 'wheelchair assistance form' online (!? how is that relevant) and given the 0871 customer service number again. I called it and was assured I would be contacted [at the beginning of the week] to book the Oxygen. I was not. The [following day] I was left a message stating that they were sorting it out, and would phone me to confirm and take payment. I thought that was a mistake and then this morning was left another message stating I needed to pay the 400 Euro today. I have just phoned [the] 0871 number again, and was told I could not contact anyone. ... directly as they did not have the contact details. Apparently I must either pay or cancel. The supervisor of the person I spoke to refused to talk to me..



Sandra M., St Albans, United Kingdom



...the steward on the plane wanted me to turn off my machine on take-off and landing. I explained to her that it was not oxygen but a concentrator so she had to ask the pilot if that was ok as she did not know what I was talking about but he seemed to know about it so everything was ok... When I travelled back from Brussels the steward said I should have booked a ticket for the machine. I thought he was joking but no he was serious.



Betty S., Bray, Ireland



I have already booked a flight to San Miguel in the Azores [on an European airline]. They told me that my Father can't bring his portable O₂ machine that is FAA approved but could use their O₂ for an additional fee. They have quoted me 80 Euro per bottle and per his doctor's request he would need 5 bottles on the way there and 6 bottles on the way back. I have already rented a portable device for the week that he can't use on the plane. [The airline] wants to charge me over 1,000 EUR for the round trip flight. I don't think this sounds right and I am so upset about this. This was supposed to be a wonderful family vacation and it sounds like they are taking advantage of a health care situation.



Sandra W., Swansea, United States



Coming home from Cyprus... we got to the airport and checked in and were told there would be no oxygen on board. Eventually, they said it was there, we went through to the boarding gate and my name is asked to come to the gate. I go to the desk they said we do not have the oxygen on board and they asked if I would be able to fly home without it. I said NO WAY! After holding the flight home for 30 mins they eventually got some oxygen off another plane for me. By this time I am stressed and crying.

So now every time I want to be able to fly to continental Europe it is a head ache and very stressful for me. I have to pay for oxygen abroad in Cyprus, as it was £150 for a week for a concentrator. I find it is so stressful for us, people who need oxygen for flying, and do not see why we should not be able to go without any fuss or hassle. It is the airports and airlines that cause us to become upset. They never apologize though and that is what makes me so cross because I know I am not the only person who has experienced this because a few of my friends who got the same illness as me get the hassle.



Karen F., Laindon, United Kingdom



At the age of 60 years old, I was diagnosed with COPD... and my pulmonologist ... prescribed me oxygen therapy. In addition, as I informed him of an arranged trip... to Maurice Island, he then advised me to obtain oxygen for use in the airplane.

So I contacted the company... who then asked me for 380 EUR as a supplementary fee to each flight. My trip was arranged in advance for more than a year because it was organized with an association. At this moment a choice was required from me: pay the extra... fees and spend 10 days at the hotel because my budget would be consumed by the supplementary fees or to go on the trip without oxygen. I made the choice to go without oxygen.

This year, I have planned a trip to Martinique where my son lives currently. My calculation is once again quickly realized: I cannot pay for the trip AND an oxygen tank. In addition, I will leave with a group and I wonder how I can combine the group and the requirements of the airline. So, my decision in the end was that I could not go on the trip. Currently, as I am truly dependent upon my oxygen for physical activities, I wish for a life as normal as possible during my retirement. I currently am a volunteer in a nursing home, help various associations, and keep myself busy in my garden but I am condemned to "stand down" and never go on a plane, kept waiting until the next occasion my son will return to France to visit.



Betty M., Portieux, France



On an international flight with an European airline, as patient with LAM, from Spain to Argentina it was required to pay 900 EUR for the return trip. The company allowed the carriage of a personal concentrator but it was not possible to obtain the necessary batteries to allow for its use for 150% of the duration of the flight. As a result, it was necessary to pay this high fee.

After not travelling for almost 10 years because of the medical condition, this year I would like to travel again but I have had many bad experiences with airlines, like the above, who do not accept me without added costs or complications since I must use oxygen for the whole flights. The cabin crews, even if they are very cooperative, did not seem to know how to use the equipment and as a result my daughter must come with me to attend to my needs.

I think oxygen use in flights should be complementary for passengers and all airline companies should have identical policies for all airline companies to make travel with oxygen easier.



Susanna M., Spain



Last June I travelled from London to Zurich and back... I informed the airline in advance but when I arrived at Heathrow to check-in I was treated just like any [healthy] passenger. The security staff did pass my Airsep Focus concentrator round the security scanner, but otherwise the departure was like all others. I even walked the long walk to the plane.

The return trip was much better. I was asked if I needed help to get to the departure gate, which I didn't. When I got to the departure gate I was given pre-boarding so that I wouldn't be jostled by everybody else. In all [the return was] a very pleasant experience.



Malcolm W., Bucks, United Kingdom



At 81 years old, oxygen has been prescribed as a requirement 24 hours day. For travels to Tunisia, my child prepared and assembled all the forms necessary for the airline company: the medical certificate, the clearance contract for the use of a personal oxygen concentrator...

In actuality, I used the concentrator throughout my time in the airport until boarding, which was also distant from other passengers. Then, once in the plane, the company put oxygen to my disposal as a service to be charged because in the end they did not accept the use of my portable oxygen concentrator.



Ahmed L., Alpes Maritimes, France



I have Pulmonary Hypertension and need oxygen for flying. I think it is disgusting that airlines get away with charging ridiculous sums of money for on board oxygen. I try to fly with the airlines that provide it free when I can.

I was flying with some friends from Murcia in Spain to Bournemouth UK, which I had done many times before with [this particular airline]. I had booked my oxygen and paid my £100 prior to the flight and had faxed my Fit to Fly Letter to them. We got to the airport and at the desk all was fine, they confirmed my oxygen. My friends boarded first as normal, as disabled, I waited until last. They then said I had to wait as they were refuelling?? Eventually they let me through but no one accompanied me. I ended up getting on the wrong plane so had to climb up another flight of steps to get to mine, with my hand luggage. I got on the plane and was told by the steward that I couldn't fly because they had no oxygen, I showed him my letter and my receipt and he argued like mad with me.

By then I am sobbing, my friends came down the plane to assist and others said how they had flown with me the week before and all was fine. The Captain then appeared and told me I would have to get off the plane, I said but I am fit to fly he said no you're not without oxygen and we haven't any! I was the chunked off the plane and my friend came with me leaving her husband on board. My suitcase was ready and waiting at the bottom of the stairs. She had nothing. No one came to help us and I was beside myself. Out of breath and helpless, we walked back through customs and the Spanish guy was so shocked no plane had landed and couldn't figure out where we came from! The... staff were hopeless and offered no help but got us on another flight the next day. Not once did they ask where we would stay or how we would get there. Luckily my husband came and got



us. On my return to UK I wrote a long complaint letter to [the airline] and heard nothing... I was treated appalling by the staff on board the plane and can literally say I was traumatised.



Jane T., Berks, United Kingdom



My name is Luísa Soares Branco, I am 60 years old and I am retired. In my capacity of President of RESPIRA's board I often receive invitations to speak in different meetings with GP and specialists. Four years ago I received an invitation from a hospital in the island of Azores (SATA airlines) and three years ago I have been also in a General meeting of EFA in Rome (TAP airlines).

For both of them I needed a certificate from my doctor: "Medical information for fitness to travel" (MEDIF) and I had to wait around a month, in order to receive permission to travel. In both cases I had to pay for the oxygen more than the ticket's price.

In both cases I experiment long and painful delays in Portela airport Lisbon, Ponta Delgada airport and in Rome Fiumicino either because security reasons - the staff from the oxygen company had to be cleared by the police, or because I was treated like a disable person taken in and out the airplane in an ambulance.

During the flights I noticed that the staff was not used to deal with a passenger with oxygen needs. Sometimes they looked frightened, sometimes they look bored, like "Oh not again!"

I would like to recommend to:

EASA to harmonize rules for travelling with oxygen.

The authorities that are managing the airports to promote special security rules for people with oxygen needs and their companions.

To airline companies: sites more user friendly and readable and suitable training of their staff.



Luisa S. B., Lisboa, Portugal



I am 64 years old and require oxygen 24 hours a day. For vacation, I travel often in France and my medical care provider brings my oxygen to the resorts. This year, my son married and we gave notice of our trip to Italy for the ceremony. My son was very busy making arrangements with the company. My medical care provider for oxygen put us in the disposition of portable oxygen concentrator for the airline with its certificate for my clearance. During boarding, I was not assisted. To the contrary, when I arrived the care provider seemed to have forgotten to mention my situation requiring me to change seats in the plane. The use of my portable oxygen concentrator during the flight was not a problem. My suggestion: the concentrator is considered a piece of hand luggage and as a result it was necessary to burden my husband with its extra batteries so they could be brought on board as well.



Marie-Josée D., Le Petit Quevilly, France



I have idiopathic pulmonary arterial hypertension. This is a condition where the pressure in my lungs is so great that it is destroying my heart. It is a terminal condition. Holidays are important to us as we want to create memories for the ones we leave behind, plus, of course, to enjoy ourselves.

My first disaster was when I travelled with Monarch. We have to pay on this airline the sum of one hundred pounds each way for a flight to any part of Europe. My oxygen failed, THREE times, in the end the steward bought me the small canister with a full face mask. The trouble is this delivers oxygen at twice the amount I required. Fortunately no damage was done. We sent a letter of complaint to the airline and they apologised and returned my fee for this service but the consequences could have been very serious.

My second story occurred when... the beginning of the flight was a bit bumpy so rightly so the stewardesses had to stay in their seats longer than I would have liked as I needed the oxygen fetching sooner rather than later. Eventually when they could leave their seats they were more concerned with selling lottery tickets than getting my oxygen, this even though my husband had specifically told them on getting seated that it was very important I receive the oxygen once above the level the airline would allow it. I was getting more and more distressed as we watched the stewardesses discussing lottery tickets and drinks. In the end my husband asked them to get oxygen. It was obvious they had forgotten and a stewardess was dispatched to the back of the plane to collect it. On her return she was alarmed when she saw my very red face. She connected the oxygen to the cannula and gave it to me and said it was all set up. She then asked if she should inform the crew of my condition as I looked so bad. I said no, I will be ok when I have enough oxygen. Three minutes later I was distressed as I could tell there was no oxygen and thought the bottle was empty. My husband looked and she had not even turned it on!

All in all the stewardesses need more training in using oxygen and the bottles MUST be checked properly as a faulty one for me could have had dire consequences.



Carole A., Halifax, United Kingdom



Definitions of terms used

Accompanying person

a person that is accompanying you on the flight, who is capable of providing the assistance you require. An accompanying person is therefore ALWAYS a passenger.

Air Carrier

An air transport undertaking with a valid operating license

DG

Dangerous Goods (DG) refers to articles or substances which are capable of posing a risk to health, safety, property or the environment and which are shown in the list of dangerous goods in the technical instructions or which are classified according to those instructions⁶⁵

EASA

The European Aviation Safety Authority (EASA) is the EU Authority for aviation safety. The main activities of the organisation include the strategy and safety management, the certification of aviation products and the oversight of approved organisations and EU Member States.

FAA

Federal Aviation Administration (FAA) is the national aviation authority for the United States and is an agency of the U.S. Department of Transportation. It has authority to regulate and oversee all aspects of American civil aviation.

FREMEC

Frequent Traveller's Medical Card (FREMEC) is issued to passengers with chronic, but stable medical conditions, and those with additional needs, for their future travel.

A frequent traveller who has a permanent and stable underlying health problem may obtain a frequent traveller's medical card (or equivalent) from the medical or reservation department of many airlines. This card is accepted, under specified conditions, as proof of medical clearance and for identification of the holder's medical condition. A FREMEC issued by one

⁶⁵ EU Regulation 965/2012

airline should be accepted by other airlines, avoiding the necessity of obtaining medical clearance for each journey. This card outlines the passenger's special handling requirements.

IATA

International Air Transport Association (IATA) acts as the global trade association for the airline industry. With a membership of 250 airlines, the organisation represents 83% of the total air traffic.

INCAPACITATED PASSENGER

Refers to a person with a physical or mental disability, or a medical condition that requires assistance for enplaning and deplaning, flight and even ground handling

INCAD

Incapacitated Passengers Handling Advice (INCAD).

This is a standard form used by many airlines to organise any assistance or equipment required by persons with disability or reduced mobility during travel and to decide whether they are fit to fly. It is typically completed by the Passenger or his/her representative.

Lithium Battery

- *Lithium Metal Batteries* are generally (non-rechargeable) batteries that have lithium metal or lithium compounds.
- *Lithium Ion Batteries* are a type of secondary (rechargeable) battery.

Managing body of (the airport)

Managing body refers to a body which notably has as its objective under national legislation the administration and management of airport infrastructure, and the coordination and control of the activities of the different operations present in the airports or airport network concerned.

MEDA

Medical Case (MEDA)

Not to be used for incapacitated passengers who only require special assistance or handling, and who do not require a medical clearance.



OXYG for passengers travelling either seated or on a stretcher, needing oxygen during the flight (only to be used in conjunction with SSR Code MEDA; see above).

MEDIF

The Medical Information Form (MEDIF) for Fitness to Travel or Special Assistance is used for the purpose of providing them special assistance and/or medical clearance thereby ensuring their smooth travel. The MEDIF should be completed by the physician.

NEB

National Enforcement Bodies (NEB)

EU rules oblige Member States to nominate or create “National Enforcement Bodies”⁶⁶, whose role is to verify that transport operators are treating all passengers in accordance with their rights. Passengers who believe their rights under the regulation have not been respected should contact the body in the country where the incident took place.⁶⁷

POB

Portable Oxygen Bottle (POB)

For more information, please check “Practical advice for people travelling with medical oxygen”

POC

Portable Oxygen Concentrator (POC)

For more information, please check “Practical advice for people travelling with medical oxygen”

PRM

Person with Reduced Mobility (PRM) stands for any person whose mobility when using transport is reduced due to any physical disability, intellectual disability or impairment, or any other cause of disability, or age and whose situation needs appropriate attention and the adaptation to his or her particular needs of the service made available to all passengers

SAF

Special Assistance Form

⁶⁶ http://ec.europa.eu/transport/themes/passengers/air/doc/2004_261_national_enforcement_bodies.pdf

⁶⁷ <http://ec.europa.eu/transport/themes/passengers/air/>

Summary of European Airlines Oxygen policies

Full Name	Notification prior to departure	Medical Form	Companion
Aegean Airlines	Not specified	Yes	Not specified
Aer Lingus	at least 48 hrs	Yes	Not specified
Aeroflot	at least 72 hrs	Yes	Yes*
Air Baltic	at least 48 hrs	Yes	Yes*
Air France	at least 48 hrs	Yes*	Not specified
Air Malta	at least 48 hrs	Yes	Not specified
Alitalia	at least 72 hrs	Yes	Not specified
Austrian Airlines	at least 48 hrs	Yes	Not specified
British Airways	at least 48 hrs	Yes	Not specified
Brussels Airlines	at least 72 hrs for Oxygen	Yes	No
	at least 48 hrs for POC		
Bulgaria Air	at least 24 hrs	Yes	Not specified
Croatia Airlines	at least 24 hrs	Yes	Yes**
Czech Airlines	at least 48 hrs	Yes	may be required
Easy Jet	Not specified	Yes	Not specified
Finnair	at least 48 hrs	Yes	Yes*
Iberia	at least 48 hrs	Yes*	Not specified



Own POB	Company Oxygen	Price	POC Use
Yes*	No	Not publicly displayed	Yes
No	Yes*	€100/£90/\$140 per flight <i>payable during booking</i>	Yes
Yes*	Not specified	Not publicly displayed	Yes
Not specified	Yes	Free	Yes*
Yes	Yes	€200 / Continental flights €300 / Longhaul flights	Yes
No	Yes	€115 per sector <i>must be paid in advance</i>	Yes
No	Yes*	Not publicly displayed	Yes
Yes*	Yes	€350 per flight segment	Yes
Not specified	Yes*	Free	Yes
No*	Yes	€175 / Shorthaul flights €350 / Longhaul flights	Yes
Yes**	Not specified	Not publicly displayed	Not specified
No	Yes	€60 per flight	Yes
No	Yes	€80 per flight / container	Not specified
Yes*	Emergency situations only	Not publicly displayed	Yes
No	Yes	€175/ Shorthaul flights; €350/ Longhaul flights	Yes
No	Yes	Free	Yes

Full Name	Notification prior to departure	Medical Form	Companion
Iceland Air	at least 48 hrs	Yes	Not specified
KLM	at least 48 hrs	Yes	Not specified
Lufthansa	at least 48 hrs	Yes	Not specified
LuxAir	when making the reservation	Not specified	Not specified
Polish Airlines LOT	at least 72 hrs for Oxygen	Yes	Not specified
	at least 48 hrs for POC		
Ryan Air	at least 72 hrs for Oxygen	Yes	Not specified
	at least 7 days for POC		
Scandinavian Airlines	at least 72 hrs	Yes	Not specified
Swiss Air	at least 72 hrs	Yes	No
TAP	at least 48 hrs	Yes	Yes***
Tarom	at least 72 hrs	Yes	Yes
Turkish Airlines	when making the reservation	Yes	Not specified
Vueling	at least 48 hrs	Not specified	Not specified
Wizzair	at least 48 hrs	Yes	No



Own POB	Company Oxygen	Price	POC Use
No	No	Not publicly displayed	Yes
No	Yes	€200 per flight	Yes
Yes*	Yes	Not publicly displayed	Yes
No	Yes	Free	Yes
Yes	Not specified	€150/ Domestic, International flights €300 / Intercontinental flight	Yes
No	Yes**	£50 or €50 per flight	Yes
Yes*	Yes	€150 / Domestic, Continental flights €335 / Intercontinental flights	Yes
No	Yes	CHF 300 / Domestic, International flights CHF 450 / Intercontinental flights	Yes
No	Yes	€150 / European flights €300 / Intercontinental flights	Yes
No	Yes	Free	No*
No	Yes	Free	Yes
No	Yes	Not publicly displayed	Yes
No	Yes	Not publicly displayed	Yes

Table details

Summary of European airline services on medical oxygen

The following table will guide passengers to easily know what kind of services and prices for medical oxygen European airlines offer on board.

Medical Form
Yes*: if >2lpm oxygen therapy is needed
Companion
Y* Qualified Medical Staff
Yes** trained to handle the Oxygen Bottle
Yes*** unless passenger can administer it
Own POB
Yes*: gaseous oxygen cylinder ≤ 5 kg; documentation certifying its suitability for use
Yes**: occasionally, if "special arrangements are made"
No*: empty bottles can be transported empty in the cargo hold
Company Oxygen
Yes*: only oxygen service to one passenger per flight
Yes**: Unless a continuous supply of oxygen of more than 250 minutes is needed
POC Use
Yes*: Except during takeoff and landing
No*: the POC may be transported in hold as baggage
In General
Not Specified



Index of Acronyms

COPD	Chronic Obstructive Pulmonary Disease
DG	Dangerous goods
EASA	European Aviation Safety Authority
EC	European Commission
EFA	European Federation of Allergy and Airways Diseases Patients' Associations
ELF	European Lung Foundation
EP	European Parliament
EU	European Union
FAA	Federal Aviation Administration (USA)
IATA	International Air Travel Association
ICAO	International Civil Aviation Organisation
INCAD	Incapacitated Passengers Handling Advice
lpm	liters per minute Oxygen (O ₂ flow rate)
MEDIF	Medical Information for Fitness to Travel or Special Assistance
NEB	National Enforcement Bodies
NGO	Non-Governmental Organisation
PED	Portable Electronic Devices
POB	Portable Oxygen Bottle
POC	Portable Oxygen Concentrator
PRM	Person with Reduced Mobility
SAF	Special Assistance Form

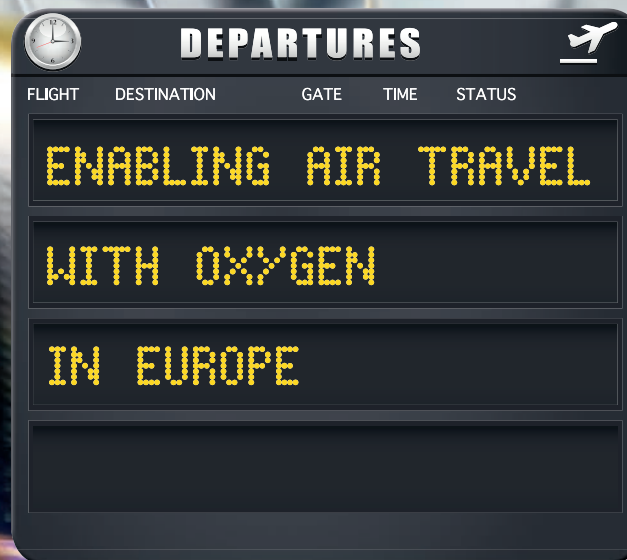


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