

特殊旅客服务需求单 (A 类)

(轮椅旅客 (WCHS/WCHR)、听力视力语言障碍旅客、其他一般服务需求的特殊旅客_____)							
尊敬的旅客朋友:							
非常感谢您选择乘海南航空公司航班, 为了给您提供更好的服务, 请您详细填写以下内容, 在您需要选择的服务项目“□”内打“√”。							
A	个人信息	姓名		性别		年龄	
		航班日期		航班号		电话	
		始发站		经停站		到达站	
		证件种类		证件号码			
		地址					
B	身体状况						
		如果您是盲人或聋哑旅客, 是否携带导盲犬或助听犬? 否 <input type="checkbox"/> 是 <input type="checkbox"/>					
C	轮椅服务	(1) 在机场是否需要轮椅服务? 否 <input type="checkbox"/> 是 <input type="checkbox"/>	<input type="checkbox"/> 能上下台阶, 但进行长距离移动时需要轮椅帮助 (WCHR) <input type="checkbox"/> 不能上下台阶, 但在客舱中能自己行动 (WCHS)				
		(2) 是否携带自有轮椅旅行? 否 <input type="checkbox"/> 是 <input type="checkbox"/>	<input type="checkbox"/> 手动轮椅 <input type="checkbox"/> 机械轴环式 (WCMP)	<input type="checkbox"/> 在直机柜台进行托运 <input type="checkbox"/> 希望使用自有轮椅到达登机门, 在登机门办理托运 <input type="checkbox"/> 飞机到达后, 希望飞机舱门口提取托运轮椅 <input type="checkbox"/> 飞机到达后, 希望在托运行李提取处提取托运轮椅 * 目前客舱内无去放置旅客自有轮椅, 敬请谅解。			
			<input type="checkbox"/> 电动轮椅	<input type="checkbox"/> 携带可溢出液体电池驱动轮椅 (WCBW); <input type="checkbox"/> 携带密封式无溢出电池驱动轮椅 (WCBD); <input type="checkbox"/> 飞机到达后, 希望飞机舱门口提取托运轮椅 <input type="checkbox"/> 飞机到达后, 希望在行李转盘处提取托运轮椅 * 电动轮椅装入货舱所需时间较长, 因此请您于航班起飞 90 分钟前到直机柜台进行轮椅托运。			
		(3) 您是否需要客舱轮椅服务? 否 <input type="checkbox"/> 是 <input type="checkbox"/> 目前海南航空仅在 A330 和 B787 机型上提供。					
D	引导服务	始发地是否需要引导您到达登机口? 否 <input type="checkbox"/> 是 <input type="checkbox"/>					
E	其他	(1) 需要特殊座位? 否 <input type="checkbox"/> 是 <input type="checkbox"/> 如果选“是”, 请注明: 靠近过道座位 <input type="checkbox"/> , 靠近窗口座位 <input type="checkbox"/> , 其他 _____					
		(2) 是否需要客舱婴儿摇篮? 否 <input type="checkbox"/> 是 <input type="checkbox"/> 预留座位号: _____					
		(3) 是否需要客舱儿童座椅? 否 <input type="checkbox"/> 是 <input type="checkbox"/> 预留座位号: _____					
		(4) 其他需求 _____					
F	随行	姓名: _____ 电话: _____					
我, 即为签字者, 保证以上内容真实、有效。 旅客(监护人随行) 签字: _____ 日期: _____							
海南航空经售单位: _____ 售票处或地面服务单位; 经办人签字: _____ 日期: _____							
说明: 此单一式四联, 无碳复写。第一联为出票联, 由售票处留存; 第二联为直机联, 始发站直机单位留存; 第三联为票务联, 始发站特殊旅客地面服务人员交至							

海南航空特殊旅客服务需求单 (A 类)

为方便旅客旅行, 海南航空公司特制订此申请表, 申请表中列明航空公司为特殊旅客提供的简单服务项目。该服务项目包括轮椅服务、引导服务、客舱特殊餐食服务等, 服务项目免费, 不需要旅客提供适宜乘机的医疗诊断证明。

当您电话订票, 或在售票处购票时, 请参照此表背面内容, 提出您的需求。根据您提供的信息, 海南航空公司提前做出妥善安排, 为您提供周到服务。您可以不用填写此表, 是否填写遵循您的意愿。如果您想了解更多细节, 请联系海航 95339 或距您最近的海航售票处。

特殊服务内容描述如下, 仅供参考, 具体见背面。

引导服务

海南航空公司可为您提供引导服务, 帮助您办理乘机手续, 托运行李, 协助您通过安全检查, 进入候机厅休息, 引导您至登机口登机。适用于残疾旅客、有语言沟通障碍的旅客 (含外籍旅客) 等需要海航提供引导服务的旅客。

轮椅服务

如果您需要轮椅服务, 请在购票时提出。在机场值机柜台, 服务人员会要求您将轮椅办理托运。海航可为您提供特殊轮椅服务, 可以进入飞机客舱, 到达您的座位旁 (适用于所有 B787 机型、A330 机型)。如果您打算使用自己的轮椅到达登机门, 在购票时, 应告知海航。因为飞机客舱内没有可供轮椅存

放的空间, 您自己的轮椅应在登机门办理托运, 放入货舱。适用于行动不便的残疾旅客、病患旅客等需要提供轮椅服务的旅客。为了确保您的安全, 轮椅仅限本人乘坐, 请勿怀抱婴儿/儿童及超过舱位等级要求的随身行李。

客舱婴儿摇篮服务

海航目前提供的婴儿摇篮, 可供身高在 72 厘米以下, 体重在 11 公斤以内, 0-2 (不含) 岁的婴儿使用。此申请仅限在国际航班宽体机执行航班上配备, 数量有限, 请您订票时向售票员详细咨询。

客舱儿童座椅服务

海航目前提供的儿童座椅, 可供体重在 10-25 (含) 公斤, 年龄 0-6 (含) 岁的儿童使用。此申请仅限在国际航班宽体机执行航班上配备, 数量有限, 请您订票时向售票员详细咨询。

温馨提示

如您在紧急情况下需要他人帮助到达出口, 在您登机后, 可通过客舱乘务员了解紧急情况下到达出口的通道及获取撤离指令的方式, 同时为降低受伤风险, 请您结合您的实际情况, 告知客舱乘务员在紧急情况下您的随行人员 (如有) 及其他旅客可以协助您到达最近出口的最适宜的方式, 如是否需要他人抬送至出口, 如何更好为您提供协助等。请您在飞行中务必全程关注客舱广播等提示内容, 紧急情况下听从客舱乘务员现场指导。

Special Passenger Service Demand Sheet (Type A)

(Wheelchair passengers (WCHS/WCHR), physically challenged passengers, passengers with general service requirements _____)							
Dear passengers:							
Thanks for choosing HNA's flights. Please fill out this form in details by ticking items in <input type="checkbox"/> so that we can provide better services to you.							
A	Personal information	Name		Gender		Age	
		Flight date		Flight No.		Tel	
		Starting Airport		Stop-over airport		Destination	
		Type of certificate		Number of certificate			
		Address					
B	Physical condition						

		For passengers with sight or hearing challenged, whether escorted by a seeing eye dog or hearing aid dog? No <input type="checkbox"/> Yes <input type="checkbox"/>	
C	Wheelchair services	(1) Wheelchair service needed in the airport? No <input type="checkbox"/> Yes <input type="checkbox"/>	<input type="checkbox"/> Able to go up and down stairs, but need wheelchair for long-distance movement (WCHR) <input type="checkbox"/> Unable to go up and down stairs, but able to move unassisted in the cabin (WCHS)
		(2) Availability of passenger's own wheelchair? No <input type="checkbox"/> Yes <input type="checkbox"/>	<input type="checkbox"/> Manual wheelchair <input type="checkbox"/> Mechanical axle wheelchair (WCMP) <input type="checkbox"/> Complete wheelchair check-in at the check-in counter <input type="checkbox"/> Prefer to use my own wheelchair to the boarding gate and complete wheelchair check-in at the boarding gate <input type="checkbox"/> Prefer to retrieve the checked wheelchair at the cabin door upon arrival <input type="checkbox"/> Prefer to retrieve the checked wheelchair at the baggage claim area upon arrival. * We regret to inform you currently there is no space in the cabin to store the passenger's own wheelchair.
			<input type="checkbox"/> Electric wheelchair <input type="checkbox"/> Travelling with a wheelchair driven by spill-able battery (WCBW) <input type="checkbox"/> Travelling with a wheelchair driven by sealed non-spill-able battery (WCBBD) <input type="checkbox"/> Prefer to retrieve the checked wheelchair at the cabin door upon arrival <input type="checkbox"/> Prefer to retrieve the checked wheelchair at the baggage claim area upon arrival. * It takes a relatively long time to load the electric wheelchair in the cargo cabin, so please complete wheelchair check-in at the check-in counter 90 minutes before the departure time.
		(3) DO you need on-board wheelchair service? No <input type="checkbox"/> Yes <input type="checkbox"/> * Hainan airlines can provide you with on-board wheelchair services in A330 & B787 aircraft cabin .	
D	Guidance services	Guiding service till the boarding gate required at the departure airport? No <input type="checkbox"/> Yes <input type="checkbox"/>	
E	Special in-flight arrangements need	(1) Special seat required No <input type="checkbox"/> Yes <input type="checkbox"/> If "yes", please specify: aisle seat <input type="checkbox"/> , window seat <input type="checkbox"/> , other _____	
		(2) Bassinet required? No <input type="checkbox"/> Yes <input type="checkbox"/> Seats No.: _____	
		(3) Child seat required? No <input type="checkbox"/> Yes <input type="checkbox"/> Seats No.: _____	
		(4) Other requirements _____	
F	Retinue	Name: _____ Telephone: _____	
I, the undersigned, hereby guarantee the above information is authentic and valid. Signature of passenger (guardian)\Retinue _____ Date _____			
HNA's department handling the application: _____ Ticket office or ground service department; Handled by: _____ Date _____			
Note: ① This application form does not apply to unaccompanied minor. Unaccompanied minor should use Special Passenger Service Demand Sheet (Type B) ② This application form does not apply to passengers who need certain medical equipment (e.g. oxygen cylinder) or stretcher during the flight for medical care purposes, passengers who can not take care of their own needs unassisted, passengers on wheelchairs, passengers who need assistance sitting down or getting up (WCHR), passengers suffering from certain disease, and healthy passengers who have been pregnant for more than 8 months (32 weeks) (inclusive) but less than 9 months (36 weeks). Special Passenger Service Demand Sheet (Type C) shall apply to these passengers. ③ This application form consists of two forms without carbon copy. The first form is airline form to be kept by the department handling the passenger's application, the second form is passenger form.			

Special Passenger Service Demand Sheet (Type A)

This application form has been designed to provide better services to passengers. It enumerates free service items available to special passengers including wheelchair services, guidance services, special meal services. Medical information sheet certifying the passenger's flight-worthiness is not required.

When booking ticket via phone or buying ticket at the ticket counter, passengers should fill out the back of this form where appropriate so that HNA can make appropriate arrangement in advance based on the information provided to

ensure thoughtful services. Whether to fill out this application is entirely up to the passengers. For more information, please contact HNA at 95339 or visit the nearest ticket office.

Special services are described below for reference only, see back for detailed information.

Guidance services

Hainan Airlines can provide you with guidance services, help you go through the check-in procedures, check your luggage, assist you through security checks, enter the waiting hall and rest, and guide you to the boarding gate. It is suitable for passengers with disabilities, passengers with language barriers (including foreign passengers) and other passengers who need guidance services provided by HNA.

Wheelchair services

Passengers who require wheelchair services should apply at the time of ticket-buying. Service personnel at the airport's check-in counter will require passengers to go through wheelchair check-in procedure. HNA may provide special wheelchair services to passengers by placing the wheelchair beside the passenger's seat. If any passenger intends to use his/her own wheelchair up till the boarding gate, s/he should notify HNA at the time of ticket-buying. As there is no space to store wheelchairs in the cabin, passengers who intend to use their own wheelchairs need to go through baggage check-in procedure at the boarding gate and have their wheelchairs stored in the cargo cabin. Apply to mobility-restricted older passengers, passengers with disability and other passengers physically or mentally impaired needing wheelchair service. To ensure your safety, the wheelchair is for yourself only. Please do not carry babies/children or carry-on luggage exceeding the class requirement.

Infant cradle service:

HNA provide infant cradles to those infants whose height is within 72cm and the weight is within the 11kg and the age is between 0 to 2 years old. The facility is only equipped on international flight taken by wide-body aircraft. The amount of infant cradles on each aircraft of HNA is limited, passengers shall consult with the ticket seller when booking tickets.

Child seat service

HNA provide child seat to those children whose weight between 10kg to 25kg (inclusion) and the age between 0 to 6 (inclusion) years old. The facility is only equipped on international flight taken by wide-body aircraft. The amount of child seat on each aircraft of HNA is limited, passengers shall consult with the ticket seller when booking.

Friendly Tips

If you need help to reach the exit in case of an emergency, after you board, you can learn the way to reach the exit in case of an emergency and obtain evacuation instructions through the cabin crew. In order to reduce the risk of injury, please take into account your actual situation. Inform the cabin crew of the most appropriate way in which your entourage (if any) and other passengers can assist you to the nearest exit in case of emergency, such as whether you need to be carried to the exit, how best to assist you, etc. Please pay attention to cabin announcements and other prompts throughout the flight, and follow the on-site instructions of cabin crew in case of emergency.

