



Special Passenger Service Demand Sheet (Type C)

(Stretcher passengers, wheelchair passengers (WCHC), sick passengers or passengers suffering from disease or injury, passengers requiring Oxygen equipment on board the aircraft, _____)

Dear passengers:
Thanks for choosing HNA's flights. Please fill out this form in details by ticking items in so that we can provide better services for you.

A	Personal information	Name		Gender		Age	
		Flight date		Flight No.		Tel	
		Starting Airport		Stop-over airport		Destination	
		Certificate		Number of certificate			
		Address					
B	Wheelchair service	(1) Wheelchair service needed in the airport? No <input type="checkbox"/> Yes <input type="checkbox"/>		<input type="checkbox"/> Completely unable to move, need assistance when sitting down or getting up in the cabin (WCHC)			
		(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 get to the boarding gate and complete wheelchair check-in at the boarding gate * We regret to inform you that currently there is no space in the cabin to store the passenger's own wheelchair.		
			<input type="checkbox"/> Electric wheelchair		<input type="checkbox"/> Traveling with a wheelchair driven by spillable liquid battery (WCBW) <input type="checkbox"/> Traveling with a wheelchair driven by sealed non-spillable battery (WCBD) * 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 (WCON) ? No <input type="checkbox"/> Yes <input type="checkbox"/>		* Hainan airlines can provide you with on-board wheelchair services in B767; B787; A330 aircraft cabin.			
C	Guiding service	(1) Staffs of HNA at the departure airport will guide you to the boarding gate					
		(2) For passengers taking a connecting flight, the ground service personnel's of HNA will guide you to the right boarding area. Please write your connecting flight number _____ and departure time _____.					
		(3) The ground service personnel's of HNA at the destination airport will welcome you upon arrival, assist you to claim baggage and guide you to the departure hall exit.					
D	Stretcher	Stretcher required? (escort and medical information sheet required)				No <input type="checkbox"/> Yes <input type="checkbox"/>	
E	Oxygen equipment	(1) Specialized on-board portable oxygen concentrators (POCs) required? No <input type="checkbox"/> Yes <input type="checkbox"/>					
		(2) The Type of portable oxygen concentrators (POCs):					
		(3) Weight:					
		(4) Size:					
F	Ambulance	At present, HNA does not provide ambulance service, passengers should arrange ambulance on their own and provide the following information:					
		(1) Arrival at the departure airport. Name of the ambulance company _____ Telephone: _____ (2) Departure from the destination airport. Name of the ambulance company _____ Telephone: _____					
G	With Escort Personnel?	yes <input type="checkbox"/> , (1) Name: _____ Age: _____ Gender: _____ <input type="checkbox"/> Doctor <input type="checkbox"/> Nurse <input type="checkbox"/> Other (_____)					
		(2) Name: _____ Age: _____ Gender: _____ <input type="checkbox"/> Doctor <input type="checkbox"/> Nurse <input type="checkbox"/> Other (_____)					
		(3) Name: _____ Age: _____ Gender: _____ <input type="checkbox"/> Doctor <input type="checkbox"/> Nurse <input type="checkbox"/> Other (_____)					
		No <input type="checkbox"/> , Emergency Contact: _____; elephone: _____; Relationship: _____.					
H	comment						

Passenger's Declaration: I, the undersigned, hereby guarantee the above information is authentic and valid. Signature of passenger (guardian): _____ date: _____

HNA's department handling the application _____ ticket office
Signature of the staff handling the application: _____ Date: _____
ground service department of the departure airport, handled by: _____ Date: _____

Note: this application consists of three forms without carbon copy. The first page is the ticket issuance form to be kept by the ticket office; the second page is the check-in form kept by the check-in counter of the departure airport; the third page is the service form to be delivered by the ground service personnel of the departure airport to the chief steward after confirming transportation condition and all service arrangement, the chief steward will deliver this service form to the ground service personnel of the destination airport for filing purposes; the third form is the passenger form.



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As the fastest and most convenient way of transportation for sick passengers, air transportation boasts great superiority in convenience and stability. However, the physical condition of sick passengers may deteriorate due to the long-hour air traveling, altitude and cabin environment. Therefore, not all sick passengers are suitable to travel by air.

Normally, civil aircrafts travel at a near-sonic speed of 900 km/hour (560 feet/hour) at a height of 9,000-12,000 meters (30,000-40,000 feet). Under the condition of the high altitude environment whose air pressure has a huge difference from ground air pressure, the flight cabin shall be engine-driven supercharged at the time of flying only. During the flying, the air pressure in the flight cabin shall be remained at the level equivalent to that at a peak of 1,500 - 2,100 meters (5,000 - 7,000 feet) high. However, the air pressure of the cabin fluctuates greatly at the process of 15 - 30 minutes of takeoff and landing.

The air pressure in the flight cabin: When air pressure falls, the gas inside the human body will expand. During the flying, the gas pressure accumulated in the human body cannot be released, therefore, the injured part and body organs of passengers will be extruded. And even worse, this may cause pain and/or respiratory difficulty.

Oxygen density: Gradually decreased oxygen density with the increase of height may deteriorate the physical condition of passengers who suffering from respiratory disease, heart disease, cerebrovascular disease or severe anemia. Pregnant passengers at the parturient period and newborn infants will also be negatively affected.

Given the above reasons, passengers who meet any of the following seven categories must fill out the Special Passenger Service Demand Sheet (Type C) and provide Medical certificate when booking tickets. Medical certificate will serve as the basis for the airline company to judge whether the sick passenger is suitable to take a plane.

- (1) Passengers who require to use stretcher or incubator during the flight.
- (2) Passengers who require portable oxygen concentrators (POCs) during the flight.
- (3) Passengers suffering from severe diseases or infectious diseases that may cause direct threatening to other passengers.
- (4) Passengers who need to use their own auxiliary medical equipment and require additional medical treatment during the flight.
- (5) Passengers who are suspect to be needed additional medical treatment during the flight by their carriers or the authorized agents.
- (6) Passengers who have doubts about whether they are fitted to travel by air under the consideration of their discomfort, illness, and other physical conditions.

A valid Medical Certificate must be signed by the doctor and be stamped by the medical organization at or above the county level, municipal level or equivalent level (e.g. national-level class-2 and grade-A hospital). There is no restriction on the format and edition of the Medical Certificate as long as it bears "fitted to travel by air before the date of XX" with definite issue date. Certificate of overseas passengers should be filled out by qualified doctors approved by government departments. The certificate of passengers from African areas can also be issued by Chinese medical institutions. The medical certificate should be written in Chinese in China as well as other languages in overseas areas accompanied with English or Chinese translation. Passengers who have any of the above seven symptoms must inform HNA in advance before booking tickets so that HNA can prepare well and provide thoughtful services. HNA is not responsible for any consequences arising from caused by passengers' intentional concealment of disease or incomplete information.

Passengers under the following conditions must be accompanied by an escort: ① North American routes: A. Passengers who require to use stretcher or incubator; B. Passengers who cannot understand or respond to safety instructions because of psychological disease; C. Passengers who hurt their sight and hearing; D. passengers who are unable to carry out emergency evacuation due to severe injury (or damage); ② Domestic and other international or regional routes: A. Passengers who require to use stretcher or incubator; B. Passengers who can not take care of themselves and require POC during the flight. Escorts must be adults and able to take care of their own needs unassisted and able to assist sick/physically or mentally challenged passengers to use the bathroom, carry out emergency evaluation, get on/off the aircraft, have dinner, etc. Escorts must be familiar with the passenger's condition and must not be occupied with other tasks (e.g. taking care of a child). Escorts must be competent at dealing with the medical needs of the sick passengers.

Special Attention: 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.

please fill out the Special Service Demand Sheet at the back, and then read the Passenger Declaration and sign your name after complete the form.
