

## 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、年长旅客、孕妇 (孕期 < 32 周)、携带婴儿旅客、特殊餐食旅客、)							
尊敬的旅客朋友: 非常感谢您选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"/> 在值机柜台进行托运; <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; * 目前客舱内无法放置旅客自有轮椅, 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 (WCBBD); <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 分钟前到值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	(1) 始发地是否需要引导您到达登机口? 否 <input type="checkbox"/> 是 <input type="checkbox"/>					
		(2) 中转地是否需要引导您到达中转航班登机区? 否 <input type="checkbox"/> 是 <input type="checkbox"/> 如选择“是”, 请告知您中转航班号 起飞时间					
		(3) 目的地是否需要引导您至到达厅出口? 否 <input type="checkbox"/> 是 <input type="checkbox"/>					
E	其他	(1) 需要特殊餐食? 否 <input type="checkbox"/> 是 <input type="checkbox"/> 如果选“是”, 请您向工作人员索要特殊餐食清单, 请指定特殊餐食类型: * 因特殊餐食准备受时间限制, 请您在航班起飞 24 小时前提出申请。24 小时以内提出的申请, 请联系工作人员, 确认是否可以提供此服务。					
		(2) 需要特殊座位? 否 <input type="checkbox"/> 是 <input type="checkbox"/> 如果选“是”, 请指明: 靠近过道座位 <input type="checkbox"/> , 靠近窗口座位 <input type="checkbox"/> , 其他					
		(3) 是否需要客舱婴儿摇篮? 否 <input type="checkbox"/> 是 <input type="checkbox"/> 预留座位号: -----					
		(4) 是否需要客舱儿童座椅? 否 <input type="checkbox"/> 是 <input type="checkbox"/> 预留座位号: -----					
		(5) 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) 签字: 日期:							
海南航空经办单位: 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, 无碳式复写。第一联为出票联, 由售票处留存; 第二联为值机联, 始发站值机单位留存; 第三联服务联, 始发站特殊旅客地面服务人员交至航班乘务长处, 乘务长在航班到达后, 将此服务联交目的站特殊旅客服务人员留存; 第四联为旅客联。							

# 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，或在售票处买票时，请参照此表背面内容，提出您的需求。根据您的需求信息，海航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。飞机到达后，服务人员引导您下机，协助您提取托运行李，护送您至候机楼出口。适用于年长旅客、残疾旅客、孕妇、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。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在空间，您自己的轮椅应在登机门办理托运，放入货舱。适用于行动不便的年长旅客、残疾旅客、病患旅客等需要提供轮椅服务的旅客。

## 特殊餐食

如果您因为身体原因，飞机餐食上需要特殊照顾。您可以选择特殊餐食，如低热量餐食、无糖餐食等。在不同的季节，在不同的航线上，海航可提供不同的特殊餐食。您可以在购票时咨询海航 95339 或距您最近的海航售票处，了解最新推出的特殊餐食品种，并进行预定。

## 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。

### Special Passenger Service Demand Sheet (Type A)

(Wheelchair passengers (WCHS/WCHR), physically challenged passengers, senior passengers, pregnant passengers (pregnancy period < 32 weeks), passengers with infants, passengers requiring special meals \_\_\_\_\_)

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 to you.

<b>A</b>	Personal information	Name		Gender		Age	
		Flight date		Flight No.		Tel	
		Starting Airport		Stop-over airport		Destination	
		Type of certificate		Number of certificate			
		Address					
<b>B</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"/>					
<b>C</b>	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 (WCBD) <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 .					
<b>D</b>	Guidance services	(1) Guiding service till the boarding gate required at the departure airport? No <input type="checkbox"/> Yes <input type="checkbox"/>					
		(2) Guiding service till the boarding area required at the transit airport? No <input type="checkbox"/> Yes <input type="checkbox"/> If yes, please indicate transit flight number _____ and departure time _____.					
		(3) Guiding service to the arrival hall exit upon arrival required? No <input type="checkbox"/> Yes <input type="checkbox"/>					
<b>E</b>	SPECIAL IN-FLIGHT ARRANGEMENTS NEED	(1) Special meal required? No <input type="checkbox"/> Yes <input type="checkbox"/> If "yes", please ask the staff for special meal menu and specify which kind of special meal is needed * As special meal requires prior preparation, please submit application to our staff 24 hours before flight departure for confirmation.					
		(2) 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 _____					
		(3) Bassinet required? No <input type="checkbox"/> Yes <input type="checkbox"/> Seats No.: _____					
		(4) Child seat required? No <input type="checkbox"/> Yes <input type="checkbox"/> Seats No.: _____					
		(5) Other requirements _____					
<b>F</b>	Retinue	Name:					
		Telephone:					

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 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 (WCHC), 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**

HNA can provide guidance services to passengers, including assisting passengers to go through check-in procedure, baggage check-in procedure and security check procedure, guiding passengers to the terminal to rest, guiding passengers to the boarding gate, guiding passengers out of the aircraft upon arrival, assisting passengers to retrieve checked baggage, and escorting passengers to the terminal exit..Apply to elder passengers, passengers with disability, passengers having difficulty in communicating (including foreign passengers) and those who need guidance service.

### **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.

### **Special Meals**

Passengers requiring special meals during the flight due to physical conditions are offered with different choices such as low-calorie meal, sugarless meal, etc. HNA's special meals may vary with different seasons and different routes. Passengers may contact HNA at 95339 or visit the nearest ticket office for latest information on newly-launched special meals and make reservation at the time of ticket-buying.

### **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 yeas 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 is between 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.