

## Members of the Rex Group



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# DISABILITY ACCESS FACILITATION PLAN

AIRLINE:	<i>Rex Airlines Pty Ltd</i>
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This plan has been prepared in consultation with the following organisations:

The Australian Human Rights Commission

The Civil Aviation Safety Authority

The Department of Infrastructure and Regional Development

Members of the Aviation Access Working Group

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## OBJECTIVE

The primary purpose of the Rex Disability Access Facilitation Plan is to advise passengers with disabilities of:

- the service measures undertaken to ensure access for passengers with disabilities;
- how passengers with disabilities can assist Rex to be best placed to provide an appropriate service (e.g. provision of information prior to travel).

The measures in the plan provide details on Rex's policies and approaches to enable access to each stage of the journey for passengers with disabilities.

This plan applies to all Regular Passenger Transport (scheduled) services provided by Rex operating the Saab 340 and Boeing 737-800 NG aircraft.

The policies, procedures and conditions for the carriage of passengers with special requirements are outlined in *Appendix A: Special Requirements Terms and Conditions*. This document is correct only at the time of publication and is extracted from Rex's website (<https://www.rex.com.au/FlightInfo/SRC.aspx>).

Rex reserves the right to amend policy and processes as conditions change and we advise the reader always to consult the website for the latest updates. Alternatively, they can call Rex Customer Contact Centre on 13 17 13.

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# 1. RESERVATION AND PRE-FLIGHT PLANNING

## RESERVATION

The conditions for Reservations are covered in Appendix A:

- *Booking a Flight.*

This condition also includes additional charges for using the Customer Contact Centre to amend a booking.

Additional information relating to booking a flight may be found in Appendix A:

- *Condition 1, Wheelchair Dependent Passengers*
- *Condition 2, Oxygen and Breathing aids*
- *Condition 4, Carers & Passenger Facilitators*
- *Condition 5, Assistance Animals*

## RESERVATION ADDRESS AND NUMBERS

Bookings and notification of special requirements can be made through the Internet in almost all cases on:

[www.rex.com.au](http://www.rex.com.au)

The preferred method of booking is through the Rex website; however special requirements that cannot be catered for through the Rex website will be processed by the Customer Contact Centre (CCC) on

13 17 13.

**Please note that some airports in Queensland cannot cater for passengers who require the use of the Disabled Passenger Lifter (DPL). Mobility disabled passengers who are not capable of ascending the aircraft stairs are asked to call the CCC prior to booking to check. Further information is available on the Rex Website at <https://www.rex.com.au/FlightInfo/SRC.aspx>**

## **FEES**

Bookings made through the Rex website must specify the Special Requirements needed at time of booking. Otherwise administration fees are applicable if the Customer Contact Centre is used to add on Special Requirements (*Refer to Appendix A, Booking a Flight*).

There will be no charge for Customer Contact Centre administration of Special Requirements that cannot be catered for when booking on the Rex website.

Any fees paid by Rex to regulators associated with obtaining regulatory approvals will be passed onto the passenger.

## **TELEPHONE RESERVATION FOR HEARING IMPAIRED**

The Rex Customer Contact Centre does not have TTY facilities. Rex will accept bookings made through third party services such as the National Relay Service (133677).

## **WEBSITE ACCESS FOR VISUALLY IMPAIRED**

The Rex website is not fully accessible for the totally vision impaired (refer to Section 10, Expected Improvements). The home page of the Rex website is accessible to visually impaired persons and the internet booking pages have the ability to have the words magnified at the choice of the user.

## **INDEPENDENT TRAVEL CRITERIA – REQUIREMENT FOR A CARER**

*Refer to Appendix A, Condition 4, Carers & Passenger Facilitators.*

## **CARER FARES**

*Refer to Appendix A, Condition 4, Carers & Passenger Facilitators*

## **COMPANION CARD SCHEME**

Rex is not an affiliate of the National Companion Card Scheme.

## **INFORMATION REQUIRED BY REX DURING BOOKING**

All information needed is specified during the internet booking process.

## **BOOKING CONFIRMATION**

Special requirements indicated during the booking are summarised in the confirmation at the end of the booking process. This can be printed out if desired.

## **RETENTION OF PASSENGER INFORMATION**

Rex does not retain special requirement request information after the travel has been completed. Refer to Section 10, Expected Improvements.

## **SEATING**

When notified of a booking for a Passenger with a Disability, Rex airport staff will reserve appropriate seating in the aircraft.

Passengers with Disabilities will normally be seated near the front of the aircraft. Other seats may be requested; however, emergency exit row seats will not be available.

## **ACCESS TO SEATS**

All aisle seats in the Saab 340 and Boeing 737-800 have arm rests which can be raised for access.

## **INFORMATION DISSEMINATION AND PROTECTION**

All special requirement requests made during booking will be forwarded to the relevant airport staff.

All passenger information is protected under the requirements of the *Aviation Transport Security Act 2004* and the Rex Group Privacy Policy. Details are only released to the appropriate staff who will deal with the flight.

Rex does not control the information provided to Rex by travel agents. Passengers who are concerned that a travel agent may not pass on all relevant details should book their travel through the website or the Rex Customer Contact Centre (CCC). Alternatively they can call the CCC after the agent's booking to confirm that all requirements have been updated.

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## 2. KERBSIDE PROCESSES

### **KERBSIDE ASSISTANCE**

Rex considers that the access and movement in the terminal is the full responsibility of the airport operator and Rex will only assume responsibility for the passenger from the departure gate onwards. *Refer to section 4, Carriage of Wheelchairs, Other Mobility Aids and Medical Equipment.*

Please refer to the Disability Access Facilitation Plan of the relevant airport regarding any assistance they may provide. Wheelchair bound passengers are advised to have a facilitator up to the departure gate.

### **TERMINAL ACCESS FACILITIES**

Access facilities to and from terminal buildings are the responsibility of the airport. Please refer to the Disability Access Facilitation Plan of the relevant airport regarding any assistance they may provide.

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## 3. CHECK-IN AND SECURITY SCREENING

### **WHEELCHAIR CHECK-IN**

*Refer to Appendix A, Condition 1, Wheelchair Dependent Passengers.*

Please note – staff at regional airports will normally commence work 30 minutes prior to a departure. Failure to notify Rex of the special requirement may mean that staff may not be available when you arrive at the airport.

### **AISSLE CHAIRS**

Wheelchair dependent passengers must use a Rex aisle wheelchair for embarkation and disembarkation.

*Refer to Section 4 – Carriage of Wheelchairs, Other Mobility Aids and Medical Equipment and to Appendix A, Condition 1, Wheelchair Dependent Passengers.*

## **PASSENGER FACILITATORS**

*Refer to Appendix A, Condition 4, Carers & Passenger Facilitators.*

## **CHAIR STOWAGE**

*Refer to Appendix A, Condition 1, Wheelchair Dependent Passengers.*

## **CHECK-IN COUNTERS**

All check-in counters used by Rex are owned and provided by airport authorities. No check-in counters currently used by Rex are at wheelchair height. Please refer to the Disability Access Facilitation Plan of the relevant airport regarding their facilities.

## **DISRUPTIONS**

In the event of disruption, Rex airport staff will assist passengers in rebooking any connecting flights.

In the event of inclement weather preventing the use of lifting equipment, flights may be delayed until the equipment can be used. If the flight must depart before conditions are suitable for the use of equipment, the passenger will be rebooked onto another flight.

## **SCREENING**

Rex is not a screening authority and is not responsible for any security screening activities. For information relating to screening, please refer to the Disability Access Facilitation Plan of the relevant airport.



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## 4. CARRIAGE OF WHEELCHAIRS, OTHER MOBILITY AIDS AND MEDICAL EQUIPMENT

### **MULTIPLE DEVICES**

*Refer to Appendix A, Condition 1, Wheelchair Dependent Passengers*

### **OXYGEN**

*Refer to Appendix A, Condition 2, Oxygen and Breathing Aids*

### **MEDICATION**

Passengers requiring medication must medicate before boarding, be capable of self-medicating during the flight, or be travelling with a Carer who can provide the medication during flight.

*Refer to Appendix A, Condition 14, What Assistance Will Not Be Provided*

### **WHEELCHAIR CARRIAGE**

*Refer to Appendix A, Condition 1, Wheelchair Dependent Passengers.*

### **RELINQUISHING THE WHEELCHAIR**

Wheelchair dependent passengers with electric wheelchairs may be transferred to the aisle chair at the departures gate. *Refer to Appendix A, Condition 1, Wheelchair Passengers* for information regarding the preparation of a chair for carriage.

Rex will provide assistance from the departures gate. *Refer to Appendix A, Condition 1, Wheelchair dependant passengers.*

Transfer to an aisle chair will take place in sufficient time to allow staff to pre-board the passenger and load the passenger's chair in the aircraft hold.

All electric wheelchairs are carried in an upright position in the cargo hold of Rex aircraft.

## **OTHER POWERED MOBILITY DEVICES**

Rex may allow other powered mobility devices (such as scooters) for carriage on a case by case basis, provided they are a primary mobility device. Such devices must be powered electrically, be capable of being rendered inoperable during carriage, be capable of being folded to fit into the aircraft hold and weigh no more than 120 Kg with battery.

All aids to be carried in the cargo compartment must be of the following dimensions, or be capable of being dismantled into pieces not exceeding these dimensions:

Saab 340: Width – 85 cm; Height – 130 cm; Length – 115 cm

Boeing 737-800: Width – 100 cm; Height – 84 cm; Length – 125 cm

Passengers or their Carers or facilitators may be requested to provide advice on the method of deactivating the device for carriage.

## **OTHER NON-POWERED MOBILITY DEVICES**

Other non-powered mobility devices such as walking sticks and walking frames may be carried in the cabin provided, they can fit into the overhead luggage lockers. Flight Attendants may assist with the stowage and retrieval of these items from overhead luggage lockers.

Devices such as some walking frames which cannot be folded into a size to fit into the overhead luggage lockers may be relinquished to Rex staff at the aircraft stairs during boarding for carriage in the cargo hold.

## **RETURNING MOBILITY DEVICES TO PASSENGERS ON ARRIVAL**

Mobility devices will be returned to the passenger as soon as possible, normally in the terminal.

Devices relinquished at the aircraft stairs or aircraft door for carriage in the cargo hold, such as large walking frames, will be returned to the passenger at the bottom of the aircraft stairs or at the aircraft door on arrival.

Passengers and/or Carers may be requested to provide advice to staff on reassembling and reactivating electric mobility devices.

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## 5. ASSISTANCE ANIMALS

Passengers seeking to travel with an accompanying service animal must call the Customer Contact Centre (13 17 13) to complete their booking.

### **GUIDE DOGS AND HEARING ASSISTANCE DOGS**

*Refer to Appendix A, Condition 5, Assistance Animals.*

### **OTHER COMPANION AND ASSISTANCE ANIMALS**

*Refer to Appendix A, Condition 5, Assistance Animals*

### **ANIMALS CARRIED IN THE CARGO HOLD**

All animals which cannot be carried in the cabin due to a passenger arriving at an airport without notification or due to a request from the passenger are to be carried in the cargo hold (*refer to Section 7, Direct Assistance*). These animals are to be consigned through the freight forwarder Qantas Freight or Toll Holdings.

Many airports no longer allow animals (except for approved assistance animals) in the terminal and the ability to surrender an animal at check-in may not be available. Refer to the Disability Access Facilitation Plan of both the departure and arrival airports for further information.

Where both the departure and arrival airport authorities allow animals to be checked-in within the terminal, Rex may accept an animal for check-in to the cargo hold provided the animal is contained in an approved animal transport box or cage.

Animal transport containers must be provided by the passenger. Rex does not maintain a stock of containers.

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## 6. ACCESS TO, AND ONBOARD AIRCRAFT

### **BOARDING / DISEMBARKATION**

Passengers with special requirement will generally be boarded before other passengers. Wheelchair passengers will be boarded and seated before general boarding commences.

Passengers who require assistance to disembark, particularly wheelchair dependent passengers, will be disembarked after all other passengers.

### **PASSENGER FACILITATORS**

*Refer to Appendix A, Condition 4 Carers & Passenger Facilitators.*

### **DISABLED PASSENGER LIFTER**

Rex provides a Disabled Passenger Lifter (DPL) (a high lift device) at its regular airports for travelling on Saab 340. DPLs may not be available at some airports which are not normally serviced by Rex in the case of a diversion due to weather or other reasons.

The DPL is available for passengers who cannot board or disembark from the aircraft using stairs. Requests to use the DPL must be made during booking, with at least 48 hours prior notification.

**Please note that some airports in Queensland cannot cater for passengers who require the use of the Disabled Passenger Lifter (DPL). Mobility disabled passengers who are not capable of ascending the aircraft stairs are asked to call the CCC prior to booking to check. Further information is available on the Rex Website at <https://www.rex.com.au/FlightInfo/SRC.aspx>**

### **MOVEMENT INTO AND OUT OF AIRCRAFT SEATS**

Rex does not employ any equipment on Saab 340 to assist with movement of passengers between the aisle wheelchair and the aircraft seat whilst boarding or disembarking the aircraft. Passengers who require assistance for movement between the aisle chair and aircraft seats must provide either a Passenger Facilitator at each end of the journey, including scheduled mid-point stops if the passenger is to disembark, to perform this assistance, or provide a travelling Carer who is able to perform this assistance.

On Boeing 737-800, Rex employs lift chair to assist with movement of passengers between the aisle wheelchair and the aircraft seat whilst boarding or disembarking the aircraft.

Travelling Carers on Rex regional services who perform this assistance may be provided a seat free of charge provided the [Disability Assistance Form](#) has been completed, appropriate notification is made during booking, and the form is presented at check-in. This form must be kept with the passenger at all times. Rex staff may assist the Facilitator or Carer with this service in a non-heavy lifting role.

### **PRE-FLIGHT SAFETY BRIEFING**

Passengers with special requirements will receive individual safety briefings from the Flight Attendant. Safety briefings can be provided in verbal, written and pictorial format.

### **HEARING IMPAIRED PASSENGERS**

If a passenger makes it know that they have a hearing impairment, Flight Attendants will bring cabin announcements to their attention, normally through individual contact whereby a passenger can lip read if they have that capability.

### **AIRCRAFT LAYOUT**

#### **Saab 340**

The Saab 340 aircraft is a single aisle aircraft with between 33 and 36 seats. Each row contains 3 seats with a single seat on the left hand side of the aisle and two seats on the right hand side. Some aircraft will have 4 seats in the rear row.

The Saab 340 has a single toilet which may be either at the front of the aircraft near the galley, or at the rear of the aircraft, depending on the particular aircraft operating the service.

The over wing emergency exits are located in row 6 and other emergency exits are at the front of the aircraft in row 1. Disabled passengers cannot be seated in emergency exit rows.

The crew of the Saab 340 comprises 2 pilots and a single flight attendant.

#### **Boeing 737-800**

The Boeing 737-800 aircraft is a single aisle aircraft with 176 seats. The Boeing 737-800 has Business and Economy class. In business class, each row contains 4 seats with 2

seats on each side of the aisle. In Economy class, each row contains 6 seats with 3 seats on each side of the aisle. The actual seat configuration of your flight may be different. Please refer to the safety card located in the aircraft seat pocket in front of you.

The Boeing 737-800 has three toilets: one at the front of the aircraft for business class and two at the rear of the aircraft for economy class.

The over wing emergency exits are located in row 13 and 14 and other emergency exits are at the front of the aircraft in row 1. Passengers with special requirements cannot be seated in emergency exit rows.

The crew of the Boeing 737-800 comprises 2 pilots and 4 flight attendants.

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## 7. DIRECT ASSISTANCE

### **DIRECT ASSISTANCE**

Rex staff can assist a Passenger Facilitator or Travelling Carer to provide direct assistance with movement between wheelchairs and seats in a non-heavy lift role (Refer to Section 6, Movement into and out of Aircraft Seats)

Flight Attendants will provide individual safety briefings to passengers with special requirement.

Flight Attendants are not permitted to provide certain types of assistance. *Refer to Appendix A, Condition 15, What Assistance will not be Provided*

Rex will assist passengers with special requirements who are connecting to flights on other airlines by assisting them to baggage collection areas where the other airline should continue with the assistance. Rex will provide assistance to passengers who have connecting flights with Rex.

### **FAILURE TO NOTIFY REX OF SPECIAL REQUIREMENTS**

Unless Rex is notified of special requirements, Rex cannot guarantee that resources will be available to assist passengers.

Wheelchair dependent passengers who arrive at an airport without prior notification of the special requirement may be denied boarding. *Refer to Appendix A, Booking a Flight.*

Passengers with guide dogs and hearing assistance dogs who arrive at an airport without prior notification of the animal may be denied boarding as seating space for the

animal may not be available. As an alternative, the animal may be consigned to the cargo hold if a suitable animal transport container is provided by the passenger.

Passengers with assistance animals which are not guide dogs or hearing assistance dogs and who arrive at an airport without prior notification of the special requirement and where Rex has been unable to grant approval, (*refer to Appendix A, Condition 5, Assistance Animals*) will be required to consign the animal for carriage in the cargo hold.

### **LEVELS OF ASSISTANCE**

The levels of assistance can vary depending on the airport. Small regional airports are staffed by only two persons and certain types of special assistance, apart from boarding and disembarkation assistance and transfer to the passenger's wheelchair from the aisle chair may be delayed.

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## **8. SERVICE DELIVERY**

### **STAFF QUALIFICATION**

Rex does not currently employ staff with specific AUSLAN capabilities.

All Flight Attendants are trained in assisting with passengers with special requirements, including passengers with assistance animals. Flight Attendants are not trained in the handling of assistance animals.

### **SECURITY**

At times of heightened security alert, special provisions will be implemented at airports. This may include increased distances for car parking from terminals. Refer to the airport's Disability Access Facilitation Plan for details of any special requirements.

### **CONSULTATION**

Rex is a member of the Aviation Access Working Group which comprises Government, industry, Human Rights Commission and disability group members.

Specific consultation with Rex by an individual or disability group can be obtained by contacting Rex on:

[www.rex.com.au/Feedback](http://www.rex.com.au/Feedback)

### **QUALITY ASSURANCE**

Rex maintains an internal Quality Assurance program. Internal audits monitor compliance with disability processes and recommend improvements where applicable.

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## **9. COMMUNICATION STRATEGIES**

### **FURTHER INFORMATION**

Further information can be obtained from the Rex Web site:

[www.rex.com.au](http://www.rex.com.au)

or through the Customer Contact Centre on: 13 17 13

### **FEEDBACK**

Feedback relating to disability issues can be submitted online at:

[www.rex.com.au/Feedback](http://www.rex.com.au/Feedback)

### **COMPLAINTS**

Complaints can be submitted online at:

[www.rex.com.au/Feedback](http://www.rex.com.au/Feedback)



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## 10. EXPECTED IMPROVEMENTS

Rex endeavours to provide the best possible service to the disabled community commensurate with the constraints in equipment and resources. Continual improvement is embraced through the Quality Assurance program.

Rex has trialled equipment to assist with movement between wheelchairs and aircraft seats and will continue to monitor improvements in this area.

Rex will endeavour to achieve a level of compliance with the website standards for visually impaired persons in the future. Current software and internet systems preclude full compliance. A timeframe for this is not known at time of publication.

Rex will endeavour to update software to allow the retention of a passenger's special needs for inclusion in future bookings. A timeframe for this is not known at time of publication.

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## APPENDIX A. SPECIAL REQUIREMENTS TERMS AND CONDITIONS

### INTRODUCTION

Rex goes to great lengths to accommodate the special requirements of its passengers within the limits of its capability and practicality.

It is a requirement that all passengers can understand and respond to Emergency Procedures and the on-board Safety Announcements and Demonstrations.

Rex will not provide assistance within the cabin for the:

- Use of the toilet facilities – Flight Attendants are able to assist passengers to and from the toilet door and are not permitted to handle urine-draining equipment.
- Administration of medication – Flight Attendants are able to assist passengers in the retrieval of medication from cabin baggage.
- Consumption of food – Flight Attendants are able to assist passengers with opening packets and assisting to locate the food as required.

Passengers who;

- require assistance that cannot be provided by Rex or
- who cannot understand and respond to Emergency Procedures and the on-board Safety Announcements and Demonstrations, must travel with a Carer.

This document lays down the Terms and Conditions for the carriage of passengers with special requirements including the following:

- Wheelchair dependent passengers
- Oxygen and breathing aids
- Other medical conditions
- Carers and Passenger Facilitators
- Assistance animals
- Carriage of live animals
- Pregnant passengers
- Travelling with an infant
- Unaccompanied Minors
- Child and adult harnesses
- Persons in Lawful Custody
- Firearms
- Musical instruments
- Connecting Flights
- What assistance will not be provided

### BOOKING A FLIGHT

If you require special assistance from Rex you must notify us at least 48 hours prior to the planned departure time of the forward travel. If you are unable to provide at least 48 hours notice you may still book your travel, however, Rex cannot guarantee that the resources required will be available and you must plan for this eventuality.

Notification of special requirements must be made at the time of booking through the website or the Customer Contact Centre (CCC) on **13 17 13** or the travel agent. If your special requirements cannot be catered for through the website, you must call the CCC on **13 17 13**. However, if you call the CCC to request for special needs which you have omitted to indicate during your internet booking, you will be charged an administration fee.

If you are wheelchair dependent and arrive at the airport without prior notification, you will only be carried if there is adherence to the required check-in times for wheelchair dependent passengers and there is no negative impact on operation.

Otherwise you will be denied boarding and if you choose not to travel at all then a full refund will be given. If you choose to fly on a later flight, please be aware that upgrade charges may be applicable if the original fare class is unavailable.

Please note that Rex staff at regional airports may not commence work until 30 minutes prior to the scheduled departure time unless they have been notified the day before of a special requirement.

**Please note that some airports in Queensland cannot cater for passengers who require the use of the Disabled Passenger Lifter (DPL). Mobility disabled passengers who are not capable of ascending the aircraft stairs are asked to call the Customer Contact Centre prior to booking to check. DPLs are currently not installed at Bedourie, Boulia, Burketown and Karumba.**

## 1. WHEELCHAIR DEPENDENT PASSENGERS

Passengers that require the use of wheelchairs should provide at least 48 hours notice before the flight departure time. Bookings can be made on our website, through the Customer Contact Centre at **13 17 13** or via local travel agents.

Please note that some airports in Queensland cannot cater for passengers who require the use of the Disabled Passenger Lifter (DPL). Mobility disabled passengers who are not capable of ascending the aircraft stairs are asked to call the Customer Contact Centre prior to booking to check. DPLs are currently not installed at Bedourie, Boulia, Burketown and Karumba.

### *Checking-In*

If you have a wheelchair or similar mobility device you are required to check-in no later than:

#### **Regional flights:**

60 minutes prior to the scheduled time of departure from major cities & all Queensland regional airports except Burketown; 45 minutes prior to scheduled departure time in NSW, SA, TAS, VIC & WA regional airports; and 90 minutes prior to scheduled departure time in Burketown. This is to allow sufficient time for deactivation of electric mobility devices, transfer to aisle wheelchairs and pre-boarding.

#### **Domestic flights:**

90 minutes prior to the scheduled time of departure from major cities.

If you do not observe the earlier check in times you may be refused carriage if you cannot be processed prior to the closure of the flight and your fare will be forfeited as a no-show.

## *Transfer of Wheelchair Passengers*

An aisle wheelchair will be provided to assist you to embark and disembark Rex aircraft. These wheelchairs have been specially designed so that they can be moved along the aisle of the aircraft. Passengers could be transferred to an aisle wheelchair either at the aircraft door or at the gate lounge.

For domestic flights only: Passengers with electric wheelchair must be transferred to a lift chair at the gate lounge. A lift chair will be used to facilitate the manual handling of wheelchair dependent passenger into their seat. A travelling Carer will not be required for manual handling the movement of the wheelchair dependent passenger. However, if you require assistance with any of the following you must travel with a Carer.

- Use of the toilet facilities – Flight Attendants are able to assist passengers to and from the toilet door and are not permitted to handle urine-draining equipment.
- Administration of medication and oxygen – Flight Attendants are able to assist passengers in the retrieval of medication from cabin baggage.
- Consumption of food – Flight Attendants are able to assist passengers with opening packets and assisting to locate the food as required.

Carers will be guaranteed the lowest advertised fare excluding Rex-Promo fares (regardless of whether these fares are still available). This requires the booking to be made with the Rex Customer Contact Centre on 13 17 13.

For regional flights only: A wheelchair dependent passenger who requires assistance to transfer between their wheelchair and the Rex aisle wheelchair and between the aisle wheelchair and the aircraft seat must provide a Passenger Facilitator at each end of the flight and at scheduled mid-point stops if the passenger is to disembark, or a Travelling Carer to facilitate the movement of the passenger to/from the aircraft seat. Rex staff may assist with this movement in a non-heavy lifting role. A travelling Carer who manually handles and facilitates the movement of the wheelchair dependent passenger between wheelchairs and seats may travel free of charge provided a [Rex Disability Assistance Form](#) has been completed and presented at check-in. This form must be kept with the passenger at all times.

## *Batteries*

If your wheelchair is powered by Lithium batteries, we can only carry your wheelchair if it has one battery with a power rating of no more than 300 Watt Hours (300Wh) or if the wheelchair is powered by two batteries they each must not exceed 160 Watt Hours (160Wh). You may also carry one spare battery of no more than 300Wh or two spare batteries of no more than 160Wh. Spare batteries must be carried in the cabin as carry-on baggage.

Batteries carried in the cabin must be carried in a protective cover to prevent damage and must have the terminals protected from short circuit by taping over the terminals or using a cap which will not come off in flight.

If your wheelchair is powered by a different type of battery, please contact our Customer Contact Centre (CCC) on 13 17 13 for further information.

### *Aircraft Space Availability for Wheelchair*

Weight is a very important safety consideration in our aircraft. Our Saab 340 cargo compartment has only a very limited capacity. If you have a wheelchair you must notify Rex of the weight of the wheelchair. This notification can be done during the internet booking process or through the Rex CCC on **13 17 13** (subject to administration fee).

Rex cannot uplift a wheelchair in excess of 120Kg in weight. Wheelchairs weighing in excess of 120KG may still be carried only if they can be broken down into parts each weighing not more than 120Kg and only if space and weight is available for the uplift.

Depends on the operating aircraft, all wheelchairs must be of the following dimensions, or be capable of being dismantled into pieces not exceeding these dimensions:

Saab 340: Width – 85 cm; Height – 130 cm; Length – 115 cm

Boeing 737-800: Width – 100 cm; Height – 84 cm; Length – 125 cm

It is possible that a flight may already be approaching its cargo weight limit by the time you wish to book. If, when making an internet booking, you are advised that the flight may not be available, either try to book another flight or call the Rex CCC on **13 17 13** for assistance.

### *Stowage of Wheelchair*

Your wheelchair will need to be stowed as checked baggage during the flight.

If you have an electric wheelchair you or your Passenger Facilitator or Carer (if you are travelling with one) may be asked by ground staff to advise on the best method of disabling the wheelchair at the departing airport and re-enabling the wheelchair at the destination airport. In addition, our staff has to ensure that the battery is prepared according to the Dangerous Goods Regulations.

### *Carriage of Multiple Devices*

If you need to carry multiple devices because of your medical condition, for example a

wheelchair and oxygen equipment or a wheelchair and a walking frame or bath chair, you will not be charged excess baggage fees for the carriage of these devices. However each of these devices cannot weigh more than 120kg and you need to give at least 48 hours advance notification.

If you wish to carry multiple devices of similar nature, for example two wheelchairs or two oxygen delivery systems, you will be charged excess baggage fees for the second and subsequent devices. The second device will not be guaranteed to be carried in the same aircraft due to weight considerations.

Rex will carry a total of two dissimilar mobility aids free of charge. Fees will apply to additional mobility aids.

### *Rex Passenger Transfer Assistance*

Upon disembarking a Rex aircraft, Rex staff will only provide assistance to transfer you to the Rex baggage collection or the nearest taxi stand in the airport terminal. Rex will provide assistance to passengers who have connecting flights with Rex. However, Rex will not be responsible for transfers to other airline counters/lounge and you are advised to make separate arrangements with the connecting airline. Rex may be able to transfer you to its lounge (where available) for you to wait for pick-up from the other airline.

### *Limitation of Liability*

Rex will take all reasonable steps to ensure that mobility aids are handled with care and returned in the condition in which it was received. The Company's liability in respect of loss or damage to mobility aids stowed in the cargo hold is limited to the circumstances and amounts laid down in the applicable law.

Refer to the Conditions of Carriage, Condition 2, Limitation of Liability

## **2. OXYGEN AND BREATHING AIDS**

Rex must be notified of the carriage of breathing aids during booking. If you have a breathing aid and arrive at the airport without prior notification, the breathing aid may be denied carriage.

If you require the administration of oxygen in-flight but cannot administer it yourself, you must travel with a Carer.

Online and kiosk check-in is unavailable for passengers carrying breathing aids.

Passengers who request to carry their own oxygen bottles cannot travel in Business Class

### *Oxygen Bottles*

Rex permits the carriage of any manufacturer type of "C" size (5 kg) oxygen cylinder/s for use or carriage in the cabin, provided that the cylinder is contained in a BOC Oxycare Travel Pack, Supagas Airline Travel Bag or the equivalent Air Liquide Travel Pack, all of which are compliant with restraint permissions. Cylinders that do not fit in the BOC, Air Liquide or Supagas Airline Travel packs (with the hood zipped closed) do not comply with the size requirement and will not be acceptable for carriage. Travel packs must be in good serviceable condition including straps. Travel pack with signs of damage (including fraying or tearing) will not be accepted. These travel packs and oxygen bottles are available for hire or purchase from the respective companies. Rex does not hold stocks of these Travel Packs or oxygen bottles. If bottles are to be carried in the cargo hold they and any attached equipment such as regulators must be protected from damage which could cause inadvertent activation or they must be empty with no regulator attached.



**Air Liquide**  
1 permitted in cabin



**Old Style BOC**  
2 permitted in cabin



**Supagas**  
2 permitted in cabin



**New Style BOC**  
1 permitted in cabin

Passengers are permitted to carry two (2) Old BOC Gases Oxycare Travel Packs or one (1) New BOC Gases Oxycare Travel Pack or one (1) Air Liquide Travel Pack or two (2) Supagas Airline Travel packs in the cabin due stowage restrictions. Contact BOC Gases, Supagas or Air Liquide to discuss how to operate the oxygen bottle, as your crew will not be responsible for this. Your oxygen flow rate should be prescribed by your medical practitioner.

Your medical practitioner must complete a [Rex Medical Certificate of Fitness to Fly](#) which must be shown to staff during check-in. A copy of the completed form must be given to the Flight Attendant on board the aircraft for each flight sector. Failure to

carry and produce this statement will result in denial of carriage for the equipment. In the event of an emergency, Rex is deemed to be authorised to pass on this form to any paramedic/emergency services should the need arise. The [Rex Medical Certificate of Fitness to Fly](#) must be valid for the intended dates of travel.

### *Oxygen Concentrators*

Rex permits the carriage of the following Oxygen Concentrators aboard its flights:

AirSep Life Style, AirSep Free Style, AirSep Freestyle 5, AirSep Focus, Inogen One, Inogen One G2, Inogen One G3, SeQual Eclipse, SeQual SAROS, SeQual eQuinox / Oxywell (model 4000), Phillips/Respironics SimplyGo, Phillips/Respironics SimplyGo Mini, De Vilbiss Healthcare Go, Invacare Solo 2, Inova Labs Lifechoice, Oxlife Independence Oxygen Concentrator, Delphi RS-00400 / Oxus Inc RS-00400, and VBox Trooper.

This equipment may be carried and used under the following conditions:

Your medical practitioner must complete the [Rex Medical Certificate of Fitness to Fly](#) which must be shown to staff during check-in. A copy of the completed form must be given to the Flight Attendant on board the aircraft for each flight sector. If your medical practitioner's statement is not carried, the Oxygen concentrator may travel, however it cannot be used. In the event of an emergency, Rex is deemed to be authorised to pass on this form to any paramedic/emergency services should the need arise. The [Rex Medical Certificate of Fitness to Fly](#) must be valid for the intended dates of travel.

**Caution - Electronic equipment may cause interference with aircraft systems. If such interference is experienced, the crew will ask you to switch off your unit.**

You must comply with the following conditions to use the device on board the aircraft:

1. You must be capable of hearing the unit's alarms, seeing the alarm light indicators, and have the ability to respond to the various caution and warning alarms and alarm light indicators, or be travelling with someone who is capable of performing these functions;



2. You must ensure that the portable oxygen concentrator is free from oil, grease or other petroleum products and is in good condition free from damage or other signs of excessive wear or abuse;
3. Only lotions or salves that are oxygen approved may be used by you when using the portable oxygen concentrator device;
4. You must carry a sufficient number of batteries for the duration of the oxygen use whilst travelling including a conservative estimate of any unanticipated delays; and
5. You must ensure that all portable oxygen concentrator adheres to Rex's carry-on baggage restrictions. Batteries must be protected from short circuit and damage. When a battery-powered oxygen concentrator is carried on board the aircraft as carry-on baggage and is not intended to be used during the flight, the battery must be removed and packaged separately unless the concentrator contains at least two effective protective features to prevent accidental operation during transport.

During taxiing, take-off, and landing, the unit must be stowed under the seat in front of you. You must ensure there is sufficient length of hose so that it does not restrict/obstruct any other passengers.

### *Easy Breathers and Nebulisers*

Easy breathers and nebuliser air pumps (which must be supplied by the passenger) may be used on Rex aircraft to enable a passenger to obtain relief from asthma, emphysema and other respiratory ailments. Easy breathers are normally packaged in portable light-weight cases which are acceptable as carry-on baggage.

### **3. OTHER MEDICAL CONDITIONS INCLUDING INTELLECTUAL DISABILITIES**

Passengers with other medical conditions, not listed above, which could endanger themselves or other passengers during the flight should make their bookings through the Rex CCC on **13 17 13**. Rex may request that passengers have their medical practitioner complete the [Rex Medical Certificate of Fitness to Fly](#) when a passenger:

- has an unstable medical condition,
- has a contagious condition,
- is recovering from an acute illness or infectious disease,
- is pregnant past the 36th week of pregnancy or multiple and/or complicated pregnancy,
- has intellectual disabilities and/or is not able to understand safety briefings and other instructions, and/or
- is required to travel with a Carer due to their condition.

The [Rex Medical Certificate of Fitness to Fly](#) must be shown to staff during check-in. Failure to carry and produce this statement will result in denial of carriage. A copy of the completed form is also required to be given to the Flight Attendant upon boarding for each flight sector. In the event of an emergency, Rex is deemed to be authorised to pass on this form to any paramedic/emergency services should the need arise.

The [Rex Medical Certificate of Fitness to Fly](#) must be valid for the intended dates of travel.

#### 4. CARERS & PASSENGER FACILITATORS

##### **CARERS**

All passengers must be able to understand and respond to Emergency Procedures and the on-board safety announcements and demonstrations.

If you cannot understand and respond to these briefings you must travel with a Carer, who must be able to mentally and physically assist you.

In addition, if you require assistance with any of the following you must travel with a Carer:

- Use of the toilet facilities – Flight Attendants are able to assist passengers to and from the toilet door and are not permitted to handle urine-draining equipment.
- Administration of medication and oxygen – Flight Attendants are able to assist passengers in the retrieval of medication from cabin baggage.
- Consumption of food – Flight Attendants are able to assist passengers with opening packets and assisting to locate the food as required.

A Carer is required to accompany passengers who are unable to sit upright unassisted and for those passengers where the flying is likely to require emergency medical attention.

Please note, if you arrive at the airport without a Carer and do not meet the requirements above, we reserve the right to decline your travel until you have a Carer available to accompany you. In such circumstances we will rebook you at no charge.

Carers will be guaranteed the lowest advertised fare, excluding Community and Promo fares (regardless of whether these fares are still available). This requires the booking to be made with the Rex Customer Contact Centre on **13 17 13**. Booking fee will be waived.

If you require a Carer to assist you with the travel, you can request a 'Carer's Fare' at **13 17 13**. However, you must present at check-in a [Rex Medical Certificate of Fitness to Fly](#) or [Rex Disability Assistance Form](#) as applicable from your physician. Although the Rex Medical Certificate of Fitness to fly must be completed for each booking, the Disability Assistance Form is only required to be completed once, however, it must be

produced for each journey and kept with the passenger at all times. The [Rex Medical Certificate of Fitness to Fly](#) must be valid for the intended dates of travel.

If you have booked a Carer's Fare and are not able to produce a [Rex Medical Certificate of Fitness to Fly](#) or [Rex Disability Assistance Form](#) at check-in, the Carer will not be entitled to the preferential fare and he/she will be booked at the prevailing lowest available fare class and charged the difference if applicable (excluding any Community or Promo fares regardless of whether such fares are available).

For regional flights only: Travelling Carers who manually handle and facilitate the movement of wheelchair dependent passengers between chairs and seats may be carried free of charge provided the [Rex Disability Assistance Form](#) is completed and presented at check in. The form can be faxed to the Rex Customer Contact Centre at least 48hrs prior to travel for the free seat to be entered into the system.

For domestic flights: Travelling Carers who only handle and facilitate the movement of wheelchair dependent passengers between chairs and seats are not required on domestic flights. Lift Chairs will be used to facilitate the manual handling of the passenger.

If you have an Assistance Animal and a Carer, the Carer may elect to sit in the seat reserved for the dog or sit in the single seat across the aisle for regional flights.

### **GROUP TRAVEL - CARER RATIOS FOR PASSENGERS WITH DISABILITIES**

At Rex we welcome Group Travel for disabled passengers. Where at least one member of the group requires assistance with eating, in the toilet or who is unable to understand crew instructions, for safety reasons, the following carer ratios apply:

- one carer for every three disabled passengers, or part thereof; groups where at least one member requires assistance with eating, in the toilet or who is unable to understand crew instructions, or
- one carer for every five disabled passengers or part thereof; groups where no member requires assistance with eating, in the toilet or who is unable to understand crew instructions.

### **PASSENGER FACILITATORS**

You may wish to be assisted to/from an aircraft by relatives, friends or other persons over the age of 15 years who have been trained in assisting you, but who do not wish to travel. These are referred to as Passenger Facilitators.

Passenger Facilitators do not require a boarding pass as they will not fly in the aircraft, however they must be escorted at all times by Rex staff when on the apron or in the aircraft.

When checking in, you must advise Check-in staff if you have a Passenger Facilitator

to assist you board, or if there will be someone at the arrival port to assist you to disembark.

Passenger Facilitators must identify themselves to Rex staff at an arrival port so airport staff can escort them to/from and within the aircraft.

## 5. ASSISTANCE ANIMALS

Passengers seeking to travel with an accompanying service animal must call the Customer Contact Centre (13 17 13) to complete their booking.

### **GUIDE AND HEARING DOGS**

Rex allows the carriage of guide dogs, hearing dogs and assistance dogs for the hearing or vision impaired in the cabin of our aircraft free of charge. If you require this type of assistance animal to travel in the cabin with you, at least 48 hours' notice must be given at the time of booking.

### **OTHER ASSISTANCE ANIMALS**

Other assistance animals which provide an actual service to the passenger in the cabin such as medical alert dogs, must be prior approved on a case by case basis before we can allow them to travel in the cabin. Five (5) full working days are needed to obtain appropriate approvals.

The animal must be trained to a level which meets or exceeds the requirements of Assistance Dogs International. In determining the suitability of the training, Rex shall consider the training organisation's accreditation against the requirements of Section 9 of the Disability Discrimination Act 1992. Assistance animals will only be permitted in the Cabin if they have been trained by an organisation accredited by or affiliated with Assistance Dogs International, Assistance Dogs Australia or which satisfies the requirements of various state legislation and guidelines in training for Public Access.

The animal and handler has passed a Public Access Test (PAT) or has otherwise demonstrated that the animal has passed training acceptable to Rex showing that the animal:

- a) is suitable for travel on public transport (including an aircraft cabin); and
- b) is trained to meet the standards of hygiene and behaviour that are appropriate for an animal in a public place (including an aircraft cabin); and
- c) the PAT or other testing of training was within the last 12 months.

Proof of the test such as the certificate or a current assistance animal Identity Card must be produced at check-in. Failure to provide the documentation will result in the animal being carried in the cargo hold. In this case the passenger may be required to take the animal to Qantas Freight for consignment.

### **GUIDE DOGS, HEARING DOGS & ASSISTANCE ANIMALS**

The animal must be suitably harnessed, relieved before boarding and at any intermediate stops. The handler must supply an absorbent mat to prevent soiling of the cabin.

The animal may also travel in the aircraft hold at your request.

All other animals must be consigned as freight or checked-in for carriage in the aircraft hold.

Rex will not be liable for any injury, loss or death of any assistance animal. An approved animal that is disruptive on more than one occasion may have its approval revoked by Rex.

### **6. CARRIAGE OF LIVE ANIMALS**

Domestic animals, with the exception of assistance animals will be accepted for check-in provided the animal is carried in a suitable domestic animal container that is clean and secure and meets the specifications as set out in the [Domestic Animal Container Requirements](#). All container must not exceed these dimensions: 85cm (H) x 77 cm (W) x 131cm (L). Animals will be accepted as excess baggage only and charged at the current excess baggage rate per kilogram. Hoofed animals are not accepted on any Rex services.

### **NOTE TO ALL SOUTH AUSTRALIA, QUEENSLAND, WESTERN AUSTRALIA AND NEWCASTLE TRAVELLERS:**

Adelaide, Newcastle, Townsville, Perth, Brisbane and Cairns airports have advised that, with the exception of assistance animals, no animals are accepted within the terminal building. All animals must be lodged with Qantas Freight ([excluding QLD regulated routes](#)) or Dogtainers ([accepts freight on QLD regulated routes](#)) and travel as cargo. Dogtainers can be contacted on 1300 13 52 52 or through [www.dogtainers.com.au](http://www.dogtainers.com.au).

Please be aware that Qantas Freight cannot accept live animal bookings on the day of travel and must be submitted a minimum of three business day (72 hours) prior to the scheduled time of departure. For urgent booking requests (less than three full business days before departure) please call 13 12 13.

For additional information regarding baggage please contact **13 17 13**.

## 7. PREGNANT PASSENGERS

Rex is pleased to welcome pregnant passengers on-board our flights.

Pregnant passengers are required to supply a [Rex Medical Certificate of Fitness to Fly](#) for the following:

1. single pregnancy (beyond the 36th week of pregnancy),
2. multiple pregnancies (for any travel), and
3. complicated or high risk pregnancies (for any travel).

The [Rex Medical Certificate of Fitness to Fly](#) must be completed and signed by a medical practitioner & presented at the Rex check-in counter to travel on any Rex flight/s. A copy of the completed form is also required to be given to the Flight Attendant upon boarding for each sector/flight.

The [Rex Medical Certificate of Fitness to Fly](#) must be valid for the intended dates of travel. Boarding may be denied if the form is not completed in full.

Pregnant passengers are advised to consult their practitioner prior to travel.

Please note: Pregnant passengers will not be permitted to be seated / allocated an emergency exit row seat following the 24th week of pregnancy.

## 8. TRAVELLING WITH AN INFANT

Infants (children who have not reached their second birthday) may travel on an adult's lap (lap-infant), at no charge, on Rex Services. An infant seatbelt will be provided. Only one lap-infant per accompanying adult passenger is permitted. An adult with one lap-infant is allowed to purchase an additional seat for ONE additional infant but the following conditions must apply:

- the infant must be able to sit upright (without assistance, pillows or booster seats) in an aircraft seat and has the appropriate seat restraint (no slack in the seatbelt) at all times when the "Fasten Seatbelts" sign is on;
- no more than two infants can be accompanied by the one adult; in these circumstances, one infant may be nursed and the other must be able to sit upright (without assistance, pillows or booster seats) in an aircraft seat and has the appropriate seat restraint (no slack in the seatbelt) at all times when the "Fasten Seatbelts" sign is on; and
- passengers with infants are not permitted to be seated in an emergency exit row.

Due to regulatory requirements, there are limits on the total number of lap-infants permitted on a single flight. Rex recommends that all infant bookings are made online via the Rex Internet Booking Engine as this will ensure that the maximum number of infants on a single flight is not exceeded and that all infant details are received by Rex in the correct format.

For infants over the age of six months, you may bring on board your infant car seat (must be forward-facing) for your infant's comfort. Children over two years of age may also use an infant car seat providing the child weighs less than 18kg.

To travel with an infant car seat you must ensure:

- The infant car seat is in good condition with no cracked or damaged edges
- The seatbelts and harnesses must be fully functioning
- The car seat must meet the Australian/New Zealand Design Standards AS/NZS 1754
- If you are travelling with an overseas car seat, please note that we only accept the following design standards:
  - Federal Aviation Administration (FAA) as meeting Federal Motor Vehicle Safety Standard (FMVSS) No.213. Infant car seats meeting FMVSS No.213 shall have two markings: "This Restraint is Certified for Use in Motor Vehicles and Aircraft" in red lettering and "This Child Restraint System conforms to all applicable motor vehicles and safety standards"
  - Canadian Motor Vehicle Safety Standard (CMVSS) No.213 entitled "Child Restraint System" or CMVSS 213.1 entitled "Infant Seating and Restraint Systems"
  - European Safety Standard requirements of ECE Regulation 44

The label displaying the applicable standard must be legible. If your car seat does not meet these standards, then unfortunately you will not be able to use it during the flight.

If you choose to use your car seat, you must purchase an additional seat to use it. Due to seating restrictions on the aircraft, Customer Service staff **must** be informed if an infant is going to be using an approved Infant Car Seat when you are checking-in.

The use of baby capsules, baby booster seats or baby bassinets are **not** permitted in the cabin. However, we do have infant seat belts if you do not want to use an infant car seat.

Lap-infants are not entitled to checked baggage. NOTE: Parents travelling with infants and small children on aircraft must pay extra attention to passenger safety briefings to be ready to cope in the event of an emergency. A range of trial evacuations of a typical passenger jet, undertaken by the US Federal Aviation Administration, were carried out with adults carrying dummies to simulate children ranging from two months to 24 months. The study found parents should hold on to children if they could still easily and quickly climb through an emergency exit, while larger children should be passed

through the exit to another adult. The key to making a good and quick decision about how to exit during an emergency is thinking about what approach should be taken during the normal passenger safety briefings. Parents are urged to listen carefully to the briefings, remember where emergency exits are located and think about the size of their infant or small child.

## 9. UNACCOMPANIED MINORS

The below Unaccompanied Minors Special Requirements Terms and Conditions should be read in conjunction with the Conditions of Carriage.

Children aged 5 to 11 years inclusive when travelling alone must travel as an UNACCOMPANIED MINOR (UMNR), unless they are travelling with a parent or guardian who is 15 years and above. Teenagers aged 12 to 14 years inclusive may request to travel as UMNR. Children below 5 years of age must be accompanied by an adult aged 15 years and above. If a minor is not booked as an UMNR, carriage may be denied.

For safety reasons, the maximum number of UMNRs per flight is limited by law. In addition, Rex reserves the right to refuse the carriage of any UMNR at its absolute discretion. Contact details for the Sending Adult (Responsible Adult/Parent/Guardian) must be provided at the time of booking. This person must be contactable by phone for the duration that the unaccompanied minor is in the care of Rex.

An administration fee of \$44 per UMNR per sector will be charged for UMNR travel. To convert an adult booking to an UMNR booking and add UMNR details via the Customer Contact Centre or at the airport, a \$55 charge per UMNR per sector is applicable.

As part of the booking process, the Sending Adult (Responsible Adult/Parent/Guardian) making the booking on behalf of the UMNR has confirmed that they have understood and accepted the conditions below:

### **Before the flight**

The UMNR **must be** checked-in at the airport (online and kiosk check-in are not available for UMNR bookings) not less than:

- 60 minutes prior to departure time in major cities & all Queensland regional airports except Burketown
- 45 minutes prior to scheduled departure time at regional airports in NSW, SA, TAS, VIC & WA
- 90 minutes prior to scheduled departure time in Burketown



The Sending Adult (Responsible Adult/Parent/Guardian) must fill in the UMNR documentation (wallet) at check-in. Each UMNR must travel with an individual wallet. We strongly recommend arriving at the airport early if there is more than one UMNR wallet to be completed.

The Sending Adult (Responsible Adult/Parent/Guardian) must be present to hand the UMNR to Rex staff at the boarding gate and must remain at the departure airport until the aircraft has departed in case there is a disruption. This is to ensure that the UMNR is not left abandoned should there be a last-minute cancellation of the flight. The UMNR may be handed to the Police if this happens.

### **During the flight**

The UMNR must be able to travel without constant direct supervision and not need any special services including any medical assistance during the flight. The UMNR must carry on board appropriate medication if he/she has any medical conditions (see [Medical Conditions](#)). **Rex staff are strictly prohibited from administering any medication to the UMNR.** Food will **not** be served if any food allergy is declared at check-in or if this section of the form is incomplete. The Responsible Adult must be contactable at the phone number provided for the duration that the UMNR is in the care of Rex.

**NOTE: REFER TO THE TERMS OUTLINED IN THE RELEVANT SECTIONS OF THESE [SPECIAL REQUIREMENTS](#) FOR MORE INFORMATION.**

### **Connecting flights**

- If the UMNR travels on two or more connecting Rex flights and has a scheduled time of one hour or more between flights, the Sending Adult (Responsible Adult/Parent/Guardian) must also arrange for an adult to be present at the transit airport who will be responsible for the UMNR's supervision and welfare during the transit (Nominated Transit Receiving Adult). The conditions stipulated in these Terms and Conditions regarding Receiving the Child also apply to the Nominated Transit Receiving Adult and identification which has been listed by the Sending Adult (Responsible Adult/Parent/Guardian) in the UMNR Wallet **must** be presented. The Nominated Transit Receiving Adult is responsible for presenting the UMNR to check-in staff by the deadline stipulated above to complete check-in for the UMNR's onward connecting flight. The Nominated Transit Receiving Adult must remain at the airport until the UMNR's flight has departed in case there is a disruption.
- Rex does not accept transfers of UMNR from/to most other carriers. The Customer Contact Centre (**13 17 13**) will be able to provide the most updated information on interlining carriers for UMNR and the conditions attached.

### **Receiving the Child**

The **nominated Receiving Adult (Responsible Adult/Parent/Guardian)** to receive the UMNR (Receiving Adult) at the final/transit destination must present official photographic identification as specified by the Sending Adult (Responsible Adult/Parent/Guardian) in the UMNR Wallet. Acceptable official photographic identification includes driver's licence, passport or other similar official identification issued by a State or Federal Government. In the event that the Receiving Adult (Responsible Adult/Parent/Guardian) presents identification which is different from what has been specified by the Sending Adult (Responsible Adult/Parent/Guardian) in the Wallet, Rex will contact the Sending Adult for confirmation to release the UMNR.

If the Receiving Adult (Responsible Adult/Parent/Guardian) is not able to produce official photographic identification (e.g. driver's licence, passport or other government issued identification), the following conditions will apply:

1. The acceptable form/s of identification must be indicated by the Sending Adult (Responsible Adult /Parent/ Guardian) at check-in; and
2. These exact form/s of signed identification as stated above in Point 1 **must** be produced or the UMNR will not be released to the **Receiving Adult (Responsible Adult /Parent/ Guardian)**.

**IMPORTANT NOTE: THE UMNR WILL NOT BE RELEASED AT THE DESTINATION/TRANSIT AIRPORT IF THE CORRECT FORM OF IDENTIFICATION IS NOT PRODUCED AS SPECIFIED ABOVE. IN SUCH CIRCUMSTANCES, THE CHILD MAY BE HANDED TO THE POLICE.**

Rex is fully authorised to take whatever actions it deems necessary and appropriate to ensure the safekeeping and transfer of the UMNR in the event that the above conditions are not respected by the Receiving Adult (Responsible Adult/Parent/Guardian) or where Rex is prevented from delivering the child to the nominated Receiving Adult (Responsible Adult/Parent/Guardian) for whatever reasons. These actions could include but are not limited to handing the child over to the Police or other parties or in the case of flight disruptions, the transfer of the UMNR to other carriers or transfer of the UMNR to another port.

### **Diversions**

On occasions such as diversions due to weather, Rex may not be able to land at the destination airport. In such cases, Rex reserves the right to transfer the UMNR to another carrier for onward carriage to the destination airport or hold the UMNR at the transit port. In the latter case, the Responsible Adult is responsible for making arrangements for the UMNR to be collected at the transit port.

### **Indemnity and Limitations of Liability**

The **Sending Adult** (Responsible Adult/Parent/Guardian) delivering the child to Rex for UMNR carriage jointly and severally confirms to reimburse Rex for all additional and out

of pocket expenses incurred for the purpose of the carriage of the UMNR whether it is due to

1. breach of the conditions above; and/or
2. unforeseen events like diversion of aircraft; and/or
3. damages caused by the UMNR.

Your UMNR may be able to access the in-flight Entertainment and Wi-Fi on board including MA15+ content. By agreeing to the Terms & Conditions you agree that neither the child nor anyone behalf of the child will have any claim against Rex or any of its officers, agents or employees in respect of the in-flight entertainment or internet content that is viewed (or not viewed) by the child.

The **Sending Adult** (Responsible Adult/Parent/Guardian) delivering the child to Rex for UMNR carriage jointly and severally confirms and acknowledges that Rex shall not be held responsible for any losses, expenses, or consequential damages arising or occurring in the event Rex is not able to deliver the UMNR to the destination port or delivers the UMNR late to the destination port due to reasons of weather, technical failures or any other operational reason whatsoever, and further indemnifies Rex to the fullest extent permitted at law against all claims arising or occurring in respect of such UMNR carriages, except only in the case where Rex has been grossly negligent. It is further acknowledged that the maximum amount of liability of Rex, if any, in respect of or arising from the carriage of the UMNR, shall be limited to the full refund of the price of the fare paid for the UMNR and the fee for the handling of the UMNR.

If in doubt, please contact Rex at **13 17 13**.

## 10. CHILD AND ADULT HARNESES AND INFANT CAR SEAT

Flight reservations requiring the Child or Adult Harness must be booked a minimum of 72 hours in advance of the flight booking. Passengers requiring the Child or Adult Harness are required to make their booking through the Rex CCC on **13 17 13**.

Rex supplies two different harnesses for use by passengers who have no upper body control, who have muscle weakness handicaps or for passengers with quadriplegia. A Carer is required to accompany passengers who require an upper torso harness.

- The Child harness is suitable for weights up to 50kg and a height of at least 122cm.
- The Adult harness can support a person over 50kg. Our crew are trained to fit these harnesses and are happy to assist you in conjunction with the Carer.

In addition to the Adult and Child harnesses provided by Rex Airlines, passengers are permitted to use a Child Aviation Restraint System onboard the aircraft.

Child Aviation Restraint System (CARES) is a harness style restraint device suitable for children aged two (2) to four (4) years of age, weighing 10-20kg (22-44lb). Rex **does not** provide the CARES harness. The adult accompanying the child is responsible for the fitment of the CARES harness on the aircraft. Due to seating restrictions on the aircraft check-in staff must be informed if a child is going to be using a CARES harness.

Children over two years of age may also use an infant car seat providing the child is **less than** 18kg. Refer to *Travelling with an infant for infant car seat requirements and restrictions*.

## 11. PERSONS IN LAWFUL CUSTODY

A maximum of 2 Persons in Lawful Custody (PILC) may be carried in accordance with the Requirements of the Air Transport Security Regulation Division 4.5 – Persons in Custody. Approval must be granted by Rex prior to carriage.

### **ARRANGING THE MOVEMENT OF ONE OR TWO PILC ON A SINGLE FLIGHT**

If making a booking to move one or two PILC on a single flight, please advise Rex of the following information:

- The names and details of the PILC.
- The names of the Escorts and the contact details of the Custodial Agency (including telephone and fax numbers).
- The preferred flight number and date.
- The reason why the PILC are being moved.
- A copy of the PILC Authorisation Form for each PILC.

This information is to be provided on the REX Person in [Lawful Custody Authorisation Form](#) or on the Department of Infrastructure notification form which may be found in [the Department of Infrastructure web site](#).

The form must then be forwarded to Network Operations:

By email: [operations@rex.com.au](mailto:operations@rex.com.au), or

By Fax: 02 9023 3556

### **ON THE DAY OF THE FLIGHT**

On the day of the flight, it is preferable to check in earlier than other passengers so that the Escorts and PILC can be seated on the aircraft before other passenger's board. To

assist us please:

- check-in no later than 60 minutes prior to the scheduled time of flight from major cities & all regional airports except Burketown and 90 minutes prior to scheduled departure time in Burketown. Arrive at the boarding gate no later than 40 minutes prior to the scheduled time of flight.
- Ensure the PILC is searched prior to arriving at the airport. PILC are not to carry cigarettes, matches or cigarette lighters.

During the flight, the Escort and PILC can expect to:

- Board the flight first and disembark last.
- Be seated at the rear of the aircraft and not next to an emergency exit.
- The PILC will be seated near the window, with the Escort seated between the aisle and the PILC.
- Both the Escort and PILC will only be provided with plastic cutlery.

### **RESTRAINTS**

Escorts must carry sufficient restraints for all PILC. Escorts are not permitted to carry firearms or batons, electrical emitting devices or disabling sprays in the cabin of the aircraft. The use of restraints MUST be approved by the Captain.

### **SPECIAL ARRANGEMENTS**

Should you need assistance at the airport for the movement of the PILC, annotate this on the Form. While assistance at some airports may be limited due to other operational reasons, REX may be able to assist with an airside transfer so that the PILC can discreetly board or disembark the aircraft.

At security controlled airports escorts and PILC must be screened when boarding an aircraft regardless of the method of boarding.

### **NEED MORE INFORMATION**

Contact the Network Operations:

[operations@rex.com.au](mailto:operations@rex.com.au)

Fax (02) 9023 3556

## **12. FIREARMS**

Firearms must be carried in checked baggage and cannot be carried in the cabin of an aircraft. Firearms will be returned to you personally by Rex staff at the destination.

Passengers travelling with firearms must notify the Rex Customer Contact Centre (CCC) on **13 17 13** of the requirements during booking.

When travelling with a firearm, the following requirements must be met:

- The firearm is to be carried in a locked case or bag
- The firearm is to be unloaded
- If a firearm has a bolt, the bolt is to be removed

No more than 5kg of ammunition (per passenger) is to be carried. Ammunition must be packed in the manufacturers packaging. Law Enforcement Officers and ADF personnel travelling on duty may carry ammunition in no more than 2 magazines plus boxed ammunition to a total weight of no more than 5kg. All ammunition must be packed in a locked bag or case and checked-in for carriage in the baggage compartment.

The firearm and ammunition must be declared to Customer Service staff when checking-in.

A valid firearm/shooters licence must be produced at check-in and at the destination to collect the firearm. (Police or ADF identification is suitable when carrying non-private firearms).

### ***Junior Shooters***

Minors carrying firearms must produce their firearms/shooters licence AND must be accompanied by an adult at check-in and the destination who must also produce a firearm/shooters licence.

## **13. MUSICAL INSTRUMENTS**

The carriage of cellos and guitars is permitted in the cabin, provided the instrument does not exceed the weight limit of 20kg. All passengers travelling with a cello or guitar are required to purchase a separate seat for the item, which needs to be booked through the Rex Customer Contact Centre (CCC) on **13 17 13** at least 48 hours prior to the departure time. Internet only fares (Rex Net, Rex Net Plus, Rex Promo) can be purchased through the CCC subject to booking class availability and adherence to the applicable fare conditions, provided the musical instrument/s and passenger/s are booked within the same booking transaction.

The carriage will be undertaken with the passenger bearing full liability for all associated risks.

## 14. CONNECTING FLIGHTS

**Passengers are responsible for ensuring that their connecting flights comply with the Minimum Connection Times.**

For passengers travelling on more than one flight on any day, there are minimum connection times that should be allowed for when booking flights. These connection times are based on the experience of our airport staff to ensure passengers have enough time to move within and between terminals and check-in again where required.

The following minimum connection times apply for all airports:

- 40 minutes between Rex regional flights
- 30 minutes between Rex domestic flights
- 30 minutes from Rex domestic flights to Rex regional flights
- 40 minutes from Rex regional flights to Rex domestic flights
- 1 hour between Rex flights (both domestic and regional) and Virgin Australia flights
- 1 hour and 30 minutes between Rex flights (both domestic and regional) and other domestic/regional flights
- 2 hours between Rex flights (both domestic and regional) and international flights (2 hours 30 minutes in Sydney, Brisbane & Perth)

Please Note:

- Passengers should check international check-in times with their respective international carriers.
- These minimum connection times are of general advice and are in accordance with industry recommendations for the least amount of time required to make connecting flights. They do not take into consideration flight disruptions. Rex recommends that ample time is incorporated into your itinerary. Rex does not guarantee flight connections nor is Rex liable for consequential expenses resulting from a missed connection. Travel Insurance is recommended.

## 15. WHAT ASSISTANCE WILL NOT BE PROVIDED

Rex will not provide assistance within the cabin for the administration of medication, consumption of food (apart from opening packets if required) or toiletry needs apart from assisting passengers to/from the toilet door. Flight Attendants are not permitted to handle urine-draining equipment.

Passengers who require assistance that cannot be provided by Rex must travel with a Carer.