

what do you say when ...

ANSWERS TO FREQUENTLY ASKED PASSENGER QUESTIONS

► What is different when I sit in an exit row?

A passenger seated in an emergency exit row may be called on to assist crew members in the unlikely event of an emergency evacuation. **These passengers must be:**

- Able-bodied.
- At least 15 years old.
- Able to understand and converse in English.
- Willing to provide assistance in an emergency.

They cannot be:

- Travelling with an infant.
- Travelling with someone who requires their assistance in an emergency.

Cabin crew can move a passenger if they do not meet the criteria. Passengers can ask to be moved to another seat if they are uncomfortable with the requirements of being an overwing exit row passenger.

► What happens if I drink too much alcohol?

If a passenger drinks too much alcohol before a flight, the airline will refuse to let them board the aircraft. Alcohol has a greater effect on the human body at altitude than on the ground. It is an offence to enter an aircraft while drunk or to be drunk on board an aircraft. Passengers are not allowed to consume their own alcohol

on board the aircraft.

► How should I behave on board an aircraft?

Passengers should not use threatening, abusive or insulting language, or behave in a threatening, abusive, insulting or disorderly manner towards a member of the of the aircraft crew. Passengers must not interfere with pilots or cabin crew in the performance of their duties, interfere with aircraft equipment, or disobey any instructions given by a member of the aircraft crew. If passengers do not comply with these requirements, they could be prosecuted.

► Why are there restrictions on the use of phones and other electronic devices?

All airlines restrict the use of mobile phones and other electronic devices as they could interfere with vital aircraft navigation systems. It is very important that passengers listen to announcements from the cabin crew on when these restrictions apply.

► I've heard the safety briefing before. Why should I listen again?

The safety briefing given by cabin crew and the safety information card provided give vital information on the location of exits and emergency equipment such as lifejackets. As this can vary from one aircraft type to another, it is important to pay attention to the safety briefing and read the safety card each time a passenger flies.

► Why must I remain seated until the aircraft stops?

When driving your car, you never release your seatbelt until you have parked and turned off the engine – because when moving, you never know when you may have to stop suddenly. The same principle applies when the aircraft is taxiing at the airport. It too may have to stop in a hurry, so passengers must remain seated with their seatbelt fastened until the aircraft has come to a complete stop and the seatbelt sign has been turned off.

► Where can I go on the tarmac?

There are times when passengers may need to walk outside the terminal building and across the tarmac to board or leave their flights.

There may be baggage carts, catering vehicles and fuel trucks moving around the aircraft. For their safety passengers must follow the instructions of the airline staff and pay attention to where they are walking.

► What are the limits for carry on baggage?

There is a weight and size limitation for each passenger to ensure everything fits into the overhead stowage bins. Every year, passengers are injured when bins are opened and loose baggage falls out, as it was not stowed properly. When using overhead bins, passengers should make sure they place items inside so they lie as flat as possible and don't overfill.

Overhead stowage bins may not be able to hold very heavy objects during turbulence or a heavy landing. If a passenger has trouble lifting an item into the bin, it should be stored elsewhere. However, if the passenger is sitting in an exit row, the baggage cannot be stored under the seat in front.



WHEN ENOUGH IS ENOUGH

If you believe the safety of an operation is being compromised call...

THE CONFIDENTIAL CASA HOTLINE **1800 074 737**