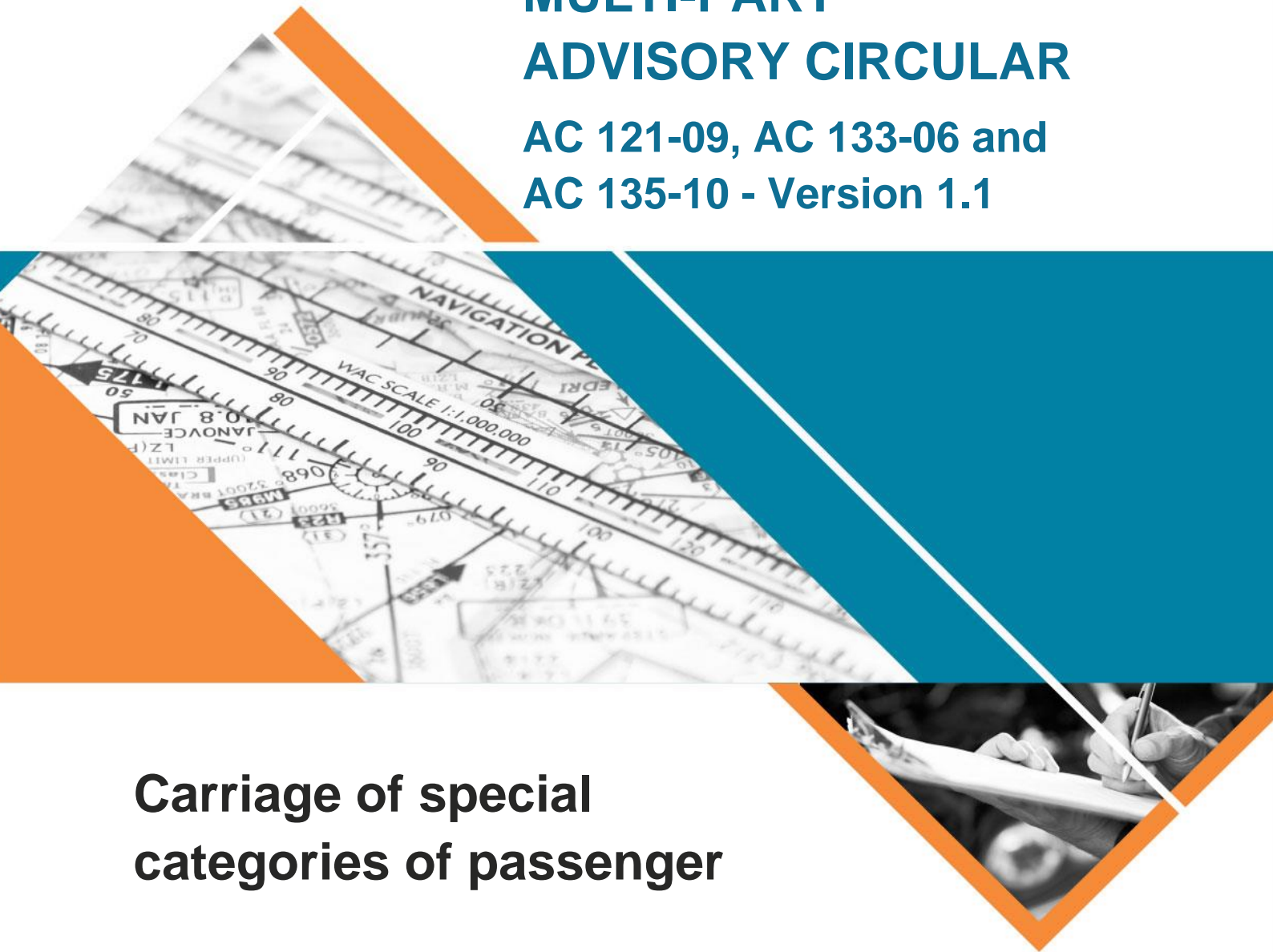




**Australian Government**  
**Civil Aviation Safety Authority**

# MULTI-PART ADVISORY CIRCULAR

**AC 121-09, AC 133-06 and  
AC 135-10 - Version 1.1**



## **Carriage of special categories of passenger**

**Date** September 2024  
**File ref** D24/387550

Advisory circulars are intended to provide advice and guidance to illustrate a means, but not necessarily the only means, of complying with the Regulations, or to explain certain regulatory requirements by providing informative, interpretative and explanatory material.

**Advisory circulars should always be read in conjunction with the relevant regulations.**

## Audience

This advisory circular (AC) applies to:

- aircraft operators
- cabin safety supervisory personnel
- crew members
- ground operational personnel
- passengers

## Purpose

This AC provides guidance regarding the requirements for the carriage of special categories of passengers (SCPs) for operations that fall under Parts 91, 133, 135 and 121 of CASR. It describes the different types of special categories of passenger and what considerations should be made by operators for each category.

The purpose of the AC is to:

- assist operators with the development of policy and procedures for the carriage of SCPs
- provide guidance on the information that should be provided to SCPs
- provide guidance on the seating allocation of SCPs.

## For further information

For further information, contact CASA's Operations (telephone 131 757).

Unless specified otherwise, all subregulations, regulations, Divisions, Subparts and Parts referenced in this AC are references to the *Civil Aviation Safety Regulations 1998 (CASR)*.

## Status

This version of the AC is approved by the Branch Manager, Flight Standards.

**Note:** Changes made in the current version are annotated with change bars.

Version	Date	Details
v1.1	September 2024	Minor referencing updates.
v1.0	May 2021	Initial AC.

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# 1 Reference material

## 1.1 Acronyms

The acronyms and abbreviations used in this AC are listed in the table below.

Acronym	Description
AC	advisory circular
CAA UK	Civil Aviation Authority United Kingdom
CASA	Civil Aviation Safety Authority
CASR	Civil Aviation Safety Regulations 1998
CRS	child restraint system
FAA	Federal Aviation Administration
IATA	International Air Transport Association
ICAO	International Civil Aviation Organization
MOS	manual of standards
PED	personal electronic device
PIC	pilot in command
PRM	passenger with reduced mobility
SCP	special categories of passenger
TCCA	Transport Canada Civil Aviation

## 1.2 Definitions

Terms that have specific meaning within this AC are defined in the table below. Where definitions from the civil aviation legislation have been reproduced for ease of reference, these are identified by 'grey shading'. Should there be a discrepancy between a definition given in this AC and the civil aviation legislation, the definition in the legislation prevails.

Term	Definition
assistance animal (Disability Discrimination Act 1992)	<p>A dog or other animal:</p> <ol style="list-style-type: none"> <li>1. accredited under a law of a State or Territory that provides for the accreditation of animals trained to assist a person with a disability to alleviate the effect of the disability, or</li> <li>2. accredited by an animal training organisation prescribed by the regulations for the purposes of this paragraph, or</li> <li>3. trained: <ol style="list-style-type: none"> <li>a. to assist a person with a disability to alleviate the effect of the disability, and</li> <li>b. to meet standards of hygiene and behaviour that are appropriate for an animal in a public place.</li> </ol> </li> </ol>

Term	Definition
cabin crew member	A crew member who performs, in the interests of the safety of an aircraft's passengers, duties assigned by the operator or the pilot in command (PIC) of the aircraft but is not a flight crew member.
child	A person who has turned 2 but has not turned 13.
disability (Disability Discrimination Act 1992)	<p>In relation to a person means:</p> <ol style="list-style-type: none"> <li>1. total or partial loss of the person's bodily or mental functions, or</li> <li>2. total or partial loss of a part of the body, or</li> <li>3. the presence in the body of organisms causing disease or illness, or</li> <li>4. the presence in the body of organisms capable of causing disease or illness, or</li> <li>5. the malfunction, malformation, or disfigurement of a part of the person's body, or</li> <li>6. a disorder or malfunction that results in the person learning differently from a person without the disorder or malfunction, or</li> <li>7. a disorder, illness or disease that affects a person's thought processes, perception of reality, emotions, or judgment or that results in disturbed behaviour</li> </ol> <p>and includes a disability that:</p> <ol style="list-style-type: none"> <li>a. presently exists, or</li> <li>b. previously existed but no longer exists, or</li> <li>c. may exist in the future (including because of a genetic predisposition to that disability), or</li> <li>d. is imputed to a person.</li> </ol> <p>To avoid doubt, a disability that is otherwise covered by this definition includes behaviour that is a symptom or manifestation of the disability.</p>
escort	An individual accompanying a passenger who requires special conditions, assistance or equipment when travelling by air.
emergency exit seats	<p>these are:</p> <ol style="list-style-type: none"> <li>1. each seat having direct access to an exit</li> <li>2. each seat in a row of seats through which passengers would have to pass to gain access to an exit, from the first seat inboard of the exit to the first aisle inboard of the exit, and</li> <li>3. a seat from which a passenger can proceed directly to an exit without entering an aisle or passing around an obstacle.</li> </ol>
inadmissible passenger	A person who is or will be refused admission to a country by its authorities.
infant	A person who has not turned two years of age.
passenger with reduced mobility	<p>means a person who is likely to require special conditions and assistance to find and use an exit on board an aircraft in an emergency because:</p> <ol style="list-style-type: none"> <li>a. the person's mobility is impaired, or</li> <li>b. the person has another impairment.</li> </ol>
restraint	A device designed to safely restrain an occupant in their seat to prevent injuries resulting from inertial forces or other in-flight forces such as turbulence. A restraint may be a seat belt, safety harness or approved child restraint system.

Term	Definition
restricted person	<p>means:</p> <ol style="list-style-type: none"> <li>a. a deportee (within the meaning of subsection 5 (1) of the Migration Act 1958), or</li> <li>b. a removee (within the meaning of subsection 5 (1) of the Migration Act 1958), or</li> <li>c. a person in custody, or</li> <li>d. a passenger carried on an aircraft:               <ol style="list-style-type: none"> <li>i who is on the aircraft because the passenger has been refused entry to a country, or</li> <li>ii whose passport does not include a visa required for entry to the passenger's destination country.</li> </ol> </li> </ol>
special categories of passenger	<p>Persons who need special conditions, assistance, or equipment when travelling by air. These may include but are not limited to:</p> <ol style="list-style-type: none"> <li>1. infants</li> <li>2. unaccompanied children</li> <li>3. persons with reduced mobility</li> <li>4. persons on stretchers</li> <li>5. persons with injuries or illness</li> <li>6. restricted persons.</li> </ol>
suitable person	<p>A person is a suitable person to occupy an emergency exit row seat or a seat adjacent to an emergency exit if the person:</p> <ol style="list-style-type: none"> <li>a. is reasonably fit, strong, and able to assist with the rapid evacuation of the aircraft in an emergency, and</li> <li>b. would not, because of a condition or disability, including an inability to understand oral instructions, hinder:               <ol style="list-style-type: none"> <li>i other passengers during an evacuation of the aircraft in an emergency, or</li> <li>ii the aircraft's crew in carrying out their duties in an emergency.</li> </ol> </li> </ol>
unstaffed exit	Emergency exit for which no cabin crew member has been positioned for the flight.

## 1.3 References

### Legislation

Legislation is available on the Federal Register of Legislation website <https://www.legislation.gov.au>

Document	Title
Division 133.D.7 of CASR	Passenger transport and medical transport
Division 135.D.7 of CASR	Passenger transport and medical transport
Division 121.D.7 of CASR	Passenger transport and medical transport

### International Civil Aviation Organization documents

International Civil Aviation Organization (ICAO) documents are available for purchase from <http://store1.icao.int/>

Many ICAO documents are also available for reading, but not purchase or downloading, from the ICAO eLibrary (<https://elibrary.icao.int/home>).

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Document	Title
ICAO Doc 9984	Manual on access to air transport by persons with disabilities, 1 <sup>st</sup> edition 2013
ICAO Doc 10086	Manual on information and instructions for passenger safety, 1 <sup>st</sup> edition 2018

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### Other

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Document	Title
IATA	Cabin Operations Safety Best Practices Guide Edition 9, January 2024
TCCA AC 700-014	Passenger seating requirements and accessible air transportation Issue 1, Aug 2009

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## 2 Introduction

### 2.1 Special categories of passenger

2.1.1 Special categories of passengers (SCPs) are those who require special consideration, assistance and/or devices when carried on a flight, and whose situation necessitates appropriate attention and adaptation to their specific needs.

2.1.2 SCPs can include at least the following:

- persons travelling with infants and children
- unaccompanied children
- persons with reduced mobility
- persons on stretchers
- persons with injuries or illness
- restricted persons.

2.1.3 Australian air transport operators are required<sup>1</sup> to outline in their exposition how they comply with the SCP related requirements of Parts 121, 131 and 135.

2.1.4 When establishing procedures for the carriage of SCPs, it is recommended that consideration be given to the following:

- aircraft type and cabin configuration
- total number of passengers carried on board
- the number and categories of SCP compared with the number of passengers capable of assisting them in case of an emergency
- the number of cabin crew in proportion to the number of unaccompanied children in their care
- any other factor(s) or circumstances possibly impacting on the application of emergency procedures by the operating crew members.

2.1.5 A passenger capable of assisting in case of an emergency means a passenger who is not an SCP and has no other role or private responsibility that would prevent them from assisting an SCP. For example, an adult travelling alone has no other role or private responsibility, unlike a family travelling together with younger children. In a planned emergency, if time permits, passengers identified by the cabin crew as capable of assisting an SCP should be briefed on the assistance they can provide.

2.1.6 Providing passengers with access to the relevant information prior to travel will assist with their understanding of, and compliance with, operator procedures and requirements.

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<sup>1</sup> CASR 119.205(1)(h)

## 3 Passengers with reduced mobility

### 3.1 Carriage of passengers with reduced mobility

- 3.1.1 Operators are obliged to prioritise the safety of its passengers and crew but must not refuse to transport a passenger with reduced mobility (PRM) based on their disabilities unless it is to meet applicable safety requirements.
- 3.1.2 A PRM includes any person whose mobility is reduced due to a physical incapacity (sensory or locomotor), an intellectual deficiency, age, illness, or any other cause of disability when using air transport, and whose situation needs special attention and the adaptation to the person's needs of the services made available to all passengers.
- 3.1.3 Appendix A to this AC provides a description of some of the different categories of a PRM.

### 3.2 Policy and procedures for the carriage of passengers with reduced mobility

- 3.2.1 In addition to the general policy considerations for SCPs outlined in subsection 2.1.4, it is recommended that the procedures for the carriage of a PRM, including those with hidden disabilities, are developed giving regard to the following:
- information required as part of the reservation process
  - medical clearance
  - seat allocation requirements<sup>2</sup>
  - safety briefing requirements<sup>3</sup>
  - assistance in an emergency
  - passengers remaining on board during transit
  - group travel of passengers with reduced mobility

**Note:** Also refer to Multi-Part AC 121-10, AC 133-07 and AC 135- 11 – Passengers in Emergency Exit Row Seats.

### 3.3 Pre-notification and provision of information

- 3.3.1 It is recommended that operators provide passengers with information regarding restrictions on travel because of safety (e.g. process for medical clearance) in accessible formats; and encourage pre-notification.
- 3.3.2 A PRM also has a responsibility to provide information relevant to their assistance needs to operators. Encouraging a PRM to inform the operator of their circumstances at the time of booking, or as early as possible in advance of the flight, will assist with managing their needs.
- 3.3.3 It is recommended that operators have a system to record the assistance needs of each PRM, and ensure this information is effectively conveyed to other areas within the

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<sup>2</sup> CASR 121.270(2), 121.275(1)

<sup>3</sup> CASR 121.285(1), (3)

operation so that requisite operational personnel, such as ground handlers and crew members, are informed<sup>4</sup>.

3.3.4 When a PRM requires assistance on board the aircraft, it is important that crew are advised at the earliest opportunity so that appropriate arrangements can be made.

3.3.5 IATA has a classification system for passengers with reduced mobility that is commonly used by operators. Alternatively, operators may choose to develop their own systems including additional classifications to enhance the information that is recorded on the needs of a PRM.

### **3.4 Passengers with reduced mobility travelling unescorted**

3.4.1 It is recommended that operators consider the following criteria when determining whether a PRM can travel on board an aircraft unescorted.

3.4.2 Are passengers able to:

- communicate satisfactorily with a crew member
- comprehend the passenger safety briefings and/or safety briefing card
- fasten and unfasten their seat belt
- reach and don the oxygen mask
- retrieve and don the life jacket
- reach an emergency exit in a reasonable time

### **3.5 Assisting passengers with reduced mobility**

3.5.1 During an emergency evacuation, flight and cabin crew are responsible for the overall evacuation of all passengers, including those with reduced mobility. A PRM who is escorted by an assistant will typically be evacuated by their assistant. Depending on the situation, crew may assist.

3.5.2 Consideration should be given to a PRM who is incapable of providing basic levels of personal care during their journey, and the conditions under which an assistant suitable for their needs is necessary to facilitate travel.

3.5.3 Crew may assist a PRM to:

- move to and from their seat as part of the embarking and disembarking process
- stow carry-on items, including mobility aids and other assistive devices on board the aircraft
- ensure that all passengers receive a briefing they understand.

3.5.4 Operators may offer additional services, such as upper torso restraints for passengers that have trouble sitting upright.

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<sup>4</sup> CASR 121.275(2)

## 3.6 Assistance animals

- 3.6.1 AC 91-03 *Carriage of assistance animals* provides expanded information on the considerations for carrying animals in the cabin of the aircraft.

## 4 Passengers with injury, illness or needing a stretcher

### 4.1 Policy and procedures for carriage

4.1.1 In addition to the general policy considerations for SCPs outlined in subsection 2.1.4 of this AC, it is recommended that procedures for the carriage of passengers with injury, illness or needing a stretcher are developed giving regard to the following:

- information required as part of the reservation process
- medical clearance
- seat allocation requirements<sup>5</sup>
- safety briefing requirements<sup>6</sup>
- assistance in an emergency
- passengers remaining on board during transit
- refusal or removal of passengers where crew suspect a passenger is unfit for travel or may represent a danger to themselves or other passengers
- group travel of passengers in this category.

**Note:** Also refer to Multi-Part AC 121-10, AC 133-07 and AC 135-11 – Passengers in Emergency Exit Row Seats.

### 4.2 Medical clearance and documentation

4.2.1 It is recommended that operator procedures consider not only the circumstances under which passengers require medical clearance, but also the documentation required to be completed for travel.

4.2.2 Considerations relevant to determining if a medical clearance is required include circumstances where:

- fitness to travel is in doubt, as evidenced by a recent illness, disease, treatment, operation, or other condition.
- the passenger may be suffering from any disease that is believed to be actively contagious and communicable.
- because of certain diseases or incapacitation, the passenger may have or may develop an unusual behaviour or physical condition that could have an adverse effect on the welfare of other passengers and/or crew.
- the passenger could be considered a potential hazard to the safety of the flight (including the possibility of diversion and unscheduled landing of the flight).
- the passenger would require medical attention and/or special equipment to maintain their health during the flight.
- the passenger may have their medical condition aggravated during or because of the flight.

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<sup>5</sup> CASR 121.270(2), 121.275(1)

<sup>6</sup> CASR 121.285(1)

## 5 Restricted persons

### 5.1 Policy and procedures for the carriage of restricted persons

5.1.1 In addition to the general policy considerations for SCPs outlined in subsection 2.1.4 of this AC, it is recommended that procedures for the carriage of restricted passengers are developed giving regard to the following:

- information required from the custodial agency responsible for the person travelling
- refusal of carriage where the safety of the aircraft, crew or passengers is deemed to be at risk
- circumstances where an escort is required including the number and category of escort e.g. medical, law enforcement
- seat allocation requirements<sup>7</sup>
- additional safety briefing information specific to the circumstances
- additional security arrangements, e.g. no public disclosure of the itinerary, special requirements, permits or authorities at transit, transfer, and destination
- notification to PIC and crew
- PIC assuming full authority over passenger at boarding
- restrictions on the service of alcohol
- passengers remaining on board during transit
- group travel of passengers in this category.

**Note:** Also refer to Multi-Part AC 121-10, AC 133-07 and AC 135-11 – Passengers in Emergency Exit Row Seats.

### 5.2 Requirement for an escort

5.2.1 Considerations that may be relevant to determining whether an escort is necessary include circumstances where the passenger:

- is a safety risk because of past or present conduct
- is in a mental state that requires special attention
- has committed a crime, or is wanted by police in any State
- exhibits any behaviour considered dangerous in the risk assessment process

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<sup>7</sup> 121.270(2)

### **5.3 Procedures for carriage of restricted persons with an escort**

5.3.1 When establishing procedures for the carriage of restricted persons accompanied by an escort, consideration should be given to the following:

- information provided to ground personnel and crew
- carriage of firearms, weapons, and restraint devices on board
- identification by escorts to ground personnel and crew
- information to be transmitted to the PIC on board, and acknowledgement of receipt of the information
- boarding and disembarkation procedures
- restrictions on the service of alcohol and food e.g. provision of utensils.

## 6 Seating of special categories of passenger

### 6.1 Policy for seating of special categories of passenger

6.1.1 When establishing seat allocation procedures for SCPs, operators not only have to consider restrictions around the allocation of seats that permit direct access to emergency exits<sup>8</sup>, but also other seat locations that have the potential to impact the safety of passengers inflight e.g. access to emergency equipment.

**Note:** Multi-Part AC 121-10, AC 133-07 and AC 135-11 – Passengers seated in emergency exit row seats contains expanded information on occupancy of emergency exit row seats.

6.1.2 It is recommended that SCPs be assigned seats that meet their needs subject to safety requirements<sup>9</sup> (e.g. a seat with a movable armrest for a passenger who cannot easily transfer over a fixed aisle armrest), and they are not moved from the seats that are most appropriate for them, other than for safety reasons.

### 6.2 Seat allocation for special categories of passenger

6.2.1 Relevant considerations regarding seat allocation procedures for SCPs may include:

- If the SCP travels with an accompanying passenger, seating the accompanying passenger next to the SCP.
- If the SCP is unable to negotiate stairs within the cabin unaided, not allocating a seat on the upper deck of a multi-deck aircraft if the exits are not certified for emergency evacuation on both land and water.
- Restrictions on the use of a disability and/or restraint aid that requires securing around the back of the seat if there is a person seated behind the SCP, unless the seating configuration is approved for the use of such devices<sup>10</sup>. This is to avoid the changed dynamic seat reactions with the disability and/or restraint aid in place, which may lead to injury of the passenger seated behind. If the seat design or installation would prevent contact of the person seated behind, then no further consideration is necessary.
- Provisions for the diverse needs of passengers with hidden disabilities, e.g. needing to sit near a window to ease anxiety or stress.

6.2.2 Appendix B to this AC provides recommendations for consideration by the operator when establishing seat allocation procedures for SCPs.

**Note:** Appendix B contains excerpts from the European Aviation Safety Agency (EASA) Acceptable Means of Compliance (AMC) and Guidance Material to Annex IV - Part-CAT, GM2 CAT.OP.MPA.155(c).

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<sup>8</sup> CASR 121.270

<sup>9</sup> CASR 121.275(1)

<sup>10</sup> The design of the installation must be approved by a Part 21M of CASR authorised person, Part 21J of CASR ADO or a Part 21.435 of CASR delegate.



### **6.3 Group seating of special categories of passenger**

- 6.3.1 Taking into account access to exits, operators may consider seating groups of non-ambulatory SCPs requiring assistance to find or use an exit in an emergency, throughout the cabin to ensure that each SCP is surrounded by the maximum number of passengers capable of assisting in case of an emergency.
- 6.3.2 If non-ambulatory SCPs requiring assistance cannot be evenly distributed throughout the cabin, procedures to mitigate the increased safety risk may include seating passengers capable of assisting in case of an emergency in the vicinity, providing additional information to the SCPs, and/or training provided to cabin crew.

## 7 Provision of safety information

7.1.1 SCPs may require additional, personalised individual briefings adapted to suit their specific needs<sup>11</sup>. Where practicable, consideration should be given to pre-boarding SCPs (and their escort if they are accompanied) to accommodate the individual pre-departure briefing.

**Note:** Multi-Part AC 91-19, AC 121-04, AC 133-10, AC 135-12 and AC 138-10 - Passenger safety information, contains expanded information on the content and delivery of safety information for SCPs.

7.1.2 In a planned emergency, if time permits, passengers identified by crew as capable of assisting an SCP may be briefed on the assistance they can provide.

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<sup>11</sup> CASR 121.285(1), (3)

## 8 Carriage of medical and other specialised equipment

### 8.1 Procedures for carriage of medical and other specialised equipment

8.1.1 Medical and other specialised equipment carried to support SCPs, may include:

- wheelchairs
- oxygen
- incubators
- stretchers
- devices for supporting limbs
- mobility aids.

8.1.2 When establishing procedures for the carriage of medical and other specialised equipment, consideration should be given to the following:

- acceptance of mobility aids and assistive devices in relation to standard baggage allowances for both cabin and hold baggage<sup>12</sup>
- availability of appropriate stowage locations in the cabin<sup>13</sup>
- requirements for the carriage of battery-operated wheelchairs or mobility aids<sup>14</sup>
- requirements for the carriage and administration of supplementary oxygen<sup>15</sup>

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<sup>12</sup> CASR 121.440

<sup>13</sup> CASR 91.590

<sup>14</sup> CASR 92.025(2)

<sup>15</sup> CASR 92.025(2)

## **Appendix A**

### **Categories of passengers with reduced mobility**

CARRIAGE OF SPECIAL CATEGORIES  
OF PASSENGER

Category	Description
mobility impairment	<p>This category of disability includes people with varying types of physical disabilities and includes upper or lower limb loss or disability, loss of manual dexterity and disability in co-ordination with different organs of the body. Mobility impairment can be either a congenital problem or acquired with age, or the consequence of disease. Examples include cerebral palsy, muscular dystrophy, heart defects, dizziness, and balance problems.</p> <p>Persons with mobility impairments often use assistive devices or mobility aids such as crutches, canes, walkers, wheelchairs, or artificial limbs to assist with mobility.</p>
vision impairment	<p>Vision impairment is a decreased ability to see to a degree that causes problems and is not rectifiable by usual means, such as glasses or medication. There are varying degrees of vision impairment, ranging from partially sighted or low vision through to totally blind.</p> <p>Passengers with some residual vision may function without the need for a cane or service dog and require minimal assistance when travelling. Regardless of the severity of impairment, however, it can restrict a passenger's ability to read signs, locate exits and see hazards, and they may have difficulty in unfamiliar settings.</p>
hearing loss	<p>Hearing loss is when a person loses part or all of their ability to hear. Hearing loss may be mild, moderate, severe, or profound and affect one or both ears. Hard of hearing is a term that refers to someone with mild to severe hearing loss, and in these individuals, some hearing capability is still present. Deafness, on the other hand, refers to profound hearing loss which implies very little or no hearing at all.</p> <p>There are several nonverbal communication techniques used by people with hearing loss, including sign language, lip-reading and text. People who are hard of hearing can usually communicate through spoken language and can benefit from assistive devices such as hearing aids.</p>
deafblind	<p>Deafblindness is the loss of sight and hearing to the point where a person's communication, mobility, and ability to access information is impacted. A deafblind person won't usually be totally deaf and totally blind, but both senses will be reduced enough to cause significant difficulties in everyday life.</p> <p>Due to the different degrees of vision and hearing impairment, people with deafblindness use a range of communication techniques. Common forms include: sign language with a variety of ways of receiving a response such as close range, visual frame and tactile; deafblind fingerspelling; print or braille, including print on palm, computer and email; speech, oral and aural communication; and alternative and augmentative communication including touch cues, pictographs and key word signs.</p> <p>Passengers who are deafblind may travel with an intervener who has specialised training to help them gain access to environmental information and facilitate communication.</p>
communication impairment	<p>A communication impairment affects a person's voice, language, or speech resulting in problems with articulation, pronunciation, and socialisation skills. A person with a language impairment may have difficulty understanding</p>

CARRIAGE OF SPECIAL CATEGORIES  
OF PASSENGER

Category	Description
	spoken language and/or using spoken language to form sentences. Speech disorders are where the person has problems making and combining sounds in words so that people can understand. Some persons may be unable to speak and instead communicate by pointing to a picture or letters on a board, or by typing their message on a device. Most persons who have speech or language impairments do not have hearing loss or a cognitive disability.
cognitive impairment	Cognitive impairment (also known as intellectual disability) is a broad concept encompassing various intellectual or cognitive deficits including intellectual disabilities, learning disabilities, brain injuries and diseases like dementia. Cognitive disabilities or impairments can affect a person's ability to learn, communicate, concentrate, retain information, solve problems, and make decisions.
mental health impairment	<p>Psychiatric or mental health impairments are broad and range from mild depression, stress, and anxiety to chronic disorders such as schizophrenia or bipolar disorder. Mental health conditions affect a person's mood, thinking and behaviour, and each disorder varies in its severity. Characteristics and symptoms differ between individuals and are typically "hidden" or not apparent unless they are disclosed.</p> <p>Mental health disorders are often episodic, and assistance may be needed to prevent or manage triggers or symptoms, such as those relating to post-traumatic stress disorder.</p>
episodic disability	<p>Episodic disabilities are long-term conditions that are characterised by periods of good health interrupted by periods of illness or disability. Examples include multiple sclerosis, asthma, epilepsy, diabetes, and arthritis.</p> <p>The symptoms and functional limitations can vary in severity and duration, therefore the level of assistance, or the requirement for any assistance at all, may likewise vary.</p>
hidden disability	A hidden disability is a disability that may not be immediately obvious. They include but are not limited to dementia, autism, learning disabilities, anxiety issues, mental health conditions, visual impairments, and hearing loss. Hidden disabilities should also be considered to include non-visible physical disabilities such as epilepsy, respiratory conditions, and chronic pain.

## **Appendix B**

# **Seat allocation of special categories of passenger**

CARRIAGE OF SPECIAL CATEGORIES  
OF PASSENGER

SCP category	Seat allocation procedure
Passenger travelling with infants or children	<p>If the infant or child is restrained in a CRS, the accompanying responsible person is seated in the seat closest to the seat on which the CRS is installed.</p> <p>Where the passenger is travelling with a lap-held infant or two children in one seat, they are seated where there is additional emergency equipment available e.g. oxygen masks, lifejackets.</p> <p>If a child travels with an accompanying responsible person, the child is seated in the same seat row segment as the accompanying person. Where this is not possible, the child is seated no more than one seat row or aisle away.</p>
Unaccompanied minor (child)	<p>The seating allocation of an unaccompanied child allows for cabin crew to monitor and communicate with them during all phases of the flight; and assist them as required e.g. close to crew stations and working areas.</p> <p>Groups of unaccompanied children are seated in a mix of ages, with the tallest child seated to allow assistance with fitting drop-down oxygen masks to smaller children in the case of a decompression. Where possible, an adult occupies the seat across the aisle next to each row of unaccompanied children.</p>
Passenger whose physical size would possibly prevent them from passing through an emergency exit	A passenger whose physical size would possibly prevent them from passing through an emergency exit (e.g. a Type III or Type IV exit) is seated in the vicinity of a suitable exit, taking into account the size of the exit.
Passenger with physical disability of the upper limbs	A passenger with a physical disability of the upper limbs travelling without an accompanying passenger is allocated a seat that allows visual and audible communication to be established and maintained with the cabin crew during all phases of the flight.
Passenger with disability of lower limbs	A passenger with a disability of the lower limbs is seated in a location that provides easy access to floor level exits.
Passenger with disability of both upper and lower limbs	A passenger with a disability of both upper and lower limbs is seated in a location providing easy access to floor level exits.
Mentally impaired passenger	A mentally impaired passenger who travels without an accompanying passenger is allocated a seat that allows for visual and audible communication to be established with the cabin crew during all phases of the flight.
Passenger travelling with an assistance animal in the cabin	Suitable arrangements are made between the passenger and operator in advance of a flight where a recognised assistance animal is accompanying the passenger. A suitable restraint harness should be provided by the owner to secure and restrain the dog during taxi, take-off, landing and turbulence. The seat allocated is able to accommodate the assistance animal and the restraint requirements.
Stretcher occupant	Where possible, the stretcher is installed behind a cabin monument. Alternatively, the stretcher is installed where it can demonstrate compliance with the applicable certification basis. Stretcher installation is as close to the floor level non-overwing exits as practicable – preferably



CARRIAGE OF SPECIAL CATEGORIES  
OF PASSENGER

SCP category	Seat allocation procedure
	close to a required cabin crew station with an adjacent seat for the designated accompanying passenger.
Restricted person	A restricted person with an escort is seated to the rear of the passenger cabin, but not next to or directly across from an exit.