

Royal Jordanian gives its undivided attention to those with special needs and anyone who needs special care during the flight.

Although we don't require detailed information concerning the extent of your disability, the more facts you share with us about your travel needs, the more prepared we are to meet your needs during your trip.

Our reservation and sales agents will be happy to discuss any specific requirements when you call. Also a trained team in the reservation section, familiar with all related policies and procedures, referred to as Special Assistance Coordinators ("SACs") operates during office hours to help facilitate the services you need during your trip. They will coordinate with specialists, airport personnel, or an RJ dedicated medical advisory team to ensure a seamless service is delivered. For that reason, providing us with a local contact once you make the reservation is essential.

If we are doing more or less than what you need, please let us know. Our airport staff and reservation will be happy to answer your questions or help you resolve any complain.

## Reservation

We recommend that all of our customers make their reservations as far in advance as possible.

You may request special assistance on RJ flights when making reservations through your Travel Agent and through RJ offices; if your reservation was booked on a website, you may make arrangements for special assistance by contacting RJ Reservations directly at ([Worldwide Offices](#))

Special Assistance Coordinators ("SACs")

You may contact our SACs on the following contacts to inquire about the status of your medical clearances.

TEL: +962 6 5202408

Email: [ammsnrj@rj.com](mailto:ammsnrj@rj.com)

## Advance Notice Required

We require advance notice of at least 48hours when you arrange/need the following services:

- Traveling with a battery-powered respirator or ventilator (our aircrafts do not provide aircraft electrical power supplies)
- Stretcher (we can not accommodate incubators)
- If your wheelchair or mobility assistive devices requires disassembly and battery packaging and for the transportation and/or packaging of batteries on wheelchair or other assistive devices or battery for shipment as checked baggage
- Transportation of a service animal on a flight that exceeds 8 hours
- If you have both severe vision and hearing impairment

We require advance notice of at least 72hours when you arrange/need the following services:

- Therapeutic Oxygen for use during the flight

At least a 36-hour advance notice is required for the cancellation of therapeutic oxygen and stretcher service.

Please advise us as early as possible if you:

- Require a wheelchair.
- Require any special meals.
- Traveling with a service animal.
- Require any Extra seat for comfort.
- Require pre-reserved seating of an adjoining seat for you and your personal care attendant or safety attendant.

## Medical Certificates for Fitness to Travel

A medical certificate is required for a passenger who has a communicable disease or a condition that could pose a direct threat to the health or safety of others.

Passengers with certain medical conditions that require attention are required to obtain medical certificate stating any conditions or precautions that would have to be observed to prevent the transmission of the disease or infection to other persons in the normal case of a flight.

The medical certificate is a written statement from the passenger's physician stating that the disease or infection, could not under the present condition, in the particular passenger's case, be communicable to other persons during the normal case of the flight.

A medical certificate must be dated within ten (10) days of the date of the flight for which it is presented.

If you have any of the following requirements/conditions, a medical certificate is required to be submitted at least 48hours prior to departure.

- If you require a stretcher on board
- Predetermined Therapeutic Oxygen requirements during the flight
- A passenger who has a communicable disease or condition that could pose a direct threat to the health or safety of others on the flight.
- You have a medical condition where there is reasonable doubt that you may not be able to complete the flight safely without requiring any extraordinary medical assistance during the flight and/or you are unable to complete and flight safety procedures

## Guidelines before Travel

- Complete your travel plans and purchase your ticket
- Have your treating physician complete the "RJ MEDICAL REPORT FOR AIR TRAVEL" [form](#). The medical certificate should be dated within 10days from your departure flight. The medical certificate should specify:
  - any conditions or precautions we must take to prevent the transmission of the disease/infection and
  - specify the medical requirements needed on board (oxygen etc)
  - When you are not traveling as a stretcher, "ability to travel with seat in upright position, fasten seat belt and to complete the flight safely without the need for extraordinary medical assistance".
  - Accept a telephone confirmation from our "SACs" to confirm receiving the completed Forms
  - On the date of your flight, please present your self 1 hour before the check-in time published to the general public. Please carry all completed/approved forms and any related

approvals/documentation (e.g. Oxygen forms, etc). Certificates to confirm the need for oxygen during the flight and your receipts Oxygen Service (if applicable).

We will make all efforts to accommodate your needs whilst considering the health and safety of other passengers.

## Below conditions are generally not accepted for travel on Royal Jordanian

- Contagious and Communicable Disease or condition that could pose a direct threat to the health or safety of others on the flight
- Unstable or severe mental illness without escort and suitable medication
- Uncontrolled seizures unless properly managed and medically accompanied.
- Infants within 7 days of birth.
- Post Operative Case: (according to the type and nature of the surgical operation; to be assessed by RJ medical Advisor according to the severity of the medical situation of every patient)

## Your Assistive devices and Medication used in the cabin

Currently, our airplanes are not equipped with "Priority Space Stowage" for stowing any Personal Wheelchairs, mobility aids, etc

The following may be accepted on board, and will not be counted within the limits of your carry-on baggage.

- Mobility aids (such as canes, walkers) that fit in an overhead compartments or under a passenger seat or on any stowage in the cabin and are in consistent with FAA, PHMSA TSA or applicable foreign government requirements concerning security, safety and hazardous material with respect to the stowage of carry-on items, they will be accepted on board.
- Assistive devices (e.g. prescription medication and any medical devices needed to administer them such as syringes/needles or auto-injectors, visions enhancing devices, Customer-Owned Portable Oxygen Concentrators ("POCs"), Respirators, Ventilators, Continuous and Positive Airway Pressure ("CPAP") that use non-spill-able batteries) provided they are in compliance with safety, security, dangerous goods and hazardous material regulations.
- Please do not put your medication in checked-baggage. However, please note that our aircraft are not equipped with refrigerators/chillers for the storage of medication (insulin, etc). Our Cabin crew may provide you with a plastic bag and ice or iced water for chilling of any medication.

## Therapeutic Oxygen

The aircraft oxygen supplies available on board our flights are primarily for emergency situations.

If you require oxygen during the flight for medical reasons, please notify us at least 72hours prior departure if you want us to avail an Oxygen service or if you want to travel with your own portable oxygen concentrator ("POC"). A medical clearance should be obtained. For more info and related forms refer to Medical Certificates for Fitness to Travel.

Per FAA, CARC regulations, carriage of personal oxygen containers is not permitted as compressed and liquid oxygen are classified as "Dangerous Goods."

Approved oxygen units may be used to dispense oxygen for passengers requiring medical oxygen in-flight. RJ Oxygen Service or specific FAA approved containers Customer-Owned Portable Oxygen Concentrators ("POCs") and Respirators, Ventilators, Continuous Positive Airway Pressure ("CPAP") may be accepted for air travel provided all applicable rules are met.

## RJ Oxygen Service

Oxygen service per the above regulations may be provided on RJ operated flights only. If you're RJ ticketed flight is operated by another carrier, or you have a connecting flight with another carrier, please contact them directly for their Acceptance Policy and related procedures.

- Brand: Scott
- Capacity: 310 liters
- Type of Flow: Continuous flow
- 2liters or 4liters per minute

RJ Oxygen service is provided in-flight only.

## Customer-Owned Portable Oxygen Concentrators (“POCs”), Respirators, Ventilators, Continuous and Positive Airway Pressure (“CPAP”)

RJ permits the use of Respiratory Assistive Devices, portable electronic personal ventilators, respirators and continuous positive airway pressure machines (“CPAP”) that are FAA approved, in accordance with FAA guidelines and provided the passenger meets the Travel Requirements, Restrictions and Guidelines  
Approved POCs will not be considered within your limits for carry-on luggage.

### Approved Devices

Royal Jordanian airlines accept the following oxygen concentrating devices on international flights:

- ✓ AirSep Freestyle
- ✓ AirSep Lifestyle
- ✓ Inogen One
- ✓ Respiroics EverGo
- ✓ SeQual Eclipse
- ✓ Delphi Medical Systems' RS-00400
- ✓ Invacare Corporation's XPO2

Other POC brands and models may be carried in the cabin with the batteries removed, if they meet the carry-on size and weight requirements.

### Travel Requirements, Restrictions and Guidelines

Please contact Reservations ([Worldwide Offices](#)) at least 48hours prior departure to:

- Notify us of the type/name of equipment you will be using so that we can help you in identifying it is an FAA approved device.
- to learn the expected maximum duration of your flight in order to determine the required number of batteries for your particular ventilator, respirator, continuous positive airway pressure machine, or POC;

Please observe the following:

- Our aircraft in-seat and other power ports can not be used for the charging of ventilators, respirators or CPAP machines.
- Ensure the personal unit you will be using has sufficient supplies and adequate number of batteries to power the device at least 150% of the expected maximum flight duration, ground time and unexpected flight delays. The batteries should be in your carry-on baggage and packed in a manner to protect them from damage.
- The device will be accepted on board provided it may be stowed in overhead compartments or under your seat consistent with FAA, PHMSA, and TSA requirements related to safety, security and hazardous materials stowing of carry on materials.
- The FAA approved device you are using should have the manufacturers labeling affixed to it to advise “the device has been tested to meet the requirements for portable electronic devices.” the maximum weight and dimensions (length, width, height) of the device to be used by an individual that can be accommodated in the aircraft cabin consistent with the safety regulations.

- Please have your treating physician complete the “RJ MEDICAL REPORT FOR AIR TRAVEL” [form](#) and send it to the addresses/contacts indicated on the form along with a recent diagnosis and a medical certificate dated within 10days from your departure flight. The medical certificate should specify:

- Your ability to operate your POC safely
- Flow rate (liters per minute)

## Visually Impaired

Passenger that is visually impaired and needs assistance advance notification is preferred so that we can notify all concerned to meet and assist you and also to make advance seat reservations for you and any companions. Please make your reservations at least 48hours prior to departure.

However, should you arrive at the airport without a reservation within normal check-in times, please notify our ground staff and they will assist at check-in and up to the gate. On board

You may alert our cabin crew so they can give you any assistance you need such as:

- Stowing your luggage or identifying items on the aircraft Passenger Service Unit.
- Providing you with Brill briefing or vocal safety briefings and also help you when leaving the aircraft on landing.
- Opening packages.
- Identifying food.
- Assistance to/from the restroom

Please note: we are unable to provide:

- Medical services or administration of medication
- Assistance with eating
- Assistance within the restroom

If you need help finding the gate for a connection, the baggage claim areas, or checking the status of your connecting flight, one of our representatives can assist you.

If you are traveling with your service animal (service dog) we will carry it free of charge on any flight that does not exceed 8hours flight time and provided all Health documentations and compliance with Veterinary regulations. For more information, please refer to [Service Animals](#).

A passenger who has both severe vision and hearing impairments are required to provide advance notice in order to obtain certain specific services in connection with the flight and are required to travel with a Safety Assistant.

## Hearing Impaired

Passenger that is hearing-impaired and needs assistance advance notification is preferred so that we can notify all concerned to meet and assist you and also to make advance seat reservations for you and any companions. Please make your reservations at least 48hours prior to departure.

However, should you arrive at the airport without a reservation within normal check-in times, please notify our check-in agents to ensure gate agents can inform you of important announcements or incase of schedule or gate/stand changes. On board, you may alert our cabin crew so they can give keep you informed of any updates regarding flight information.

If you are traveling with service animal (service dog) we will carry it free of charge. However ensure advance reservation is done (at least 48 hours prior to departure). For more information, please refer to [Service Animals](#).

A passenger who has both severe vision and hearing impairments are required to provide advance notice in order to obtain certain specific services in connection with the flight and are required to travel with a Safety Assistant.

## Wheelchair

We have wheelchairs available for use at airport locations.

Request this service when making reservations or upon arrival at the airport notify one of our passenger services personnel that you require a wheelchair for transportation to the departure gate.

- Wheel chair for Ramp (WCHR)

Passenger can walk but requires wheelchair for distance to/from departure gate (WCHR).

- Wheel chair for Stairs (WCHS)

Sometimes stairways are used for boarding instead of jet ways and loading bridges. If you are unable to ascend or descend steps, let us know, and we will provide an alternative boarding method.

- Passengers needs wheel chair to/from cabin seat and lounge (WCHC)

We have specially designed wheelchairs for mobility-impaired customers referred to as "Aisle Wheelchairs." We can use these special wheelchairs to assist you in boarding and deplaning an airplane.

If you require an Aisle wheelchair to be used in-flight to enable you move to/from the lavatory, please request this service at reservation so that we can ensure the aircraft you are traveling on is equipped. The request should be placed at least 48hours prior to departure. These special wheelchairs fit in airplane aisles and are only available on specific aircraft (A340-200, A310-300). They can not be used outside aircraft, but arrangements can be made for an airport chair at disembarkation or any connecting point.

Our flight attendants are trained to assist you with operating this wheelchair to and from airplane lavatories but they will not provide any assistance inside the lavatory or lift and carry you.

## Transportation and Stowage of Personal Wheelchairs

Currently, our airplanes are not equipped with "Priority Space Stowage" for stowing any Personal Wheelchairs, mobility aids, etc. Your Assistive devices and Medication used in the cabin

We accept stowage of the following types of personal wheelchairs, mobility aids and other assistive devices in the cargo compartment if these items fit in the baggage compartment and are in consistent with FAA, PHMSA, TSA or applicable foreign government requirements:

- folding, collapsible, and non-folding manual wheelchairs
- electric/battery-powered wheelchairs provided that spill able batteries can be disconnected and packed in compliance with FAA or PHMSA TSA safety and security regulations
- crutches, canes, walkers, or other devices that a passenger is dependent on for mobility

Please notify us at least forty-eight hours (48) in advance of your flight departure and be sure to check in at least one hour ahead of departure if you need to check-in any powered equipment that may require disassembly. We need this time to ensure your equipment and its packaging meets all "dangerous goods" handling regulations.

You may use our wheelchair equipment after checking your personal wheelchair.

We require the Manufacturer instructions concerning disassembling and reassembling wheelchairs, batteries and other assistive devices so that our staff can handle this task properly.

## Safety Assistant

RJ may require a passenger with a disability to travel with a safety assistant under the following conditions:

- A passenger traveling in a stretcher
- A passenger is unable to comprehend or respond appropriately to safety instructions
- A passenger with a mobility impairment so severe that the person is unable to physically assist in his/her own evacuation of the aircraft
- A passenger with both severe hearing and vision impairment

RJ requires the passenger with a qualified disability and safety assistant check-in at the same time in order to enable RJ provides appropriate seating.

## Service Animals

Service animals (service Dogs) accompanying passengers with disabilities are accepted on board RJ flights free-of charge provided the following restrictions are met:

If the flight on flight segments scheduled to take 8 hours or more, passenger traveling with service animal is required to provide documentation that the animal will not need to relieve itself on the flight or that the animal can relieve itself in a way that does not create a health or sanitation issue on the flight.

- The animal can be accommodated without obstructing the aisle
- Quarantine regulations for the country you are traveling to are met and you are holding valid veterinary and health certificates

If service animals are disruptive, too large to fit under the seat or at the passenger's feet, or obstructing the aisle or other emergency exit facilities, the service animal may be accepted in the cargo hold in a kennel with size and specifications as approved by IATA.

Service animals should remain under or near their master's seat at all times.

To help our Airport staff distinguish your service animal, it is recommended that the animal is harnessed with the identification card, wearing a tag/vest indicating its status or any other written documentation.

## Pre-reserved Seating

Pre-reserved seating is open 240days and up to 36 hours prior to departure on RJ operating flights up to 60% of aircraft capacity. There are certain seats that are restricted for the use of mothers traveling with infants, stretchers, unaccompanied minors.

Incase of schedule changes that involve airplane or incase of seat map change, your pre-reserved seats will be reallocated to the location initially reserved. However, as airplane seat layouts may differ, no guarantees are offered to re-allocating your pre-reserved seating to the same row/location.

Pre-reserved seats (if no airplane or seat map changes occur) are held until the minimum check-in time per Airport/cabin-of-travel/route. Seats are cancelled if Passengers do not Check-in MIN 60 MINS on US flights and 45 MINS on other flights prior to scheduled departure For passengers with a disability traveling with another passenger that is assisting them in-flight as a safety or care attendant, seats may be arranged side-by-side.

If you are traveling with a fixed or immobilized leg, it is preferable to notify us as early as possible so that we can pre-reserve the most appropriate left or right aisle or window seat for your comfort.

## Emergency Exit Seats

In the interest of safety, emergency exit seats and emergency exit locations should not be occupied by passengers that are unable to carry emergency procedures when required to do so by cabin attendants.

Children/infants/ pregnant/senior citizen/passengers-with-disabilities and passengers accompanying children/infants are not permitted to be seated at emergency exits seats or emergency exit location.

## Bulkhead seats

An advance seat assignment may be arranged for any passenger traveling with a disability; please identify your seating preference when you make your reservation or at check-in. On the day of departure, Passengers with a fixed or immobilized leg may identify their request for bulkhead seats, left or right aisle seats, in order to be give priority for them over other passengers that are not accompanied with infants.

## Special Meals

RJ offers a variety of meals to comply with special dietary requirements on flights that have a scheduled meal service. Please request your meal at reservation or at ticketing through any RJ Office or Travel agency, at least 24hours prior to departure.

## Peanut Allergic

We can not guarantee that your flight will be a "peanut-free" flight. However, other passengers may bring their peanuts on board. The meals served on board may contain trace-elements of unspecified peanut ingredients or peanut oils. As you may be exposed directly or indirectly to peanuts during your flights, we recommend you take all the necessary medical precautions.

## Corporate Complain Resolution Officer ("CCRO")

Our CCROs have been specially trained and are fully aware of the US Department of Transport disability regulations.

To contact our CROs, please use any of the following contacts 24x7

- Tel +96265100000 outside USA
- Tel 01847803700-013132716663-012129490060 USA
- E-mail [ammsnrj@rj.com](mailto:ammsnrj@rj.com)

## ACAA Part 382

To obtain a copy of part 382, you may obtain it from the Department of Transport through the following means:

Website

Aviation Consumer Protection Division's Web site

<http://airconsumer.ost.dot.gov>

Or in writing at

Air Consumer Protection Division, C-75, U.S.

Department of Transportation, 1200

New Jersey Ave., SE. West Building,

Room W96-432, Washington, DC 20590

To file a complain, to the US Department of Transport ("DOT") use the following addresses:

Website

Aviation Consumer Protection Division's Web site

<http://airconsumer.ost.dot.gov>

Telephone

1-800-778-4838 (voice)

1-800-455-9880 (TTY)

202-366-2220 (voice)

202-366-0511 (TTY)