



DISABILITY ACCESS FACILITATION PLAN

TABLE OF CONTENTS

1.	Reservations, Seat Allocation and Baggage Allowances	3
2.	Airline Terminal Facilities	7
3.	Arriving at the Airport, Assistance at Check-in and throughout the Airport.....	8
4.	Security Screening	10
5.	Assistance with Boarding and when you Disembark and Assistance Onboard.....	12
6.	Carriage of Wheelchairs, Other Mobility Aids & Medical Equipment	14
7.	Guide and Assistance Dogs.....	19
8.	Independent Travel	21
9.	Service Delivery	25
10.	Communication Strategies	26
11.	Expected Improvements	27

1. RESERVATIONS, SEAT ALLOCATION AND BAGGAGE ALLOWANCES

Reservations for Guests who require Special Assistance

At Virgin Blue, reservations for Guests who require Special Assistance must be made by phone. This ensures that we can tailor the assistance to your needs. It also ensures that we can provide appropriate staff on the day.

Recent improvements to our website have meant that the following Guests can book on-line:

- Guests who are hearing or vision impaired (and do not travel with an Assistance dog) and who do not require Special Assistance at the airport or during flight; and
- Guests who will be travelling with medical sharps or medication (with the exception of life threatening allergies) and who do not require Special Assistance at the airport or during flight,

However, if you require any type of require Special Assistance at the airport or during flight, please make your reservation by calling our Guest Contact Centre agents as follows:

Flying with...	If calling from...	Contact Number
Virgin Blue	Australia	13 67 89
www.virginblue.com.au	New Zealand	0800 67 0000
	Other International Locations	+61 7 3295 2296

Alternatively, you can make your travel arrangements through a travel agent.

Internet Fares

Virgin Blue internet fares will be honoured when the Special Assistance request is made at the time of booking. Internet fares are up to \$15 per flight lower than Guest Contact Centre fares. In order to receive the Internet fares, please make sure you tell our Guest Contact Centre Agent at the time you book about your Special Assistance requirements.

Telephone Reservations for Guests with hearing or speech impairments

Virgin Blue provides a range of communication options for Guests with hearing disabilities. These are set out below.

1. **TTY users** may phone 133 677 (or +61 7 3815 7799 if calling from outside Australia) then ask to be connected to Virgin Blue on 136 789 and request options 1, 1, 3, 5.

2. **Speak and listen (speech-to-speech relay) may** phone 1300 555 727 (or +61 7 3815 7799 if calling from outside Australia) then ask to be connected to Virgin Blue on 136 789 and request options 1, 1, 3, 5.
3. Guests using **internet relay** may connect to the National Relay Service (see relayservice.com.au for details) (Australian residents only) then request to be connected to Virgin Blue on 136 789 and request options 1, 1, 3, 5.

Confirmation of Travel Requirements

Once a booking is made, our Guest Contact Centre agent (or the booking agent, if you have booked through a travel agent) will send you an email that attaches an itinerary confirming the travel and Special Assistance arrangements that have been made. The itinerary will contain the following:

- Flight details, including departure and arrival times;
- A brief explanation about the Special Assistance required (e.g. Wheelchair required – unable to walk stairs); and
- Where relevant, further information about the Special Assistance arrangements that have been made (for example, information about the mobility equipment that will be carried).

Retention of information

Our on-line reservation system is only set up to store limited information and this only happens where, during the on-line booking process, you elect for the information to be retained. The information that is retained is your address and contact details. Please note, the on-line information retention system is voluntary.

Our telephone reservation system is however set up to store more information, including information about past Special Assistance requirements. So if you have travelled with us before and have previously made Special Assistance arrangements with our Guest Contact Centre and want those provided again, simply quote a prior reservation number when you book. Our Guest Contact Centre agents will confirm those details with you and then replicate the same details and arrangements into a new booking.

Privacy

All information collected from our Guests during the booking process (both on-line and by phone) is used in accordance with the Virgin Blue Group Privacy Policy and relevant Australian privacy laws. A copy of our Privacy Policy can be found at: <http://www.virginblue.com.au/Privacy/index.htm>

Guests should be aware that abbreviated information about each Guest's Special Assistance arrangements is given by our Guest Contact Centre agents to relevant airport staff. We do this so as to ensure that we can provide the Special Assistance arrangements that have been made.

Seat Allocation

Guests with Special Assistance arrangements are allocated seating 24 hours prior to flight departure. This ensures that seating for Guests who require Special Assistance is finalised before other Guests can allocate themselves a seat on-line.

In broad terms, Guests with Special Assistance arrangements are allocated seats that best meet the needs of the particular Special Assistance requirement. A summary of Virgin Blue's practices in that regard are as follows:

Guests with a Guide or Assistance Dog

Guests with Guide or Assistance dogs will be allocated a seat on the right-hand side of the aircraft (which is not an emergency exit row) in the first row of seats (or in the second row if there is another Guest with a Guide or Assistance dog on the same flight). Depending on the aircraft, these seats may be converted to Premium Economy seats. Guests will only be guaranteed a Premium Economy seat however where such a seat has been purchased. Where possible, the other seats in the same row and side will be kept vacant to maximise the comfort of the Guest and their dog.

Wheelchair/Mobility Impaired Guests

Guests who require the use of a wheelchair will generally be seated in rows 4, 5, or 6, on either the left or right hand side of the aircraft. Where possible, a seat next to the Guest will be kept vacant. Although there is no prohibition on seating such Guests in other parts of the aircraft (other than emergency exit rows), we generally don't do this because of the proximity of the front rows of seats to the front doors (i.e. making it easier for Guests on wheelchairs to board and disembark). In addition, some of our aircraft don't have moveable armrests in rows 7 and beyond. Guests who require the use of a wheelchair will generally only be seated in rows 1 (right side) or 2 (either side) if they have purchased a Premium Economy seat.

Guests with Vision or Hearing Impairment

Guests with vision or hearing impairment can sit anywhere except in an emergency exit row (relevant civil aviation safety law only allows people to sit in an exit row if they are able and willing to assist with access to the emergency exits). The emergency exit rows are the front row (left side) and the 'over-wing' row of seats (both sides) immediately adjacent to the 'over-wing' emergency exit doors.

Seating requests

If you have a particular seating request (and it complies with the above), please make this known to our Guest Contact Centre agents at the time of booking. We will do our best to accommodate your request during the seat allocation process (this takes place 24 hours prior to flight departure). Please note, we are not able to guarantee that particular seats will be available on the day (we can't do that for anyone). The availability of your request will depend on whether or not we have received a similar request from another Guest as well as operational considerations (such as weight and load restrictions).

Assistant/Carer's seats

Virgin Blue appreciates that Guests may need assistance on their journey. Where a guest is travelling with an assistant or carer they will be seated together, however, the assistant or carer will need to purchase their own ticket for the journey.

Baggage Allowances

Checked-in baggage allowance

The checked-in baggage allowances are as follows:

- Each Guest travelling on a Blue Saver or GO! fare will have the option of purchasing a checked baggage allowance of up to 23kg for \$12 per flight when making their booking.
- If travelling on a Blue Saver or GO! fare and you do not pre-purchase checked baggage prior to arriving at the airport, then a fee of \$40 will apply at the airport for any checked baggage up to 23kg.
- Flexible fares and Velocity Silver membership includes a checked baggage allowance of up to 23kg.

- Corporate Plus fares and Velocity Gold membership includes a checked baggage allowance of up to 32kg.
- Premium Economy fares include a checked baggage allowance of up to 69kg.

Mobility aids stored in the baggage hold are not considered checked-in baggage and will not incur excess baggage fees.

The checked-in baggage guidelines are as follows:

- Each piece of your baggage must not weigh more than 32 kg and must not exceed a total linear dimension of 140 cm (add together depth, width and length)
- Checked baggage that exceeds 23 kgs (or 32 kgs for Flexible and Corporate Plus fare holders and Velocity Gold Members, and 69kg for Premium Economy fare holders) will attract excess baggage charges and will only be accepted at Virgin Blue's discretion.

Cabin baggage allowance

The cabin baggage allowance is as follows

- Total weight must be no more than 7 kilograms;
- The allowance can be made up of:
 - One briefcase or one small bag, not exceeding width 23 cm, height 34 cm, length 48 cm, plus one suit pack, or one garment bag (non-rigid frame/unfolded), not exceeding thickness 11 cm, width 60 cm, length 114 cm, or
 - Two briefcases, or two small bags, each not exceeding depth 23 cm, height 34 cm, length 48 cm.

The following items may be carried free of charge over and in addition to the above cabin baggage allowance:

- A handbag, pocketbook or purse.
- An overcoat, wrap or blanket.
- An umbrella or walking stick.
- A small camera and/or a pair of binoculars.
- A reasonable amount of reading matter for the flight.
- Infant's food for consumption in flight.
- A pair of crutches and/or other prosthetic device used by you (i.e. not carried for someone else).

All wheelchairs and other mobility aids, infant carry baskets, capsules, prams and baby strollers cannot be taken into the cabin and must be stored in the aircraft hold during flight.

All baggage, personal belongings, mobility aids and other material carried on board must be stowed in the overhead locker compartments or on the ground, at your feet, underneath the seat in front. Accordingly, please bear this in mind when you decide what to carry on the flight.

2. AIRLINE TERMINAL FACILITIES

Brisbane Domestic Airport

Virgin Blue is responsible for terminal facilities at the Brisbane Domestic Airport, but not at any other airport. Accordingly, for details about other airports, please refer to the individual plans issued by each airport authority.

Plans of the Brisbane Domestic Airport are **attached** as Annexures A and B to this plan. They include details about the location of check-in counters and security, the lift for those who cannot or do not wish to enter the first floor via the escalators, the Lounge, bathroom facilities, shops, departure gates and baggage carousels.

Bathroom Facilities

There are three amenities blocks inside the terminal building. Each contains at least one bathroom that is accessible to Guests with mobility impairment. The amenities blocks at the Brisbane Domestic Airport will soon be upgraded. That upgrade will conform to all applicable standards. The upgrade is expected to be completed by mid April, 2011.

Visual and Audio Facilities

Our newly installed LCD Flight Information Displays throughout the terminal provide information about flight arrivals, departures, boarding details, delays and baggage collection arrangements. All boarding, arrival adjustment and gate change or delay information is also announced over our terminal public address system

Hearing loops are installed in the Check-in area.

All televisions within the terminal have text captioning capability that will be activated once the terminal redevelopment is complete. The redevelopment will also include improved Braille signage and other tactile surface indicators throughout the terminal.

Virgin Blue Lounges

All of our Lounges are accessible to Guests with disabilities and are compliant with all applicable standards. Access to our Lounges is via annual membership or entry fee on the day.

3. ARRIVING AT THE AIRPORT, ASSISTANCE AT CHECK-IN AND THROUGHOUT THE AIRPORT

Arriving at the Airport

We recommend that Guests who require Special Assistance arrive at the airport 60 minutes prior to departure. This will ensure that there is plenty of time to provide you with the assistance you require, at check-in, through the airport and onto our aircraft.

Virgin Blue does not provide kerbside assistance at our airports. However we are working with the relevant airport authorities and other bodies to encourage them to implement these arrangements. Accordingly, if you need assistance to get from your vehicle/taxi or other road/rail transport to the check-in area inside the terminal building and cannot do so independently, you will need to arrange for another person to accompany you to the airport so they can assist you to do this.

Assistance at Check-in

Virgin Blue has Ground Staff members who act in a Queue Comber role at our major airports. Our Queue Combers are there to help all our Guests during the check-in process and will actively seek out Guests who require Special Assistance. They can also help out with baggage. Queue Combers will be wearing the Virgin Blue uniform and will be standing in the vicinity of the check-in and bag drop queue markers.

Assistance for Guests who are Deaf or who have a Hearing Impairment

If our Queue Combers have not approached you already, please feel free to seek them out. They will establish an appropriate communication method with you and assist you during the check-in process. They can also help out with baggage.

At Virgin Blue, we recognise that communicating with you may mean using any of a number of communication tools, including lip reading or other tools such as a pen and paper or a communication board etc. Please bear in mind that while some of our staff are conversant with Auslan, it is not a requirement of the job that they have this skill. However, our staff will make every effort to establish a communication method with you that works.

Our Queue Combers and Check-in staff will also refer you to dangerous goods/sharps signage to assist you to understand your responsibilities about carrying and/or declaring these items. And they can explain the boarding process, using the communication method that has been established and highlight your flight details on your boarding pass, including flight number, gate number and scheduled boarding time.

Assistance for Guests who are blind or who have low vision

If our Queue Combers have not approached you already, please feel free to seek them out. They will assist you during the check-in process. They can also help out with baggage.

Our Queue Combers and Check-in staff will explain the procedures relating to the carriage of dangerous goods/sharps so that you are aware of your responsibilities about carrying and/or declaring these items. And they can explain the boarding process to you and highlight your flight details, including flight number, gate number and scheduled boarding time. They can also give directions to the boarding gate or arrange for you to be escorted there.

Assistance for Guests with mobility impairment

Our Queue Combers and Check-in staff can assist you with your baggage. They can also assist you to transfer into one of our wheelchairs after you have checked in your electric wheelchair or if you choose to check-in your manual wheelchair at the check-in desk. Our Check-in staff can also arrange assistance throughout the terminal building and into the aircraft. Please note however that we cannot assist with toileting requirements in the terminal. Please refer to section 6 of this plan (Carriage of Wheelchairs, Other Mobility Aids and Medical Equipment) for further information about how Virgin Blue can assist Guests with mobility impairment.

Assistance throughout the Airport

Virgin Blue can provide assistance in the terminal building at all of our airports. In broad terms the assistance we can provide is as follows:

- Assistance transferring from your wheelchair to a Virgin Blue wheelchair and then again into an aircraft seat;
- In circumstances where you transfer into one of our wheelchairs at check-in, by pushing you and that wheelchair (or operating it electronically) through security screening, to the departure gate and onto the aircraft;
- For Guests who are blind or who have low vision or who otherwise require it, by assisting you walk through security screening, to the departure gate and onto the aircraft; and
- Assisting with baggage.

Of course, we will also provide the same assistance outlined above at your point of arrival.

Please note that our Ground Crew cannot however assist with the following in the terminal building:

- Toileting requirements, including transferring you to/from your wheelchair or a Virgin Blue wheelchair to/from a toilet seat;
- Assistance you with eating or drinking; and
- Assisting you shop or purchase food, drink or other items in the terminal building.

Accordingly, if you need to do any of the above in the terminal building and cannot do so without assistance, you will need to arrange for another person to accompany you at the airport so they can assist you perform these tasks.

Assistance to help you connect to other Virgin Blue Group flights

Virgin Blue provides assistance between Virgin Blue Group flights. So if you are travelling on a Virgin Blue flight that connects to another Virgin Blue flight, or a Pacific Blue or V Australia flight, Virgin Blue will provide assistance between these flights to ensure you have a seamless journey (including if this involves travelling between a domestic and international airport). In effect, Virgin Blue provides assistance for Virgin Blue Group flights from the check-in area at the point of departure to the baggage carousel area at your destination point.

4. SECURITY SCREENING

Brisbane Domestic Airport

Virgin Blue provides security screening at the Brisbane Domestic Airport, but not at any other airport. However, security screening processes are fairly standard across the country. Accordingly, while the below summarises the security screening process at the Virgin Blue Brisbane Domestic Airport, Guests can expect similar processes at other airports.

All security personnel who perform security screening at the Virgin Blue Brisbane Domestic Airport undergo specific training about the most appropriate way to screen people with disabilities. A summary of those processes is below:

General Information

The first point of personal screening occurs by way of a walk through metal detector. For Guests who pass through the metal detection process successfully, there is then a random process, by way of a hand held detection device, that is used to screen for other substances such as traces of explosives.

In circumstances where a Guest cannot walk through the metal detector unassisted, or metals are detected by the walk through device, screening is conducted by way of a hand held metal detector. The usual process is for the hand held detector to be operated by an officer of the same gender as the Guest. In some cases, hand screening may require a screening officer to “pat down” an area identified by the hand held device. Normally, a Guest is asked to remove their shoes and belt and any metal objects before a hand held device is used. Two chairs are located in the screening area for use by Guests during this process.

Pat Down Search

In some cases, a pat down search may also be required. A pat down will involve our screening officer using their hands to search your whole body. If a pat down search is required, the screening officer will explain the process to the Guest first and then give them the option of having the search conducted in a private. If a pat down search is conducted in private, it will be conducted by two officers of the same gender as the Guest.

Medical Implants

In some instances, metal detectors can affect medical implants (such as pacemakers and cochlear implants) so please declare these items to the screening officer before you walk through the metal detector. Even if they won't be affected, some implants will be detected by a walk through or hand held device and it is helpful if you give our screeners advance notice of that. If appropriate, alternate screening arrangements (e.g. via a hand held device or a ‘pat down’ search) will be made.

Ideally, Guests should bring a letter from their Doctor or from the manufacturer of the relevant implant about susceptibility to metal detectors etc to assist the screening process.

Artificial Limbs/Prostheses

Please declare these to the screening officer before you walk through the metal detector. If appropriate, alternate screening arrangements will be made.

Ideally, Guests should bring a letter from their Doctor or from the manufacturer of the relevant item about susceptibility to metal detectors etc to assist the screening process.

Walking sticks and crutches

If a Guest approaches security screening with a walking stick, our screeners will offer them one of our walking sticks to assist them walk through the metal detector. The Guest's walking stick will then be screened separately.

If a Guest approaches security screening on crutches, they will generally be screened via a hand held device and, where appropriate, via a pat down search. The crutches will then be screened separately. The plastic chairs can be used to assist this process.

Wheelchairs and other mobility aids

If a Guest approaches security screening in a wheelchair or with another mobility aid, they will generally be screened via a hand held device and, where appropriate, via a pat down search. The wheelchair itself will also be screened. Guests can choose to stay in their wheelchair or use one of the plastic chairs while the screening takes place. Our screeners can assist Guests with baggage and can also assist Guests to transfer into and out of their wheelchair.

Prams/Strollers

Prams/strollers will be screened and allowed entry to the sterile area at the screening point. Guests should ensure however that appropriate arrangements are made beforehand as most prams and strollers do not fit into the overhead luggage compartments in our aircraft.

Guide and Assistance Dogs

The Guest and their dog will generally be screened using a hand held device.

5. ASSISTANCE WITH BOARDING AND WHEN YOU DISEMBARK AND ASSISTANCE ONBOARD

Assistance with Boarding

Virgin Blue can provide assistance with boarding. Please ensure that you tell our Guest Contact Centre Agents about your requirements when you book. Our Check-in staff may also request that you notify our staff at the departure gate so they in turn can make sure the relevant assistance is provided.

We can provide a broad range of services to assist you with boarding, including assistance to transfer you from your wheelchair into an aisle wheelchair and then again into your seat, assistance with carry on baggage and, for Guests who are blind or who have low vision or who otherwise require it, assistance locating your seat.

Guests with infants or who require special assistance are invited to board first – usually 20 minutes before the scheduled departure time. This allows us to provide assistance to those who need it, in greater privacy, and with minimal disruption to all.

Assistance Onboard

Pre-flight Safety Briefings

Civil aviation safety laws require that we give individual briefings to all Guests who have a disability, as well as Guests seated in emergency exit rows. In essence, the individual briefings take the form of an explanation from Cabin Crew about emergency safety procedures on the aircraft and then a request to the relevant Guest/s for confirmation that they have understood this. Guests do not need to be able to speak English. They must however be able to understand the substance of an emergency briefing given to them and give some form of acknowledgement that they have understood it. The acknowledgement can be in any form the Guest chooses – so long as it reasonably conveys to our Cabin Crew that the Guest has understood the substance of the emergency briefing given to them.

Our Cabin Crew will use the “Safety On Board” Card as an aid during the individual briefings. This card contains diagrams about relevant safety equipment and procedures. Braille and Large Print Safety Instruction Booklets are also carried on board for use by those who would like them.

Our Cabin crew will also use other means (e.g. pen and paper) to assist communication with hearing impaired Guests.

Personal Assistance during Flight

While we can of course assist you to transfer from a wheelchair to an aircraft seat (and vice versa) while the aircraft is on the ground, our aircraft do not carry aisle wheelchairs during flight and our Cabin Crew are unable to lift you from your aircraft seat and carry you to the bathroom.

And because of the schedule of routine duties required of them during flight, our Cabin Crew are unable to assist you with the use of the bathroom facilities. So, if you think you will need to go to the bathroom during flight and will need to be carried there, or require assistance with using the bathroom facilities, we require you to make your own arrangements to cater for that (e.g. you may choose to travel with a catheter or with another person who can assist you). Of course, if you are blind or have low vision, our Cabin Crew can explain where you are seated in the cabin and where the bathrooms (and exit doors) are.

Similarly, while our fantastic Cabin Crew are well trained in a broad range of skills (including emergency first aid), they are unable to administer personal medication to our Guests.

Our Cabin Crew are happy to assist you locate food and drink items during flight and can also open the packaging for you if that helps. However, again, because of all of the other routine duties required of them during flight, they are unable to assist you with the process of eating or drinking. We do hope you understand.

In summary, while there are a range of things we can and will do to assist you during flight, there are some things we are unable to assist with, including:

1. Using the bathroom facilities, including lifting to/from the toilet;
2. Administering medication; and
3. Food and beverage consumption.

So, if you need to do any of these things during flight and cannot do so without assistance, we require you to travel with a carer or companion who is able to assist you.

It is important to note that we want to give you every opportunity to make your own choices. So, if you are taking medication and require assistance to administer it or would require lifting to get to/from the bathroom etc but feel that you will not need to do these things during your flight, then we are happy for you to fly alone. However, if there is no way for you to avoid doing these things during flight we do hope you will understand that you must travel with a carer or companion who is able to assist you.

Assistance when you Disembark

Virgin Blue will provide the same assistance when you disembark as was provided to you when boarding. This assistance will be provided up to the point you collect your baggage at the baggage carousel. Virgin Blue does not provide assistance beyond the baggage carousel, so if you will require assistance beyond this point, you will need to arrange for another person to meet you at the baggage carousel area so they can assist you from that point.

6. CARRIAGE OF WHEELCHAIRS, OTHER MOBILITY AIDS & MEDICAL EQUIPMENT

Carriage of Wheelchairs and other Mobility Aids

General information and booking process

Virgin Blue welcomes Guests with mobility impairment. Wheelchairs and mobility aids are carried free of charge on Virgin Blue flights.

If you want to carry a wheelchair or other mobility aid on our flights, please ensure that you let our Guest Contact Centre agents know about that when you book. We need to make sure appropriate arrangements are made for your flight. In addition, we need to know about the carriage of wheelchairs and mobility aids in advance because we can only carry a maximum of 2 wheelchairs or mobility aids per flight due to restrictions in our aircraft hold space.

Please also bear in mind that we can only carry wheelchairs and other mobility aids that fit within the specifications below:

Maximum Dimensions (in adjusted state)

Width 100cm
Height 84cm
Length 125cm
Weight 120kg

The reasons for the above restrictions are as follows:

- Wheelchairs and other mobility aids that are larger than the above won't fit through our aircraft cargo doors; and
- Although we think our Ground Crew are superhuman, the lifting techniques we have devised with our safety experts say that we can't require that our crew (and that's a team of them not just one) lift items in excess of 120 kilograms.

In all cases, wheelchairs have to be carried in the cargo hold of our aircraft (because there is insufficient space to store them safely in the cabin). In addition, all electric wheelchairs and other mobility aids must travel in an upright position and be in 'free wheel' mode (so as not to damage the drive motor and also to make them easier for our staff to handle).

Process at the airport for checking in your wheelchair or mobility aid

If you use a mobility aid, which needs to be carried in the aircraft hold, whether or not you need to check in the mobility aid at the check-in counter or at the gate will depend on the type mobility aid:

1. If you use a self-propelled or manual mobility aid, you may either check in the device at the check-in counter or continue to use your mobility aid up to the point at which you board the aircraft.
2. If you use an electric wheelchair or other electric mobility aid, you must check-in the mobility aid at the check-in counter.

We have set out the check in process for both manual/self propelled mobility aids and electric wheelchairs and other electric mobility aids below.

If you have a manual/self propelled wheelchair or other mobility aid

You will be asked at check-in whether or not you want to keep your wheelchair and use it up to the boarding gate. If you choose this option (and most of our Guests do), your wheelchair will be tagged as you pass through the security screening point (this is important, because it then means we can put it straight onto the aircraft from the departure gate). Our check-in staff will also ask that you approach our staff at the departure gate who will provide you with one of our wheelchairs and can assist you to transfer into that wheelchair (if necessary, using a slide board and slide sheet method of transfer). Your wheelchair will then be taken by one of our staff at the departure gate and put into the aircraft hold.

Once in one of our wheelchairs, we will then assist you onto the aircraft and can again assist you transfer into your assigned seat (using the same slide board and slide sheet method of transfer).

The same process will happen when you arrive. That is, we can assist you transfer from your seat to one of our wheelchairs and then once inside the terminal building, again to your own wheelchair. And we will arrange for your wheelchair to be delivered to the arrival gate.

The wheelchairs we use for the above process are designed, among other things, to fit down an aircraft aisle (most conventional wheelchairs are too wide). A picture of a typical wheelchair we use for this purpose is below.



Of course, you may choose to transfer to one of our wheelchairs at check-in. If you choose this option, we can assist you transfer into one of our wheelchairs at check-in and can also assist you throughout the terminal and into the aircraft. Please note however that we cannot assist with toileting requirements in the terminal. We will of course provide the same transfer service when you arrive, up to the point where you access your own wheelchair in the baggage collection area.

If you have electric wheelchair or other electric mobility aid

You will be asked to check-in your electric wheelchair with any other checked-in luggage. If you cannot or have not disconnected the battery, please give instructions to our check-in staff (written or verbal) about how this should be done. Only trained staff will perform this task. Our staff will not dismantle any other part of your wheelchair/mobility aid. You will then be provided with one of our wheelchairs. In broad terms, we have three types of wheelchairs available to Guests:

1. The above aisle wheelchair (which Guests can remain in throughout the terminal building and into the aircraft). This wheelchair does however require another person to push it. Our staff will of course do that, unless you are travelling with someone else who can do that for you.
2. A manual wheelchair for Guests who wish to remain independent throughout the terminal building. This wheelchair does not however fit down an aircraft aisle and so we will assist you transfer to an aisle wheelchair at the boarding gate. A picture of such a manual wheelchair is below:



3. An electric wheelchair. This wheelchair must be operated by one of our staff. Again, this wheelchair does not fit down an aircraft aisle and so we will assist you transfer to an aisle wheelchair at the boarding gate. A picture of such a wheelchair is below:



All Virgin Blue wheelchairs are fully compliant with applicable Australian standards.

Although we will do our best to accommodate your request, please note that depending on the airport and demand at the time, not all of the above types will necessary be available.

Once you have been provided a wheelchair at check-in, we can assist you to transfer into it (if necessary, using the slide board and slide sheet method of transfer). We can also assist you in our wheelchair throughout the terminal building. Alternatively, we can give you or anyone travelling with you instructions about how to operate our wheelchair. Please note that if you do require assistance throughout the terminal building, we cannot assist with toileting requirements.

Depending on the type of wheelchair you have been provided, there may be a need to transfer you to another wheelchair at the departure gate. If so, we can assist you transfer to that wheelchair. We will also assist you onto the aircraft and can assist you onto your assigned seat.

We will of course provide the same transfer service when you arrive, up to the point where you access your own wheelchair in the baggage collection area.

Wheelchairs are unloaded first and brought in with the first load of baggage to an oversized baggage door next to the arrivals belt. Wheelchairs will be wheeled in by a member of our staff through an oversized baggage door next to the arrivals belt. These areas are clearly marked at each airport.

Disabled Person lift

A Disabled Person Lift (DPL) will be used to transfer Guests with mobility impairment onto our aircraft at airports where aerobridge facilities are not available. Use of this equipment is facilitated by our Ground Crew, who have been trained in its proper use. Where necessary, our Cabin Crew will also provide assistance.

Carriage of oxygen bottles and oxygen concentrators

General Information and booking process

Virgin Blue welcomes Guests with oxygen bottles and oxygen concentrators on its flights. Like all medical and other like equipment, oxygen bottles and oxygen concentrators are carried free of charge on our flights.

If you want to carry an oxygen bottle and/or a portable oxygen concentrator on our flights, please ensure that you let our Guest Contact Centre agents know about that when you book. We need to make sure appropriate arrangements are made for your flight. Those arrangements will include the provision by you of a medical clearance form completed by a qualified medical practitioner. Details about the form and our medical guidelines generally are available at:

<http://www.virginblue.com.au/Personal/Flightinfo/BeforeYouFly/SpecialNeedsandAssistance/Medicalconditions/index.htm>

Oxygen bottles

Virgin Blue accepts any Type A or Type C oxygen bottle manufactured by BOC, Air Liquide or Linde, which weighs no more than 5 kg, and has a maximum capacity of 490 litres. Oxygen bottles must be carried in a BOC Gases OxyCare or Air Liquide OxyCare travel pack, which will be provided to you at the airport. The travel pack must contain the restraint strap to secure the oxygen bottle to the aircraft. Virgin Blue does not supply oxygen bottles to Guests so please ensure you make your own arrangements.

Oxygen Concentrators

Virgin Blue accepts oxygen concentrators manufactured by Inogen One, Airsep Lifestyle, Airsep Freestyle and Ever Go. The oxygen concentrators must also be battery operated and only two additional lithium batteries can be carried onboard.

Concentrators used at over 80% for day-to-day use are not suitable for air travel. Guests wishing to use a concentrator on board will also need to carry a supplementary oxygen bottle.

Process at the airport

Please ensure that you present a copy of the completed medical clearance form at check-in. This needs to be completed by a qualified medical practitioner. Please also ensure that your bottle and concentrator comply with the specifications above and has sufficient oxygen for the flight. You will be given a travel pack to carry the bottle. That pack contains a strap that is used to secure the cylinder to the aircraft.

7. GUIDE AND ASSISTANCE DOGS

General information and booking process

Virgin Blue welcomes Guests with Guide and Assistance Dogs. Guide and Assistance Dogs are carried free of charge on our flights.

Please ensure that you let our Guest Contact Centre agents know when you book that you will be travelling with a Guide or Assistance Dog. We need to make sure appropriate arrangements are made for your flight. In addition, we need to know about the carriage of Guide and Assistance Dogs in advance because we can only carry a maximum of two Guide or Assistance Dogs per flight.

Guests who travel with a Guide or Assistance Dog are allocated a spare seat, next to them on the flight. Please ensure that your dog sits on the ground in front of the spare seat. Of course, you will not be charged for the spare seat. Please also bring an absorbent mat with you for the dog to sit on. Alternatively, we can supply one for you if you tell us about that in advance.

Guide dogs

Guide Dogs and Guide Dogs in training are accepted onboard Virgin Blue aircraft provided that they have the credentials listed below:

- Guide Dogs must be fully trained or if in training, must be accompanied by a guide dog trainer. The Guide Dog cannot be in the "Puppies in Care" stage of their development.
- In any event, the Guide Dog must be harnessed;
- As a minimum, bona fide Guide Dogs must have a medallion on their collar displaying their Guide Dog number.

Assistance dogs

The owner of an Assistance Dog must carry a proof of identity card, showing the level of appropriate training attained, issued by one of the following organisations:

- (i) Animal Assisted Therapy Australia, Inc;
- (ii) Assistance Dogs Australia;
- (iii) Association of Australian Assistance Dogs (NQ), Inc;
- (iv) Australian Support Dogs Incorporated;
- (v) Canine Partners as a Member of Assistance Dogs International;
- (vi) Registered Service Dogs Washington State USA (Business Licence #600236600); or
- (vii) A.W.A.R.E Dogs.

If the Assistance Dog does not meet the specific identification and certification requirements outlined above, the Guest will be required to book and check the animal in for travel in the aircraft hold as per our pet policy. For more information, see:

<http://www.virginblue.com.au/Personal/Flightinfo/BeforeYouFly/Pets/index.htm>.

Process at the airport

Please check-in at the check-in counters. If you are travelling with a Guide Dog, you need only display the medallion on your dog's collar that contains their Guide Dog number. If you are travelling with an Assistance Dog, please ensure you bring an identity card, showing the level of appropriate training attained, issued by one of the organisations listed above.

In either case, please also tell our check-in staff whether or not you will provide an absorbent mat for your dog or whether you would like us to provide one instead.

8. INDEPENDENT TRAVEL

Summary

Virgin Blue welcomes all Guests, including unaccompanied minors, the elderly and those with disabilities. From time to time Guests may require assistance when travelling. In this section, we outline the assistance that we can provide during flight and what our Guests need to be able to do to travel independently.

Any Guest who:

1. is able to understand and respond to briefings about emergency procedures; and
2. does not require personal assistance during flight beyond that described below,

may travel independently.

There are also some additional matters you may want to consider when deciding whether or not to travel independently.

Further information about the above is set out below.

Understanding and responding to briefings about emergency procedures

All Guests must be able to understand and respond to briefings about emergency procedures.

In applying this requirement, Virgin Blue acknowledges that there are many methods by which people can communicate. These include sign language, lip reading, Braille, using diagrams, communication boards and other electronic means.

You do not need to be able to speak English. You must, however, be able to understand the substance of an emergency briefing given to you by our Cabin Crew and give some form of acknowledgement that you have understood it. The acknowledgement can be in any form you choose – so long as it reasonably conveys to our Cabin Crew that you have understood the substance of the emergency briefing given to you.

If you cannot understand and acknowledge briefings about emergency procedures, you must travel with a carer or companion who can assist you. The carer or companion must be physically and mentally able to assist you to carry out this task.

Personal assistance during flight

While we can of course assist you to transfer from a wheelchair to an aircraft seat (and vice versa) while the aircraft is on the ground, our aircraft do not carry aisle wheelchairs during flight and our Cabin Crew are unable to lift you from your aircraft seat and carry you to the bathroom. We think our Cabin Crew are super people - the most willing, happy and helpful in the sky - but we have to concede that doesn't extend to them having super human strength.

And because of the schedule of routine duties required of them during flight, our Cabin Crew are unable to assist you with the use of the bathroom facilities. So, if you think you will need to go to the bathroom during flight and will need to be carried there, or require assistance with using the bathroom facilities, we require you to make your own arrangements to cater for that (e.g. you may choose to travel with a catheter or with another person who can assist you). Of course, if you are blind or have low vision, our Cabin Crew can explain where you are seated in the cabin and where the bathrooms (and exit doors) are.

Similarly, while our fantastic Cabin Crew are well trained in a broad range of skills (including emergency first aid), they are unable to administer personal medication to our Guests.

Our Cabin Crew are happy to assist you locate food and drink items during flight and can also open the packaging for you if that helps. However, again, because of all of the other routine duties required of them during flight, they are unable to assist you with the process of eating or drinking. We do hope you understand.

In summary, while there are a range of things we can and will do to assist you during flight, there are some things we are unable to assist with, including:

1. Using the bathroom facilities, including lifting to/from the toilet;
2. Administering medication; and
3. Food and beverage consumption.

So, if you need to do any of these things during flight and cannot do so without assistance, we require you to travel with a carer or companion who is able to assist you.

It is important to note that we want to give you every opportunity to make your own choices. So, if you are taking medication and require assistance to administer it or would require lifting to get to/from the bathroom etc but feel that you will not need to do these things during your flight, then we are happy for you to fly alone. However, if there is no way for you to avoid doing these things during flight we do hope you will understand that you must travel with a carer or companion who is able to assist you.

Additional matters to consider

We want to give you every opportunity to make your own choices and that is why this section explains the level of assistance that Virgin Blue can provide in an emergency. These questions are not intended to prevent you from travelling independently. They are intended to inform you about the limits on the assistance that can be provided in such circumstances and what it could mean for you. Ultimately, it is up to you to decide whether or not, being fully informed of the facts, you wish to travel independently. Please consider the information set out below:

Can you put on an aircraft seatbelt?

Putting on an aircraft seatbelt is similar to putting on a car seatbelt. However, in an aircraft there is no shoulder strap. We have lap restraint seatbelts only.



What you need to consider:

Your seat belt needs to be fastened during take off and landing, during turbulence and in other emergency situations.

While our Cabin Crew are happy to help with putting your seat belt on prior to departure and unlocking it after arrival, we cannot guarantee that they will be able to do this in an emergency. There are several reasons for this, such as, it may be unsafe for Cabin Crew to do so or because they may be performing other safety tasks.

Therefore, if your seat belt comes undone during flight it will be your responsibility to request assistance from

Cabin Crew to do it up again. But again, we ask you to understand that there may be times when Cabin Crew members are unable to provide assistance to perform this task (i.e. during an emergency).

So for your safety, if you cannot put on your seatbelt, you may wish to travel with a carer or assistant who can help you do this in an emergency.

Can you put on an aircraft oxygen mask?

Putting on an aircraft oxygen mask involves reaching for a mask that will be at about head height when seated. You then need to put it over your mouth and secure it by pulling the elastic straps. Although it can be done with one hand, that is difficult. We recommend that two hands be used to do it.



What you need to consider:

You may need to put on an oxygen mask during turbulence or in other emergency situations and we cannot guarantee that Cabin Crew will be able to help you do this in an emergency situation. Again, there are several reasons for this, such as, it may be unsafe for Cabin Crew to do so or because they may be performing other safety tasks.

So for your safety, if you cannot put on an oxygen mask yourself, you may wish to travel with a carer or assistant who can help you do this in an emergency.

Can you put on an aircraft lifejacket?

Putting on an aircraft lifejacket involves:

- Reaching for the life jacket under your seat;
- Removing it from the plastic pouch;
- Unfolding it and placing it over your head;
- Passing the straps around your waist; and
- Clipping the ends together and pulling the toggles to inflate.

Although it can be done with one hand, we recommend that two hands be used to do it.



What you need to consider:

If you tell us in advance, we can put a life jacket in the seat pocket in front of you if you like. Whatever the case, you may need to put it on in an emergency. We cannot guarantee that Cabin Crew will be able to help you do this in such a circumstance because of the reasons detailed above.

So for your safety, if you cannot put on a life jacket yourself, you may wish to travel with a carer or assistant who can help you do this in an emergency.

Important information

If you provide us with incorrect or insufficient information, and under the guidelines set out above you are required to travel with a carer or companion (that is, you are unable to understand and respond to emergency briefings, or you require personal assistance beyond that described above) but do not arrive at the airport with a carer or companion, we respectfully reserve the right to decline your travel until you have someone available to accompany you. Of course, if this does occur, we may rebook you on a later flight at no charge.

For more information on our Independent Travel Criteria please contact our Guest Contact Centre on the numbers set out on page 3 of our plan You can also visit the Independent Travel Criteria page on our website, at:

<http://www.virginblue.com.au/Personal/Flightinfo/BeforeYouFly/SpecialNeedsandAssistance/IndependentTravelCriteria/index.htm>

9. SERVICE DELIVERY

Operational Issues

Disruption

Guests with Special Services arrangements are given priority over other Guests when re-accommodation on other flights is required because of a disruption. Guests will be accommodated on the next available flight with Virgin Blue or another carrier where all Virgin Blue options have been exhausted. Whatever happens, we will make sure you receive the Special Assistance that was arranged when you made your booking. Of course, we will also do our best to accommodate any other needs you may have.

Compensation

Whether or not you receive compensation in the event of a disruption depends on the type and duration of the disruption. Guests who decline the offer of a later Virgin Blue flight can opt to have their money put into a credit shell to enable them to travel on another day.

Staff Training

Virgin Blue prides itself on its commitment to excellence. As part of this, we strive to ensure our staff are appropriately trained to meet the needs of all Guests, including those requiring special assistance. A Special Assistance Module is included in initial and recurrent training for all frontline staff. This includes Cabin Crew, Ground Crew and Guest Contact Centre Agents. The Module includes specific training about how best to provide assistance to Guests with Special Needs, including appropriate means of communication and interaction, correct wheelchair transfer techniques and operation of equipment.

Consultation

There are a number of ways in which Virgin Blue communicates with disability advocacy groups to discuss and review our policies and obtain advice about how we might improve our services.

Virgin Blue is a member of the Aviation Access Working Group (AAWG) and consults broadly with various disability organisations.

10. COMMUNICATION STRATEGIES

Further information

If further information is required about any particular special service our policies and procedures relating to such travel, Guests can visit the Virgin Blue website at www.virginblue.com.au or contact our Guest Contact Centre on the following numbers:

Flying with...	If calling from...	Contact Number
Virgin Blue	Australia	13 67 89
www.virginblue.com.au	New Zealand	0800 67 0000
	Other International Locations	+61 7 3295 2296

Feedback

We welcome comments or feedback about how we can improve our services, including those provided to Guests requiring special assistance. Currently, we have an on-line feedback form which can be submitted electronically on our website. Guests may also contact the Guest Contact Centre to provide feedback or express a concern they may have. We can also be contacted via the following email address: customercare.external@virginblue.com.au

Complaints Handling

We meet and exceed Australian standards Customer satisfaction- Guidelines for complaints handling. ISO 1002:2004,MOD

Guests are encouraged to contact us with any complaints or concerns they may have about their travel experience by completing an on-line customer feedback form, located at <http://www.virginblue.com.au/ContactUs/Feedbackform/index.htm>. If they prefer, Guests may also call our Guest Relations team on (07) 3295 3959 or send them letter at PO Box1034, Spring Hill, QLD, 4004.

Our Guest Relations team aim to respond to all queries and/or complaints within 21 days or earlier if it is more urgent. The nature of the query or concern, how it was communicated to us and/or how the guest has requested to be contacted will determine how quickly we respond and whether we respond by way of an email, letter or telephone call.

Guests can also communicate with us for to provide feedback and/or lodge a complaint through TTY services or the GCC, the numbers for which are set out on page 3 of our Plan.

11. EXPECTED IMPROVEMENTS

Custom built motorised aisle wheelchairs

Virgin Blue is having the below wheelchairs custom built. They will supplement our existing wheelchairs. An advantage of these wheelchairs is that they fit down an aircraft aisle. Accordingly, Guests who choose to use one of these wheelchairs in the terminal building will avoid having to transfer into another wheelchair at the departure gate.

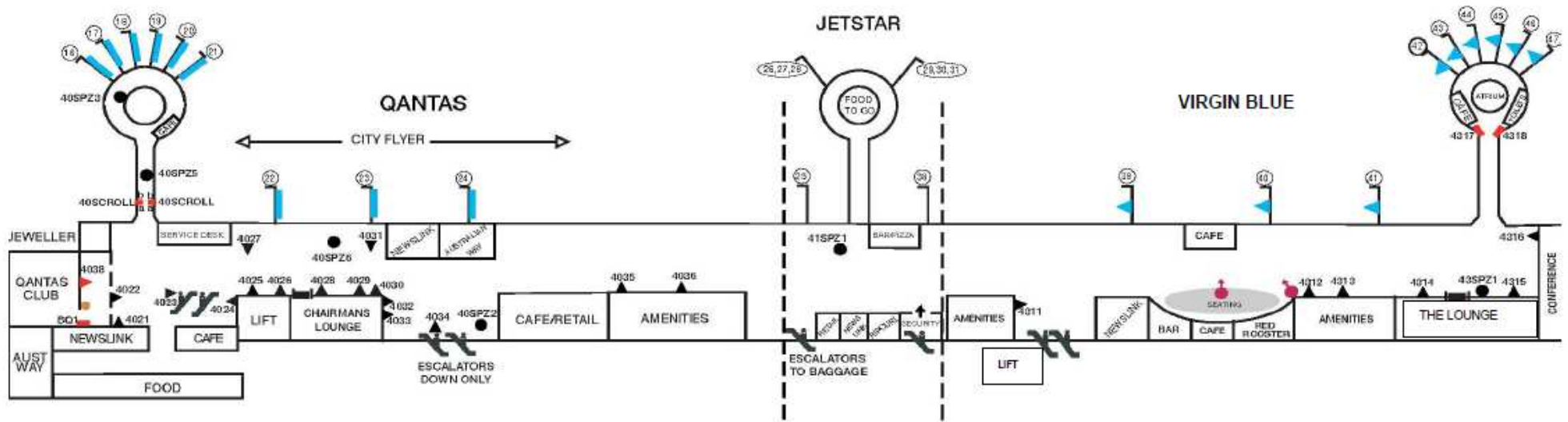


Brisbane Domestic Airport

The Virgin Blue Brisbane Domestic Airport is scheduled to be updated. That work will conform to all applicable standards and is scheduled to be completed by mid April 2011. Apart from a general facelift, the upgrade will include improved accessibility to our bathrooms, improved Braille signage and other tactile surface indicators throughout the terminal and use of text captioning capability on terminal televisions.

ANNEXURE A

BRISBANE DOMESTIC TERMINAL – LEVEL 1



ANNEXURE B

BRISBANE DOMESTIC TERMINAL – GROUND LEVEL

