



特殊旅客服务需求单（C类）

航空运输作为病患旅客运输最为快捷方便的方式，在旅程的舒适和平稳上有着相当的优越性。但是，病患旅客的身体状况有可能因长时间的航空飞行、海拔高原及客舱环境而恶化。有鉴于此，并非每位病患旅客都适宜乘机旅行。

民航客机在通常状况下是以每小时 900 公里（560 英里/小时）近音速的速度在 9,000-12,000 米（30,000-40,000 英尺）的高空中飞行。在大气压强与地面落差极大的高空环境中，飞机客舱内只能在航行时进行机械增压。航行过程中，飞机客舱内气压维持在等同于 1,500-2,100 米（5,000-7,000 英尺）高度山顶的气压水平。但是，客舱气压在起飞和降落的 15-30 分钟间起伏极大。

飞机客舱内的气压：当气压降低时，人体内的气体膨胀，在飞行途中，人体内积聚的气体压力无法释放，将挤压旅客身体受伤部位及身体器官，甚至会引起疼痛和/或呼吸困难。

氧气密度：高空中氧气密度逐渐降低，患有呼吸系统、心脏、脑血管疾病以及重度贫血的旅客会因此而导致病情恶化。处于临产期的孕妇及出生不久的婴儿亦会受到不良影响。

鉴于以上原因，有下述①-⑤项之一的旅客适用此《特殊旅客服务需求单（C类）》，并在订票时须提交《医疗诊断证明书》。此《医疗诊断证明书》将作为航空公司判断病患旅客适航性的依据，并据此决定旅客是否适宜乘机。

- ① 在飞行过程中需要使用医用氧气。
- ② 西部航空有合理理由认为旅客在飞行过程中没有额外的医疗协助无法安全地完成航空旅行。
- ③ 使用担架或保育箱的旅客。
- ④ 部分病患旅客。
- ⑤ 传染病旅客

《医疗诊断证明书》在航班离站前 10 天内填开，由县、市级或者相当于这一级（如国家二甲级）以上医疗单位医师签字和医疗单位盖章方为有效。《医疗诊断证明书》格式版本不限，但必须包含“XX 日前适宜乘机”字样。境外需要有政府部门认可具备行医资格的医生填写，对于医疗诊断证明书，在中国地区为中文或英文，在境外地区，可以由其他语言填写，但需要附有英文翻译版本或中文翻译版本。

对于上述①-④项之一的旅客，请您在订票和旅行之前务必告知西部航空，以便西部航空进行充分的准备，为您提供周到的服务。如果您刻意隐瞒病情或告知西部航空信息不充分，由此造成的后果，西部航空不承担责任。

特别提示：请填写下一页的“特殊服务需求单”然后请通读“旅客声明”并在填完表格后署上您的姓名。

担架旅客、使用轮椅旅客（WCHC）、年长旅客（特殊服务需求）、患病或肢体病伤的旅客、需要机上医疗氧气的旅客、_____。

尊敬的旅客朋友：
非常感谢您选乘西部航空有限责任公司航班，为了给您提供更好的服务，请您详细填写以下内容，在您需要择的服务项目“□”内打“√”

A	个人信息	姓名		性别		年龄	
		航班日期		航班号		电话	
		始发站		经停站		到达站	
		证件种类		证件号码			
		地址					
B	轮椅服务	(1)在机场是否需要轮椅服务？否 □ 是 □	□ 完全无法行动，在客舱座位就座或离开时同样需要帮助（WCHC）				
		(2)是否携带自有轮椅旅行？否 □ 是 □	□手动轮椅 □机械轴环式	□ 在值机柜台进行托运； □ 希望使用自有轮椅到达登机门，在登机门办理托运； □ 飞机到达后，希望飞机舱门口提取托运轮椅； □ 飞机到达后，希望在托运行李提取处提取托运轮椅； *目前客舱无法放置旅客自有轮椅，敬请谅解。			
			□电动轮椅	□ 携带可溢出液体电池驱动轮椅（WCBW）； □ 携带密封式无溢出电池驱动轮椅（WCBD）； □ 飞机到达后，希望飞机舱门口提取托运轮椅； □ 飞机到达后，希望在行李转盘处提取托运轮椅； * 电动轮椅装入货舱所需时间较长，因此请您于普通旅客办理乘机手续截止前2小时到值机柜台进行轮椅托运。			
		(3)您是否需要客舱轮椅服务？否 □ 是□	**目前西部航空可以在A319、A320和A321机型上提供。				
C	引导服务	(1)西部航空在始发地服务人员引导您到达登机口。					
		(2)如您乘坐中转航班，西部航空地面服务人员将引导您到达中转航班登机区。 如请告知您中转航班号_____起飞时间_____。					
		(3)目的地西部航空地面服务人员迎接您，协助您领取托运行李，导您至到达厅出口。					
D	担架	是否需要机上担架？（需要陪护人员和医疗诊断证明书）否 □ 是 □					

E	氧气设备	是否需要使用机上专用医疗氧气设备？ 否 ☐ 是 ☐ 注：根据中国民航CCAR121.574条的规定，不允许旅客私自携带氧气袋乘机，必要时可使用机上专用医疗氧气设备。但目前西部航空飞机上没有配备专用医疗氧气设备。如您需要使用机上氧气瓶，应在定座购票时事先提出申请，须经西部航空同意并预先做出安排。
F	救护车	西部航空目前没有救护车服务，请旅客自行联系准备救护车，请告知以下信息 (1)到达出发地机场。提供救护车的公司名称：_____ 联系电话：_____ (2)离开目的地机场。提供救护车的公司名称_____ 联系电话：_____
G	陪伴人员	(1)姓名_____年龄_____性别_____ ☐ 医生 ☐ 护士 ☐ 其他_____ (2)姓名_____年龄_____性别_____ ☐ 医生 ☐ 护士 ☐ 其他_____ (3)姓名_____年龄_____性别_____ ☐ 医生 ☐ 护士 ☐ 其他_____
H	其他	
旅客声明：我，即为签字者，保证以上内容真实、有效。 旅客（监护人）签字：_____日期：_____。		
始发站地面服务人员		客舱乘务员
到达站地面服务人员		
此单一式三联，第一联为始发站地面服务部门留存、第二联为到达站地面服务部门留存、第三联为旅客留存。		

Special Passenger Service Demand Sheet (Type C)

Air transportation is the fastest and most convenient way of transportation for sick passengers and provides unparalleled comfort. However, the physical condition of sick passengers may deteriorate due to long-hour air traveling, altitude and cabin environment. Therefore, not all sick passengers are worthy of air travel.

Civil aircraft normally travel at a near-sonic speed of 900 km/hour (560 feet/hour) at a height of 9,000-12,000 meters (30,000-40,000 feet). At the high altitude whose air pressure has a huge difference from ground air pressure, the flight cabin shall be engine-driven supercharged at the time of flying only. During the flying process, the air pressure in the flight cabin shall remain at an air pressure level equivalent to that at a peak 1,500 - 2,100 meters (5,000 - 7,000 feet) high. However, the air pressure of the cabin fluctuates greatly during 15 - 30 minutes of takeoff and landing.

The air pressure in the flight cabin: When air pressure falls, the gas inside the human body will expand. During the flying journey, the gas pressure accumulated in the human body cannot be released so that the injured part and body organs of passengers will be extruded and even pain and/or respiratory difficulty will be caused.

Oxygen density: gradually decreased oxygen density with the increased height may cause the physical condition of passengers suffering from respiratory disease, heart disease, cerebrovascular disease or severe anemia to deteriorate. Pregnant passengers during the parturient period and newly-born infants will also be negatively affected.

Given the above reasons, passengers that fall under any of the following five categories must fill out the Special Passenger Service Demand Sheet (Type C) and provide Medical Information Sheet at the time of booking. Medical Information Sheet will serve as the basis for the airline company to judge whether the sick passenger is worthy of air travel.

① Medical oxygen is required during the flight.

② West Air has reasonable grounds to believe that passengers cannot complete air travel safely without additional medical assistance during the flight.

③ Passengers who require to use stretcher or incubator during the flight.

④ Some sick passengers

⑤ Infectious disease passengers

A valid Medical Information Sheet is to be issued 10 days before the flight departure and must bear the doctor's signature and seal of the medical organization at or above the county level, municipal level or equivalent level (e.g. national-level class-I and grade-A hospital). There is no restriction on the format and edition of the Medical Information Sheet as long as it bears "worthy of air travel". West Air's sample may also be used.

Passengers who fall under any of the above four categories must notify West Air in advance at the time of ticket-booking to ensure thorough preparation and thoughtful services. West Air is not liable for any consequences arising from passengers' intentional concealment of disease or provision of incomplete information.

In principle, the following sick and disabled passengers need to provide an escort, but the carriage shall not be refused because the passenger is unaccompanied: (1) Physically disabled passengers who cannot move at all travel alone; (2) Mental disabled passengers travel alone; (3) Stretcher passengers (must have an accompanying person). Accompanying personnel should be able to take care of disabled passengers during the journey and assist them in their evacuation in emergency situations.

Attention: please fill out the back of this form where appropriate, and then read the Passenger Declaration and sign your name after completion.

Special Passenger Service Demand Sheet (Type C) (back)

Passengers on stretcher, passengers on wheelchair (WCHC), Elderly passenger with special service needs, sick passengers or passengers suffering from disease-induced bodily injury, passengers requiring medical oxygen on board the aircraft, _____.

Dear passengers:

Thanks for choosing West Air's flights. Please fill out this form in details by ticking items in ☐ so that we can provide better services to you.

A	Personal information	Name		Sex		Age	
		Flight date		Flight No.		Tel.	
		Starting Airport		Stop-over airport		Destination	
		Certificate		Number of certificate			
		Address					
B	Wheelchair service	(1) Wheelchair Service needed in the airport?	☐ Completely immobile, needing assistance in sitting down or getting up in the cabin (WCHC)				

		No ☐ Yes ☐		
		(2)Availability of passenger's Own wheelchair? No ☐ Yes ☐	☐ Manual wheelchair ☐ Mechanical axle Wheelchair	☐ Complete wheelchair check-in at the check-in counter. ☐ Prefer to use my own wheelchair to the boarding gate and complete wheelchair check-in at the boarding gate. ☐ Prefer to retrieve the checked wheelchair at the cabin door upon arrival. ☐ Prefer to retrieve the checked wheelchair at the baggage claim area upon arrival. * We regret to inform you currently there is no space in the cabin to store the passenger's own wheelchair.
			☐ Electric wheelchair	☐ Traveling with a wheelchair driven by spill-able battery (WCBW). ☐ Traveling with a wheelchair driven by sealed non-spill-able battery (WCBD). ☐ Prefer to retrieve the checked wheelchair at the cabin door upon arrival. ☐ Prefer to retrieve the checked wheelchair at the baggage claim area upon arrival. *It takes a relatively long time to load the electric wheelchair in the cargo cabin, so please complete wheelchair check-in at the check-in counter 120 minutes before the departure time.
		Do you need on-board wheelchair service ? No ☐ Yes ☐ *West Air can provide you with on-board wheelchair services in A319&A320&A321 aircraft cabin .		
C	Guiding service	(1) West Air's staffs at the departure airport will guide the passenger to the boarding gate (2) For passengers taking connecting flight, West Air ground service personnel will guide the passenger to the boarding area. Please inform the passenger of the connecting flight number _____ and departure time _____. (3) West Air's ground service personnel of the destination airport will receive passengers upon arrival, assist passengers to retrieve checked baggage and guide passengers to the departure hall exit.		
D	Stretcher	Stretcher required? (escort and medical information sheet required) No ☐ Yes ☐		
E	Oxygen equipment	Specialized on-board oxygen equipment required? No ☐ Yes ☐ Note: according to Section 121.574 of CCAR, passengers are not allowed to carry oxygen bag on board without approval, passengers who need oxygen bag may use the specialized on-board oxygen equipment. But currently West Air's aircraft are not equipped with specialized medical oxygen equipment. Passengers who need to use oxygen cylinder on board the aircraft must apply in advance at the time of ticket-booking for West Air's approval and prior arrangement.		
F	Ambulance	At present West Air does not provide ambulance service, passengers should arrange ambulance on their own and provide the following information: (1) Arrival at the departure airport. Provide name of the departure airport _____ Telephone: _____ (2) Departure the airport. Provide name of the ambulance company _____ Telephone: _____		
G	Escort	Passengers who can not take care of their own needs unassisted must be accompanied by an escort (to assist in meal, arrival, bathroom use, etc.) or escort of criminal suspect. (1) Name: _____ Age: _____ Gender: _____ ☐ Doctor ☐ Nurse ☐ Other _____ (2) Name: _____ Age: _____ Gender: _____ ☐ Doctor ☐ Nurse ☐ Other _____ (3) Name: _____ Age: _____ Gender: _____ ☐ Doctor ☐ Nurse ☐ Other _____		
H	Remark			
Passenger's Declaration: I, the undersigned, hereby guarantee the above information is authentic and valid. Signature of passenger (guardian):____ date: _____				
Departure Service Staff		Crew		Arrival Service Staff
This form is in triplicate, with the first copy for the ground service department at the departure station to keep, the second copy for the ground service department at the arrival station to keep, and the third copy for the passenger.				