



# Wheelchair Passengers

A wheelchair service, along with an attendant, is available for passengers who require it at no extra cost for all Cathay Pacific flights. The attendant will assist in transporting the passengers within the airport area and to the gate or aircraft door (depending on the airport facilities).

| Wheelchair Types        | Condition   | Acceptance and Handling   |
|-------------------------|---|---------------------------|
| <b>WCHR (R = RAMP)</b>  | Passenger if travelling without an escort can be accepted, provided they are self-reliant. Non-MEDA case do not require special individual attention and assistance during in-flight and on ground and can evacuate the aircraft in the event of an emergency without assistance. Or else the passenger must travel together with a qualified escort. | 48 hours before departure |
| <b>WCHS (S = STEPS)</b> |   |                           |
| <b>WCHC (C = Cabin)</b> |   |                           |

## GDS Entries

|         |  |
|---------|--|
| Amadeus | <b>SR WCHR CX NN1-OLD AGE/S2/P1</b><br><b>SR WCHR CX-OLD AGE (alternative advised by 1A)</b> |
| Galileo | <b>SI.P2S3.4/WCHR*OLD AGE</b>  |
| Sabre   | <b>3WCHR1/OLD AGE-2.1</b>  |

### Important Note:

1. It is mandatory to update the wheelchair request with the reason in the correct format, failing which passengers will not be able to avail the same at the time of travel.
2. If wheelchair passenger is travelling with escort, the escort information shall be entered in OSI.
3. If passenger will check-in own wheelchair, travel agents are required to include wheelchair's weight, dimension and battery information (if applicable for power-driven wheelchair) in the SSR.
4. Any enquiries on wheelchair, please contact customer care team at **000 – 800- 050-2164** for assistance.

Login to [www.cxagents.com](http://www.cxagents.com) to view complete details.