

2025

Passenger Information Including Disability Access Facilitation Plan

THIS PLAN HAS BEEN PREPARED IN CONSULTATION WITH THE FOLLOWING ORGANISATIONS.

The Australian Human Rights Commission

The Civil Aviation Safety Authority

The Department of Infrastructure and Regional Development Members of the Aviation Access Working Group

The Department of Home Affairs.

CORPORATE HEAD OFFICE STREET ADDRESS:

📍 Ground Floor, Airport Administration Centre,
Caudron Ave Cairns Airport, Cairns Qld 4870

✉ PO Box 3, Airport Administration Centre,
Aeroglen QLD 4870

☎ 1300 759 872

✉ info@smartlynx.au

🌐 www.smartlynx.au

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 PO Box 3, Airport Administration Centre,
Aeroglen QLD 4870

 1300 759 872
 info@smartlynx.au
 www.smartlynx.au

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1. Objective

The primary purpose of the SmartLynx Australia Disability Access Facilitation Plan is to advise passengers with disabilities of:

- The service measures undertaken to ensure access for passengers with disabilities.
- How passengers with disabilities can assist SmartLynx Australia to be best placed to provide an appropriate service (e.g. provision of information prior to travel).
- The measures in the plan provide details on SmartLynx Australia policies and approaches to enable access to each stage of the journey for passengers with disabilities.
- This plan applies to all Regular Passenger Transport (scheduled) services provided by SmartLynx Australia operating the Dash 8 100 and the Cessna 208
- The policies, procedures, and conditions for the carriage of passengers with special requirements are outlined in Appendix A: Special Requirements Terms and Conditions. This document is correct only at the time of publication and is extracted from SmartLynx Australia website.

SmartLynx Australia reserves the right to amend policy and processes as conditions change and we advise the reader always to consult the website for the latest updates. Alternatively, they can call SmartLynx Australia Customer Contact Centre on 1300 759 872

2. Reservation and pre-flight planning

Reservations

The conditions for Reservations are covered in Appendix A:

Booking a Flight

This condition also includes additional charges for using the Customer Contact Centre to amend a booking.

Additional information relating to booking a flight may be found in Appendix A:

- Condition 1, Wheelchair Dependent Passengers
- Condition 2, Oxygen and Breathing aids
- Condition 3, Other Medical Conditions including intellectual disabilities

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- Condition 4, Carers
- Condition 5, Assistance Animals

Reservation Address & Numbers

Notification of special requirements cannot be added to bookings made online at www.SmartLynxAustralia.com.au

Special requirements must be processed by contacting the Customer Contact Centre on 1300 759 872.

Please note that some airports serviced by SmartLynx Australia in Queensland cannot cater for passengers who require the use of the Disabled Passenger Lifter (DPL). Mobility disabled passengers who are not capable of ascending the aircraft stairs are asked to call the Customer Contact Centre on 1300 759 872 prior to booking.

Fees

There will be no charge for Customer Contact Centre administration of Special Requirements that cannot be catered for when booking on the SmartLynx Australia website.

Telephone Reservations for the Hearing Impaired Passengers

The SmartLynx Australia Customer Contact Centre does not have TTY facilities. SmartLynx Australia will accept bookings made through third party services such as the National Relay Service (133677).

Website Access for Visually Impaired Passengers

The SmartLynx Australia website is not fully accessible for the totally vision impaired. The home page of the SmartLynx Australia website is accessible to visually impaired persons and the internet booking pages have the ability to have the words magnified at the choice of the user.

Independent Travel Criteria – Requirements for the Carer

Refer to Appendix A, Condition 4, Carers

Information Required by SmartLynx Australia During Booking

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All information required must be passed onto the Customer Contact Centre 1300 759 872. If the information provided when booking is not accurate, the passenger may be denied boarding.

Booking Confirmation

Special requirements indicated during the booking are summarized in the confirmation at the end of the booking process. This can be printed out if desired.

Retention of Passenger Information

SmartLynx Australia does not retain special requirement request information after the travel has been completed.

Seating

When notified of a booking for a Passenger with a Disability, SmartLynx Australia airport staff will reserve appropriate seating in the aircraft.

Passengers with Disabilities will normally be seated near the front of the aircraft. Other seats may be requested; however, emergency exit row seats cannot be available.

Information Dissemination and Protection

All special requirement requests made during booking will be forwarded to the relevant airport staff.

All passenger information is protected under the requirements of the Aviation Transport Security Act 2004 and the SmartLynx Australia Privacy Policy. Details are only released to the appropriate staff who will deal with the flight.

SmartLynx Australia does not control the information provided to SmartLynx Australia by travel agents. Passengers who are concerned that a travel agent may not pass on all relevant details should book their travel through the website or the SmartLynx Australia Customer Contact Centre on 1300 759 872

3. Kerbside Processes

Kerbside Assistance

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SmartLynx Australia considers that the access and movement in the terminal is the full responsibility of the airport operator and SmartLynx Australia will only assume responsibility for the passenger from the departure gate onwards. Refer to section 4, Carriage of Wheelchairs, Other Mobility Aids and Medical Equipment.

Please refer to the Disability Access Facilitation Plan of the relevant airport regarding any assistance they may provide. Wheelchair bound passengers are advised to have a facilitator up to the departure gate.

Terminal Access Facilities

Access facilities to and from terminal buildings are the responsibility of the airport. Please refer to the Disability Access Facilitation Plan of the relevant airport regarding any assistance they may provide.

4. Check-in and Security Screening

Wheelchair Check-in

Refer to Appendix A, Condition 1, Wheelchair Dependent Passengers.

Please note – staff at regional airports will normally commence work 60 minutes prior to a departure. Failure to notify SmartLynx Australia of the special requirement may mean that staff may not be available when you arrive at the airport.

Passenger Carers

Refer to Appendix A, Condition 4, Carers.

Chair Stowage

Refer to Appendix A, Condition 1, Wheelchair Dependent Passengers.

Check-in Counters

All check-in counters used by SmartLynx Australia are owned and provided by airport authorities. No check-in counters currently used by SmartLynx Australia are at wheelchair height. Please refer to the Disability Access Facilitation Plan of the relevant airport regarding their facilities.

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Disruptions

In the event of disruption, SmartLynx Australia staff will assist passengers by contacting them and notifying of the disruption and next available flights as soon as possible.

In the event of inclement weather preventing the use of lifting equipment, flights may be delayed until the equipment can be used. If the flight must depart before conditions are suitable for the use of equipment, the passenger will be rebooked onto the next available flight.

Screening

SmartLynx Australia is not a screening authority and is not responsible for any security screening activities. For information relating to screening, please refer to the Disability Access Facilitation Plan of the relevant airport.

5. Carriage of Wheelchairs, Mobility Aids and Medical Equipment

Multiple Devices

Refer to Appendix A, Condition 1, Wheelchair Dependent Passengers

Oxygen

Refer to Appendix A, Condition 2, Oxygen and Breathing Aids

Medication

Passengers requiring medication must medicate before boarding, be capable of self- medicating during the flight, or be travelling with a Carer who can provide the medication during flight. Refer to Appendix A, Condition 14, What Assistance Cannot Be Provided

Wheelchair Carriage

Refer to Appendix A, Condition 1, Wheelchair Dependent Passengers.

Relinquishing of the Wheelchair

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Wheelchair dependent passengers will be taken to the plane either by a SmartLynx Australia representative or by a carer. Refer to Appendix A, Condition 1, Wheelchair Passengers for information regarding the preparation of a chair for carriage.

SmartLynx Australia will provide assistance from the departures gate. Refer to Appendix A, Condition 1, Wheelchair dependant passengers.

Boarding will take place in sufficient time to allow staff to pre-board the passenger and load the passenger's chair in the aircraft hold.

All electric wheelchairs are carried in an upright position in the cargo hold of SmartLynx Australia aircraft.

Other Powered Mobility Devices

SmartLynx Australia may allow other powered mobility devices (such as scooters) for carriage on a case-by-case basis, provided they are a primary mobility device. Such devices must be powered electrically, be capable of being rendered inoperable during carriage, be capable of being folded to fit into the aircraft hold and weigh no more than 120 Kg with battery.

All aids to be carried in the cargo compartment must be of the following dimensions, or be capable of being dismantled into pieces not exceeding these dimensions:

Dash 8/100 : Width – 120 cm; Height – 150 cm; Length – 100cm

Passengers or their carers may be requested to provide advice on the method of deactivating the device for carriage.

Other Non-powered Mobility Devices

Other non-powered mobility devices such as walking sticks and walking frames may be carried in the cabin provided, they can fit into the overhead luggage lockers. Flight Attendants may assist with the stowage and retrieval of these items from overhead luggage lockers.

Devices such as some walking frames which cannot be folded into a size to fit into the overhead luggage lockers may be relinquished to SmartLynx Australia staff at the aircraft stairs during boarding for carriage in the cargo hold.

Returning Mobility Devices to Passenger on Arrival at their Destination

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Mobility devices will be returned to the passenger as soon as possible, normally in the terminal. Devices relinquished at the aircraft stairs or aircraft door for carriage in the cargo hold, such as large walking frames, will be returned to the passenger at the bottom of the aircraft stairs or at the aircraft door on arrival.

Passengers and/or Carers may be requested to provide advice to staff on reassembling and reactivating electric mobility devices.

6. Assistance Animals

Passengers seeking to travel with an accompanying service animal must call the Customer Contact Centre 1300 759 872 to complete their booking.

Guide Dogs and Hearing Assistance Dogs

Refer to Appendix A, Condition 5, Assistance Animals.

Other Companion and Assistance Animals

Refer to Appendix A, Condition 5, Assistance Animals

Besides Guide Dogs and Hearing Assistance Dogs, all other animals which provide assistance to the disabled or infirmed are classified as Assistance Animals. For such animals to be carried in the aircraft cabin, the following information is required during booking:

- the type of assistance provided by the animal in the cabin
- the name and breed of the animal
- the name of the organisation that trained the animal
- the date the animal last received the Public Access Test (the animal must have passed this test within 12 months before the date of carriage for approval to be obtained)

On receipt of this information, SmartLynx Australia will assess the animal for approval for carriage in the cabin and respond to the passenger via the Customer Contact Centre.

The Passenger/Handler with an assistance animal approved for carriage in the cabin must produce the Public Access Test certificate or the Assistance Animal Identification Card at check-in. Failure to provide the documentation will result in the animal being carried in the hold. In this case, the passenger may be

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required to take the animal to SmartLynx Australia Freight for consignment (refer to Animals Carried in the Cargo Hold).

These animals are to be consigned through Dog-Tainers 1300 135 252

Animals carried in the Cargo Hold

All animals which cannot be carried in the cabin due to a passenger arriving at an airport without notification or due to a request from the passenger are to be carried in the cargo hold (refer to Section 7, Direct Assistance).

These animals are to be consigned through Dog-Tainers 1300 135 252

Many airports no longer allow animals (except for approved assistance animals) in the terminal and the ability to surrender an animal at check-in may not be available. Refer to the Disability Access Facilitation Plan of both the departure and arrival airports for further information.

Where both the departure and arrival airport authorities allow animals to be checked-in within the terminal, SmartLynx Australia may accept an animal for check-in to the cargo hold provided the animal is contained in an approved animal transport box or cage.

Animal transport containers must be provided by the passenger. SmartLynx Australia does not maintain a stock of containers. The containers must have enough depth in the base walls to avoid any overspill of waste.

7. Access To, And Onboard Aircraft

Boarding/Disembarkation

Passengers with special requirements will generally be boarded before other passengers.

Wheelchair passengers will be boarded and seated before general boarding commences.

Passengers who require assistance to disembark, particularly wheelchair dependent passengers, will be disembarked after all other passengers.

Passenger Carers

Refer to Appendix A, Condition 4 Carers.

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Disabled Passenger Lifter

SmartLynx Australia does not currently provide a Disabled Passenger Lifter (DPL) (a high lift device) at its regular airports for travelling on Dash 8-100.

Passengers who cannot board or disembark from the aircraft using the stairs unassisted will be required to travel with a suitable carer.

Mobility disabled passengers who are not capable of ascending the aircraft stairs are asked to call the Customer Contact Centre prior to booking to check.

Pre-Flight Safety Briefing

Passengers with special requirements will receive individual safety briefings from the Flight Attendant. Safety briefings can be provided in verbal, written and pictorial format.

Hearing Impaired Passengers

If a passenger makes it known that they have a hearing impairment, Flight Attendants will bring cabin announcements to their attention, normally through individual contact whereby a passenger can lip read if they have that capability.

8. Direct Assistance

Direct Assistance

SmartLynx Australia staff can assist a Travelling Carer to provide direct assistance with movement between wheelchairs and seats in a non-heavy lift role (Refer to Section 6, Movement into and out of Aircraft

Seats)

Flight Attendants will provide individual safety briefings to passengers with special requirement.

Flight Attendants are not permitted to provide certain types of assistance. Refer to Appendix A,

Condition 15, What Assistance cannot be Provided

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SmartLynx Australia will assist passengers with special requirements who are connecting to flights on other airlines by assisting them to baggage collection areas where the other airline should continue with the assistance. SmartLynx Australia will provide assistance to passengers who have connecting flights with SmartLynx Australia.

Failure to Notify SmartLynx Australia Of Special Requirements

Unless SmartLynx Australia is notified of special requirements, SmartLynx Australia cannot guarantee that resources will be available to assist passengers.

Wheelchair dependent passengers who arrive at an airport without prior notification of the special requirement may be denied boarding. Refer to Appendix A, Booking a Flight.

Passengers with guide dogs and hearing assistance dogs who arrive at an airport without prior notification of the animal may be denied boarding as seating space for the animal may not be available. As an alternative, the animal may be consigned to the cargo hold if a suitable animal transport container is provided by the passenger.

Passengers with assistance animals which are not guide dogs or hearing assistance dogs and who arrive at an airport without prior notification of the special requirement and where SmartLynx Australia has been unable to grant approval, (refer to Appendix A, Condition 5, Assistance Animals) will be required to consign the animal for carriage in the cargo hold.

Levels of Assistance

The levels of assistance can vary depending on the airport. Small regional airports can be staffed by only two persons and certain types of special assistance, may be delayed.

9. Service Delivery

Staff Qualification

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SmartLynx Australia does not currently employ staff with specific AUSLAN capabilities.

All Flight Attendants are trained in assisting with passengers with special requirements, including passengers with assistance animals. Flight Attendants are not trained in the handling of assistance animals.

Security

At times of heightened security alert, special provisions will be implemented at airports. This may include increased distances for car parking from terminals. Refer to the airport's Disability Access Facilitation Plan for details of any special requirements.

Consultation

Specific consultation with SmartLynx Australia by an individual or disability group can be obtained by contacting SmartLynx Australia on: 1300 759 872

Quality Assurance

SmartLynx Australia maintains an internal Quality Assurance program. Internal audits monitor compliance with disability processes and recommend improvements where applicable.

10. Communication Strategies

Further Information

Further information can be obtained by contacting the Customer Contact Centre on: 1300 759 872

Feedback

Feedback relating to disability issues can be submitted online at: smartlynx.au

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Aeroglen QLD 4870

☎ 1300 759 872

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11. APPENDIX A - Special Requirements Terms & Conditions

A1. Introduction

SmartLynx Australia goes to great lengths to accommodate the special requirements of its passengers within the limits of its capability and practicality.

It is a requirement that all passengers can understand and respond to Emergency Procedures and the on-board Safety Announcements and Demonstrations.

SmartLynx Australia can accommodate a maximum of 3 wheelchair passengers or special needs passengers on any one flight.

SmartLynx Australia cannot provide assistance within the cabin for the:

- Use of the toilet facilities – Flight Attendants are able to assist passengers to and from the toilet door and are not permitted to handle urine-draining equipment.
- Administration of medication – Flight Attendants are able to assist passengers in the retrieval of medication from cabin baggage.
- Consumption of food - Flight Attendants are able to assist passengers with opening packets and assisting to locate the food as required.

Passengers who;

- Require assistance that cannot be provided by SmartLynx Australia or
- Who cannot understand and respond to Emergency Procedures and the on- board Safety Announcements and Demonstrations, must travel with a Carer.

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This document lays down the Terms and Conditions for the carriage of passengers with special requirements including the following:

- Wheelchair dependent passengers
- Oxygen and breathing aids
- Other medical conditions
- Carers
- Assistance animals
- Carriage of live animals
- Pregnant passengers
- Travelling with an infant
- Unaccompanied Minors
- Child and adult harnesses
- Persons in Lawful Custody
- Firearms
- Musical instruments
- Connecting Flights
- What assistance cannot be provided

A2. Booking A Flight

Notification of special requirements must be made at the time of booking by contacting the Customer Contact Centre on 1300 759 872 or the booking agent.

If you are wheelchair dependent and arrive at the airport without prior notification, you will only be carried if there is adherence to the required check-in times for wheelchair dependent passengers and there is no negative impact on operation.

Otherwise you will be denied boarding and if you choose not to travel, you will be

reimbursed/credited as per the fare rules. If you choose to fly on a later flight, please be aware that upgrade charges may be applicable if the original fare class is unavailable.

Please note that SmartLynx Australia staff at regional airports may not commence work until 60 minutes prior to the scheduled departure time unless they have been notified the day before of a special requirement.

Please note that some airports serviced by SmartLynx Australia in Queensland cannot cater for passengers who require the use of the Disabled Passenger Lifter (DPL). Mobility disabled passengers who are not

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capable of ascending the aircraft stairs are asked to call the Customer Contact Centre prior to booking to check.

A3. Checking-In

If you have a wheelchair or similar mobility device, you are required to check-in no later than:

- 90 minutes prior to the scheduled time of departure from major cities & Queensland regional airports
- 60 minutes prior to scheduled departure time. This is to allow sufficient time for deactivation of electric mobility devices, and pre-boarding.

A4. Transfer of Wheelchair Passengers

SmartLynx Australia does not employ any equipment on Dash 8-100 to assist with movement of passengers whilst boarding or disembarking the aircraft. Passengers who require assistance ascending the aircraft stairs must provide a travelling Carer who is able to perform this assistance. If you require assistance with any of the following you must travel with a Carer.

- Use of the toilet facilities - Flight Attendants are able to assist passengers to and from the toilet door and are not permitted to handle urine-draining equipment.
- Administration of medication and oxygen - Flight Attendants are able to assist passengers in the retrieval of medication from cabin baggage.
- Consumption of food - Flight Attendants are able to assist passengers with opening packets and assisting to locate the food as required.

A5. Batteries

If your wheelchair is powered by Lithium batteries, we can only carry your wheelchair if it has one battery with a power rating of no more than 300 Watt Hours (300Wh) or if the wheelchair is powered by two batteries they each must not exceed 160 Watt Hours (160Wh). You may also carry one spare battery of no more than 300Wh or two spare batteries of no more than 160Wh. Spare batteries must be carried in the cabin as carry-on baggage.

Batteries carried in the cabin must be carried in a protective cover to prevent damage and must have the terminals protected from short circuit by taping over the terminals or using a cap which will not come off in flight.

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If your wheelchair is powered by a different type of battery, please contact our Customer Contact Centre on 1300 759 872 for further information.

A6. Aircraft Space Availability for Wheelchair

Weight is a very important safety consideration in our aircraft. If you have a wheelchair you must notify SmartLynx Australia of the weight of the wheelchair. This notification can be done by contacting the SmartLynx Australia Customer Contact Centre 1300 759 872.

SmartLynx Australia cannot uplift a wheelchair in excess of 120Kg in weight. Wheelchairs weighing in excess of 120KG may still be carried only if they can be broken down into parts each weighing not more than 120Kg and only if space and weight is available for the uplift.

Depends on the operating aircraft, all wheelchairs must be of the following dimensions, or be capable of being dismantled into pieces not exceeding these dimensions:

	Dash 8-100
Width (mm)	1200
Height (mm)	1400
Depth (mm)	1000

It is possible that a flight may already be approaching its cargo weight limit by the time you wish to book. If, when making an internet booking, you are advised that the flight may not be available, either try to book another flight or call the SmartLynx Australia Customer Contact Centre on 1300 759 872 for assistance.

A7. Stowage of Wheelchair

Your wheelchair will need to be stowed as checked baggage during the flight.

If you have an electric wheelchair you or your Carer (if you are travelling with one) may be asked by ground staff to advise on the best method of disabling the wheelchair at the departing airport and re-enabling the wheelchair at the destination airport. In addition, our staff has to ensure that the battery is prepared according to the Dangerous Goods Regulations.

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A8. Carriage of Multiple Devices

If you need to carry multiple devices because of your medical condition, for example a wheelchair and oxygen equipment or a wheelchair and a walking frame or bath chair, you will not be charged excess baggage fees for the carriage of these devices. However each of these devices cannot weigh more than 120kg and you need to give at least 48 hours advance notification.

If you wish to carry multiple devices of similar nature, for example two wheelchairs or two oxygen delivery systems, you will be charged excess baggage fees for the second and subsequent devices. The second device will not be guaranteed to be carried in the same aircraft due to weight considerations.

SmartLynx Australia will carry a total of two dissimilar mobility aids free of charge. Fees will apply to additional mobility aids.

A9. SmartLynx Australia Passenger Transfer Assistance

Upon disembarking a SmartLynx Australia aircraft, SmartLynx Australia staff will only provide assistance to transfer you to the SmartLynx Australia baggage collection or the nearest taxi stand in the airport terminal. SmartLynx Australia will provide assistance to passengers who have connecting flights with SmartLynx Australia. However, SmartLynx Australia will not be responsible for transfers to other airline counters/lounge and you are advised to make separate arrangements with the connecting airline. SmartLynx Australia may be able to transfer you to its lounge (where available) for you to wait for pick-up from the other airline.

A10. Limitation of Liability

SmartLynx Australia will take all reasonable steps to ensure that mobility aids are handled with care and returned in the condition in which it was received. The Company's liability in respect of loss or damage to mobility aids stowed in the cargo hold is limited to the circumstances and amounts laid down by the Civil Aviation Carriers' Liability Act (Australia) 1959 and any subsequent amendments to this Act.

A11. Oxygen and Breathing Aids

SmartLynx Australia must be notified of the carriage of breathing aids during booking. If you have a breathing aid and arrive at the airport without prior notification, the breathing aid may be denied carriage.

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If you require the administration of oxygen in-flight but cannot administer it yourself, you must travel with a Carer.

Online check-in is unavailable for passengers carrying breathing aids.

A12. Oxygen Bottles

Medical Oxygen

Gas oxygen or air cylinders required for medical use. Each cylinder must not exceed 5kg gross weight. Cylinders, valves and regulators, where fitted, must be protected from damage that could cause inadvertent release of the contents. This provision also applies where the cylinders are being carried by medically trained persons. The pilot-in-command must be informed of the number of oxygen or air cylinders loaded on board the aircraft and their loading location(s).

- Passengers are only allowed to carry certain Type C gaseous oxygen or air cylinders required for medical use. The only Type C oxygen cylinders permitted are BOC oxygen cylinders:
- The above approved oxygen cylinders can only be transported in a BOC travel pack. The oxygen bottle must fit 'snugly' within the travel pack, refer Operations Manual, Medical Equipment for further clarification.
- The passenger may carry enough bottles to last the duration of the intended sectors to get to their final destination.

Oxygen Concentrators

Carriage of Portable Oxygen Concentrators In the event that a passenger is required to travel with a Portable Oxygen Concentrator the following guidelines must be met. Portable Oxygen concentrators perform by separating oxygen from nitrogen and other gases contained in ambient air and dispensing it in concentrated form to the user. The unit is battery operated and Aircraft power is not available for Concentrators. Spare rechargeable lithium batteries must therefore be carried in carryon baggage and packed in a way that protects them from short circuit or damage. These devices are not considered Dangerous Goods, however spare lithium batteries are required to be carried in accordance with the Dangerous Goods Manual Chapter 3- Lithium Battery Powered Electronic Devices. Upon check in it must be confirmed that:

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- Medical clearance has been obtained from a qualified doctor – The Ground Agent must be provided with a copy of this medical clearance at Check In. This Certificate shall be passed onto to Crew with relevant paperwork.
- The passenger or the passenger's carer is able to operate the oxygen concentrator and be able to see, hear, and understand the device's aural and visual cautions and warnings and is able, without assistance, to take the appropriate action in response to those cautions and warnings.
- The passenger has ensured they are travelling with a sufficient supply of batteries to last the duration of their journey including a conservative estimate of any unexpected delays.
- The passenger is allocated a non-exit row seat and must be seated at a window seat aft of row 4 to prevent obstructing access to the aisle for other passengers.
- The passenger is seated at a window so that the concentrator does not obstruct access to the aisle. It is permissible for the concentrator to be laid on its side. If it is not required for use during take-off the oxygen concentrator may be stowed in the overhead locker.
- Ensure that a copy of Medical Clearance is handed to the Cabin crew and that the following information is relayed to the Pilot in command:
 - I. That we are carrying a passenger that requires an Oxygen Concentrator
 - II. The contents of the physician's written statement
 - III. The magnitude and nature of the passenger's oxygen needs

A13. Other Medical Conditions Including Intellectual Disabilities

Passengers with other medical conditions, not listed above, which could endanger themselves or other passengers during the flight should make their bookings through the SmartLynx Australia Customer Contact Centre on 1300 759 872. SmartLynx Australia may request that passengers have their medical practitioner provide a letter outlining whether a passenger:

- has an unstable medical condition,
- has a contagious condition,
- is recovering from an acute illness or infectious disease,
- is pregnant past the 36th week of pregnancy or multiple and/or complicated pregnancy,
- has intellectual disabilities and/or is not able to understand safety briefings and other instructions, and/or
- is required to travel with a Carer due to their condition.

The letter must be shown to staff during check-in. Failure to carry and produce this statement will result in denial of carriage. A copy of the letter is also required to be given to the Flight Attendant upon boarding for each flight sector. In the event of an emergency, SmartLynx Australia is deemed to be authorised to pass on this letter to any paramedic/emergency services should the need arise.

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The certificate must be valid for the intended dates of travel.

A14. Carers

All passengers must be able to understand and respond to Emergency Procedures and the onboard safety announcements and demonstrations.

If you cannot understand and respond to these briefings you must travel with a Carer, who must be able to mentally and physically assist you.

Carers must be capable of loading and unloading the passenger on their own, including during emergencies.

In addition, if you require assistance with any of the following you must travel with a Carer:

- Use of the toilet facilities - Flight Attendants are able to assist passengers to and from the toilet door and are not permitted to handle urine-draining equipment.
- Administration of medication and oxygen - Flight Attendants are able to assist passengers in the retrieval of medication from cabin baggage.
- Consumption of food - Flight Attendants are able to assist passengers with opening packets and assisting to locate the food as required.

A Carer is required to accompany passengers who are unable to sit upright unassisted and for those passengers where the flying is likely to require emergency medical attention.

Please note, if you arrive at the airport without a Carer and do not meet the requirements above, we reserve the right to decline your travel until you have a Carer available to accompany you. In such circumstances we will rebook you at no charge.

If you have an Assistance Animal and a Carer, the Carer may elect to sit in the seat reserved for the dog or sit in the seat across the aisle for regional flights.

A15. Group Travel – Carer Ratios for Passengers with Disability

Group Travel for disabled passengers where at least one member of the group requires assistance with eating, in the toilet or who is unable to understand crew instructions, for safety reasons, the following carer ratios apply:

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- one carer for every three (3) disabled passengers, or part thereof; groups where at least one member requires assistance with eating, in the toilet or who is unable to understand crew instructions, or
- one carer for every three (3) disabled passengers or part thereof; groups where no member requires assistance with eating, in the toilet or who is unable to understand crew instructions.

A16. Assistance Animals

Passengers seeking to travel with an accompanying service animal must call the Customer Contact Centre 1300 759 872 to complete their booking.

A17. Guide Dogs, Hearing Dogs & Assistance Animals

The animal must be suitably harnessed, relieved before boarding and at any intermediate stops. The handler must supply an absorbent mat to prevent soiling of the cabin.

The animal may also travel in the aircraft hold at your request.

All other animals must be consigned as freight or checked-in for carriage in the aircraft hold.

SmartLynx Australia will not be liable for any injury, loss or death of any assistance animal. An approved animal that is disruptive on more than one occasion may have its approval revoked by SmartLynx Australia.

A18. Other Assistance Animals

Other assistance animals which provide an actual service to the passenger in the cabin such as medical alert dogs, must be prior approved on a case by case basis before we can allow them to travel in the cabin. Five (5) full working days are needed to obtain appropriate approvals.

The animal must be trained to a level which meets or exceeds the requirements of Assistance Dogs International. In determining the suitability of the training, SmartLynx Australia shall consider the training organisation's accreditation against the requirements of Section 9 of the Disability Discrimination Act 1992. Assistance animals will only be permitted in the Cabin if they have been trained by an organisation accredited by or affiliated with Assistance Dogs International, Assistance Dogs Australia or which satisfies the requirements of various state legislation and guidelines in training for Public Access.

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The animal and handler has passed a Public Access Test (PAT) or has otherwise demonstrated that the animal has passed training acceptable to SmartLynx Australia showing that the animal:

- is suitable for travel on public transport (including an aircraft cabin); and
- is trained to meet the standards of hygiene and behaviour that are appropriate for an animal in a public place (including an aircraft cabin); and
- the PAT or other testing of training was within the last 12 months.

Proof of the test such as the certificate or a current assistance animal Identity Card must be produced at check-in. Failure to provide the documentation will result in the animal being carried in the cargo hold. In this case the passenger may be required to take the animal to Qantas Freight for consignment.

A19. Carriage of Live Animals

For all SmartLynx Australia flights, animals are to be consigned through Dog-Tainers 1300 135 252

Please be aware that all live animal bookings must be submitted a minimum of three business day (72 hours) prior to the scheduled time of departure. For urgent booking requests (less than three full business days before departure) please call 1300 759 872.

For additional information regarding baggage please contact 1300 759 872.

A20. Pregnant Passengers

Pregnant passengers up to 36 weeks gestation and in good health with a normal, uncomplicated pregnancy do not require a medical certificate.

Beyond 36 weeks, or in cases of complication or a multiple pregnancy, a medical certificate is required stating that the passenger is fit to fly.

The medical certificate must be completed and signed by a medical practitioner & presented at the SmartLynx Australia check-in counter to travel on any SmartLynx Australia flight/s. A copy of the completed form is also required to be given to the Flight Attendant upon boarding for each sector/flight.

The medical certificate must be valid for the intended dates of travel.

Pregnant passengers are advised to consult their practitioner prior to travel.

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Please note: Pregnant passengers cannot be permitted to be seated / allocated an emergency exit row seat following the 24th week of pregnancy.

A21. Travelling with an Infant

Infants (children who have not reached their second birthday) may travel on an adult's lap (lapinfant), at no charge, on SmartLynx Australia Services. An infant seatbelt will be provided. Only one lap-infant per accompanying adult passenger is permitted. An adult with one lap-infant is allowed to purchase an additional seat for ONE additional infant but the following conditions must apply:

- the infant must be able to sit upright (without assistance, pillows or booster seats) in an aircraft seat and has the appropriate seat restraint (no slack in the seatbelt) at all times when the "Fasten Seatbelts" sign is on;
- passengers with infants are not permitted to be seated in an emergency exit row.

Due to regulatory requirements, there are limits on the total number of lap-infants permitted on a single flight. SmartLynx Australia recommends that all infant bookings are made by contacting the Customer Contact Centre 1300 759 872. This will allow us to capture all infant details and are received in the correct format.

Lap-infants are not entitled to checked baggage. NOTE: Parents travelling with infants and small children on aircraft must pay extra attention to passenger safety briefings to be ready to cope in the event of an emergency.

A22. Persons in Lawful Custody

A maximum of 2 Persons in Lawful Custody (PILC) may be carried in accordance with the Requirements of the Air Transport Security Regulation Division 4.5 – Persons in Custody. Approval must be granted by SmartLynx Australia prior to carriage.

A23. Arranging the Movement of One or Two PILC on a Single Flight

If making a booking to move one or two PILC on a single flight, please advise SmartLynx Australia of the following information:

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- The names and details of the PILC.
- The names of the Escorts and the contact details of the Custodial Agency (including telephone numbers).
- The preferred flight number and date.
- The reason why the PILC are being moved.
- A copy of the PILC Authorisation Form for each PILC.

This information is to be provided on the person in Lawful Custody or on the Department of Infrastructure notification form which may be found in the Department of Infrastructure website.

The form must be forwarded to SmartLynx Australia Security: security@smartlynx.au

On the day of the flight, it is preferable to check in earlier than other passengers so that the Escorts and PILC can be seated on the aircraft before other passenger's board. To assist us please:

- check-in no later than 90 minutes prior to the scheduled time of flight from major cities & all regional airports 60 minutes prior to scheduled departure time. Arrive at the boarding gate no later than 40 minutes prior to the scheduled time of flight.
- Ensure the PILC is searched prior to arriving at the airport. PILC are not to carry cigarettes, matches or cigarette lighters.

During the flight, the Escort and PILC can expect to:

- Board the flight first and disembark last.
- Be seated at the rear of the aircraft and not next to an emergency exit.
- The PILC will be seated near the window, with Escort seated between the aisle and the PILC.
- Both the Escort and PILC will only be provided with plastic cutlery.

A24. Restraints

Escorts must carry sufficient restraints for all PILC. Escorts are not permitted to carry firearms or batons, electrical emitting devices or disabling sprays in the cabin of the aircraft. The use of restraints **MUST** be approved by the Captain.

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A25. Firearms

Firearms must be carried in checked baggage and cannot be carried in the cabin of an aircraft. Firearms will be returned to you personally by SmartLynx Australia staff at the destination.

Passengers travelling with firearms must notify the SmartLynx Australia Customer Contact Centre on 1300 759 872 of the requirements during booking.

When travelling with a firearm, the following requirements must be met:

- The firearm is to be carried in a locked case or bag
- The firearm is to be unloaded
- If a firearm has a bolt, the bolt is to be removed

No more than 5kg of ammunition (per passenger) is to be carried. All ammunition must be packed in a locked bag or case and checked-in for carriage in the baggage compartment.

The firearm and ammunition must be declared to Customer Service staff when checking-in.

A valid firearm/shooters licence must be produced at check-in and at the destination to collect the firearm. (Police or ADF identification is suitable when carrying non- private firearms).

A26. Connecting Flights

Passengers are responsible for ensuring that their connecting flights comply with the Minimum Connection Times.

For passengers travelling on more than one flight on any day, there are minimum connection times that should be allowed for when booking flights. These connection times are based on the experience of our airport staff to ensure passengers have enough time to move within and between terminals and check-in again where required.

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The following minimum connection times apply for all airports:

- 1 hour and 30 minutes between SmartLynx Australia flights (both domestic and regional) and other domestic/regional flights
- 2 hours between SmartLynx Australia flights (both domestic and regional) and international flights

Please Note:

- Passengers should check international check-in times with their respective international carriers.
- These minimum connection times are of general advice and are in accordance with industry recommendations for the least amount of time required to make connecting flights. They do not take into consideration flight disruptions. SmartLynx Australia recommends that ample time is incorporated into your itinerary. SmartLynx Australia does not guarantee flight connections nor is SmartLynx Australia liable for consequential expenses resulting from a missed connection. Travel Insurance is recommended.

A27. What Assistance Cannot Be Provided

SmartLynx Australia cannot provide assistance within the cabin for the administration of medication, consumption of food (apart from opening packets if required) or toiletry needs apart from assisting passengers to/from the toilet door. Flight Attendants are not permitted to handle urine-draining equipment.

Passengers who require assistance that cannot be provided by SmartLynx Australia must travel with a Carer.

A28. Passenger and Aircraft Safety

SmartLynx Australia reserves the right to decline any passenger travel that is deemed a safety risk to other passengers, crew or aircraft.

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