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1. GENERAL GUIDELINES

- 1.1. "TEZ JET LLC" aspires to make all passengers feel as comfortable as possible during flight. So that "TEZ JET LLC" could prepare to render high-quality services "TEZ JET LLC" requests passenger to provide all necessary information.
- 1.2. Passenger or person when booking on behalf of a passenger should inform the airline at least 48 hours prior to flight departure in the following cases for their needs:
 - a) Limited Passenger Mobility
 - b) Transportation of a Minor Passenger
 - c) Impaired function (absence) of vision or hearing impeding the independent movement of a passenger;
 - d) In the case of impaired vision, presence of a guide dog;
 - e) Presence of an infectious disease
 - f) Pregnancy of more than 22 weeks
 - g) Transportation of Pets
 - h) Transportation of weapons and ammunition.
- 1.3. After receiving the information "TEZ JET LLC" will inform the passenger within 24 hours prior to flight departure about any denial of carriage if ensuring the carriage is not possible due to technical or operational capabilities of the aircraft as mentioned above.
- 1.4. To request special assistance, please contact "TEZ JET LLC" at specialservices@flytezjet.com. To rebook departure date with a confirmed special service, the passenger will need to get a confirmation for the new departure date and request the services again.
- 1.5. Sport equipment is not a part of checked – In baggage. Any carriage of the sport equipment will attract excess baggage charges as per weight and rate prevailing at that time. Rates for excess baggage can be checked from our website. **Carriage of sport equipment is subject to space availability in the aircraft if booked from check-in counter.**

2. DISABILITY ASSISTANCE/ REDUCED MOBILITY

2.1. General

- 2.1.1. "TEZ JET LLC" welcomes the opportunity to provide caring Passenger service to our Passengers with disabilities and/or persons with reduced mobility (PRM). To be able to assist you the best, we request you to notify us of your special needs/wheelchair request at least forty eight (48) hours prior to the schedule departure of the flight. We highly recommend pre-purchasing the preferred seat. We may charge a fee for providing special requirements.

Note: In compliance with current regulations, if any of our Passengers has limited mobility, is hearing or visually impaired, is unable to understand/react to safety instructions, we will be unable to allocate a seat in the emergency exit rows.

- 2.1.2. To ensure a seamless check-in and boarding experience, we request you to report at least three (3) hours prior to the scheduled time of flight departure at the reservation counter.
- 2.1.3. Our Cabin crew members are trained in providing first aid assistance and the following assistance:
- a) An individual safety briefing to any passenger who may need the assistance of another person to move expeditiously to an exit in the event of an emergency.
 - b) An Individual safety briefing to any passenger whose disability prevents them from comprehending the safety information presented during our safety briefing.
 - c) Assistance with stowing and retrieving carry-on and assistive devices.
 - d) Assistance with opening food and drink items.
- 2.1.4. Our crew would not be able to assist you in the list of services given below:
- a) Administration of medication
 - b) Assistance in actual eating or drinking
 - c) Assistance within the restroom or other personal care needs. If assistance is required with any of these, we recommend that you travel with a Safety Assistant.
 - d) **Lavatories:** Our cabin crew can provide assistance in moving to and from the lavatory door, but will not be able to assist inside the lavatory.
- 2.1.5. **Boarding: "TEZ JET LLC"** offers pre-board courtesy for all our passengers needing assistance and is requested to let the gate staff know of the need to pre-board and are requested to be in the gate area when pre-boarding begins. Please note that our boarding gates close twenty-five (25) minutes (domestic) and twenty-five (25) minutes (international) prior to the scheduled departure time, post which boarding is not allowed. Also note that some airports are silent airports and no pre-departure announcements are made.

2.2. Requirement of Travelling with Trained Escort

A trained escort is any able-bodied certified Nurse, Paramedic, Doctor or Medical Practitioner personnel who is trained to handle a differently abled Passenger according to their medical disability. A trained escort should be at least eighteen (18) years old, physically and mentally able and willing to evacuate a Passenger with disability or reduced mobility in case of an emergency.

For any of Passenger travelling alone, they should be able to perform the following activities independently:

- i. Fasten and unfasten their seat belt
- ii. Put on and take off the life jacket
- iii. Leave the seat and Evacuate through emergency exit

- iv. Put on an oxygen mask

For certain Passengers we express our special concern and insist that they travel with a Trained Escort Only. Passengers who are likely to need a safety assistant are those:

- a) Passenger who have a severe learning or cognitive challenge which prevents them from understanding or reacting to safety instructions.
- b) Passengers who have a challenge that prevents them from moving without assistance to reach an emergency exit.
- c) Passengers travelling on a stretcher require a trained escort who is a medical/paramedic escort.
- d) Passengers with mental disability who are unable to comprehend or respond appropriately to safety instructions, including the regulatory safety briefing and any other safety related instructions provided in the aircraft.
- e) Passengers with mobility impairment so severe that the person is unable to physically assist in his or her own evacuation from the aircraft in case of an emergency.
- f) Passenger with severe hearing, vision and speech impairment - who cannot establish any means of communication with the crew on board that, is adequate both to allow transmission of the safety briefing and to enable the Passenger to assist in his or her own evacuation from the aircraft in the event of an emergency.
- g) Passengers who are unable to fasten and unfasten their seat belt.
- h) Passengers who are unable to put on and take off the life jacket.
- i) Passengers who are unable to leave their seat and evacuate themselves.
- j) Passengers who are unable to put on an oxygen mask.

3. PASSENGER WITH SENSORY IMPAIRMENTS

We at “**TEZ JET LLC**” are highly committed to passenger safety and convenience and put forward our best to ensure all our passengers experience the finest services on board our flight. “**TEZ JET LLC**” has learnt to interact with people with disabilities, and continue to find better ways to serve our passengers with special needs.

3.1. Visual Impairment

Please let us know what we can do to best assist you. Please find below some valuable information which would help you travel hassle free:

- a) Request for special assistance while making your reservation.
- b) Please reach the airport three (3) hours prior to the scheduled time of departure and inform our staff at the reservation desk. They would be happy to assist you with your check-in and boarding formalities.
- c) During the flight you may request our cabin crew for any assistance you may need.
- d) We can assist with carry-on items, assistive devices, getting to restrooms, opening snacks, and getting to the next gate if you have a connecting flight.

- e) To better accommodate your seating requirements, please select seats online.
- f) Do please note that some of the airports are silent airports and there are no pre-departure announcements made.

3.2. Visual & Hearing Impairment

Please let us know what we can do to best assist you. Please find below some valuable information which would help you travel hassle free:

- a) Request for special assistance while making your reservation
- b) Please reach the airport three (3) hours prior to the scheduled time of departure and inform our staff at the reservation desk. They would be happy to assist you with your check-in and boarding formalities
- c) During the flight you may request our cabin crew for any assistance you may need.

3.3. Hearing Impairment

Please let us know what we can do to best assist you. Please find below some valuable information which would help you travel hassle-free:

- a) Request for special assistance while making your reservation.
- b) Please reach the airport three (3) hours prior to the scheduled time of departure and inform our staff at the reservation desk. They would be happy to assist you with your check-in and boarding formalities.
- c) During the flight you may request our cabin crew for any assistance you may need.
- d) We can assist with carry-on items, assistive devices, getting to restrooms, opening snacks, and getting to the next gate if you have a connecting flight.
- e) To better accommodate your seating requirements please select seats online.

4. SERVICE/ GUIDE DOGS

“TEZ JET LLC” does not allow on its aircraft any service/ guide dog.

5. MOBILITY ASSISTANCE

- 5.1.1. “TEZ JET LLC” would be more than happy to provide a wheelchair as per the Passengers requirement. “TEZ JET LLC” request you to book a wheelchair at least forty eight (48) hours prior to departure. In order to ensure that you have a hassle free experience, we recommend that you reach the airport at least three (3) hours prior to departure and inform our reservation team. “TEZ JET LLC” airport (check/reservation) staff may ask you some questions to determine the level of assistance required.

- 5.1.2. **“TEZ JET LLC”** has wheelchairs available for use at all airport locations to assist with transportation from check-in to the boarding gate, while making connections (if applicable) and from the aircraft to the arrivals hall at the destination.
- 5.1.3. **“TEZ JET LLC”** wheelchair service is provided with an attendant (for pushing the wheelchair) to assist in transporting passenger from the reservation counter till check-in/special assistance counter and from check-in counter till the gate or the aircraft door.
- 5.1.4. Passengers travelling in a group of ten (10) or more and requiring wheelchairs may contact us by calling us at our call center at least forty eight (48) hours before scheduled departure.
- 5.1.5. If you are carrying your own wheelchair, please note the following:
- a) If Passengers wish to check-in their own wheel chair, our ground team member will provide assistance to fold / unfold the wheelchair under your supervision.
 - b) However, **“TEZ JET LLC”** shall not be liable for any damage arising while handling the wheelchair. We will return your wheelchair at the destination airport.
 - c) If you so wish to use your own wheelchair at the airport do let us know. **“TEZ JET LLC”** will take your wheelchair at the aircraft. This is also based on the security procedure of the airport.
 - d) In the event of loss or damage of wheelchairs, mobility equipment or assistive devices while being handled at the airport or transported on board aircraft will be compensated by the airline, airport operator, the relevant ground handling agency or organization which is responsible for such loss.
 - e) Acceptance of power driven wheelchairs/assistive devices using batteries shall be subject to applicable regulations governing carriage of dangerous goods.
 - f) If your wheelchair has been stowed in the hold, **“TEZ JET LLC”** will make every effort to return it to you as close to the aircraft door as possible. If this is not possible, **“TEZ JET LLC”** will make sure that there is a wheelchair available to assist you to the baggage reclaims area.

6. ASSISTIVE DEVICES

- 6.1.1. Assistive devices are not considered as part of the carry-on or checked baggage limit, however, for safety reasons they are subject to carry-on size and weight restrictions.
- 6.1.2. The following is a non-exhaustive list of assistive devices:
- a) Crutches
 - b) Cane
 - c) Child carriers/backpack carriers
 - d) Walker
 - e) Braces/Prosthesis
 - f) Manual powered wheelchair

- g) Strollers
 - h) Breast pump
 - i) POC and CPAP machines
- 6.1.3. Please note that our crew will help you fit these in the overhead bin of our aircraft. If these do not fit, **“TEZ JET LLC”** would keep it in aircraft hold, and it will be one of the first items brought to the aircraft door. Passenger may also request to pick it up at arrival hall.

7. SPINAL SUPPORT EQUIPMENT (SSE)

- 7.1.1. Passengers who bring their own spinal support equipment can call our call center, at least seven 48 hour prior to departure to inform us about their SSE specifications.
- 7.1.2. Our team will check and confirm if your equipment can be accommodated safely on our aircraft.
- 7.1.3. Passenger supplied spinal support equipment will be carried free of charge.

8. PASSENGERS WITH PSYCHIATRIC OR EMOTIONAL DISORDER

“TEZ JET LLC” would request our Passengers with psychiatric or emotional disorders to always travel with a trained escort.

The trained escort shall carry the treating physician’s certificate along with a prescription for a sedative medicine, which may be administered by the ground staff, prior to commencement of travel or as may be required en-route.

9. PASSENGER WITH COGNITIVE CHALLENGES / DEMENTIA / ALZHEIMER / AUTISM AND DOWN SYNDROME

If you have cognitive challenges, **“TEZ JET LLC”** awareness of the assistance needed is very important. These disabilities are not always obvious and each passenger's situation is unique. Please let us know about the assistance that you would require, at the time of making your reservation, at the airport and during the flight for ensuring that the correct assistance is provided. While making your reservation, please advise us about your specific requirements and the best way we can assist you.

10. INTERNAL MEDICAL DEVICES

- 10.1.1. If you are travelling with an internal medical device, such as a pacemaker or a defibrillator, kindly inform the security personnel conducting your screening, before the process begins.
- 10.1.2. In case you have an internally implanted brace, please carry a certificate specifying the same from your doctor.

11. PORTABLE OXYGEN CONCENTRATORS

“TEZ JET LLC” do not accepts portable oxygen concentrators in the aircraft.

12. PASSENGERS WITH CERTAIN ADVERSE MEDICAL CONDITIONS

- 12.1.1. Passengers who are ailing from any particular medical condition can travel on “TEZ JET LLC” after giving prior information regarding their medical condition, at least Forty Eight (48) hours prior to the scheduled departure of the flight, as per the medical form, in order for us to provide complete assistance to you.
- 12.1.2. In addition to the above, note the following;
- a) Passenger must also provide “TEZ JET LLC” regarding any hospitalization requirement upon arrival.
 - b) If a passenger is to be accompanied by a safety assistant during travel then his/her name and contact details must be shared with “TEZ JET LLC”.
 - c) “TEZ JET LLC” would like to mention that our cabin crew is not authorized to give special assistance (e.g. lifting, etc.). Cabin crews are trained only in first aid and are not permitted to administer any injection or to give medication. “TEZ JET LLC” neither facilitates nor allows carriage or usage of oxygen cylinders on board.

13. PASSENGERS REQUIRING STRETCHERS

“TEZ JET LLC” does not accept stretchers in the aircraft.

14. MEDICAL CONDITIONS

“TEZ JET LLC” reserves the right of carriage of passengers with below mentioned conditions:
NOTE: Carriage of passengers may be permitted on sole discretion of “TEZ JET LLC” upon submission of proper medical doctor certificates, medical records and/ or any other information/ documents asked by “TEZ JET LLC”.

- i. Cardiovascular & Other Circulatory Disorders
- ii. Blood Disorder
- iii. Communicable Infectious Disease
- iv. Ent Disorder (Ear, Nose & Throat)
- v. Eye Disorder
- vi. Respiratory Disorder
- vii. Central Nervous System
- viii. Gastro-Intestinal
- ix. Trauma
- x. Parkinsonism
- xi. Arthritis
- xii. High Blood Pressure

- xiii. Diabetic
- xiv. Chronic Renal Failure On Dialysis Or On CAPD
- xv. Fracture Mandible
- xvi. With Wired Jaw
- xvii. Deep Vein Thrombosis (DVT)
- xviii. Cancer Patients
- xix. After Radio nucleotide Therapy
- xx. Neuromuscular Disease
- xxi. Ventilators/ POCs
- xxii. Post Diving/ Decompression Sickness
- xxiii. Terminal Illness

15. PREGNANCY

For safe travel, we have a few requirements for our Passengers who are expecting mothers. We understand that pregnancy is not a medical condition unless there are known medical complications which can endanger the life of mother or the child. However we request you to avoid travelling after 28th week of pregnancy. **“TEZ JET LLC” does not accept carriage of passengers with complicated pregnancy.**

- i. 0 - 28 weeks: Fit to fly and MEDIF form is not required
- ii. 28 - 32 weeks: “Fit to Fly” certificate (Annexure -1) has to be approved by a doctor with aviation medicine experience.
- iii. Beyond 32nd weeks: **“TEZ JET LLC”** does not accept carriage of pregnant passenger.

The ‘fit to fly’ certificate should include the following details:

- a) Weeks of pregnancy
- b) Expected date of delivery
- c) Complications if present
- d) Fitness of travel

16. TRAVELLING WITH INFANT

At **“TEZ JET LLC”** we are committed to making our youngest passengers’ travel experience enjoyable and comfortable. Please see details below.

Age: Children above the age of seven (7) days, up to two (2) years are considered infants and need to be accompanied by an adult at all times throughout their journey. Before you come to the airport, please carry a valid proof of age for the infant. Some of the documents that we accept as proof of age include passport, birth certificate etc.

Seating: No extra seats may be booked for infants as they travel in a parent’s lap.

Number: Only one (1) infant per adult is permitted.

Fee: For infants not occupying a seat, a fee, as mentioned in fees and charges, per sector is applicable, such fees is inclusive of all applicable taxes including, but not limited to taxes, fees and surcharges.

Baggage allowance: We permit a hand baggage allowance of up to seven (7) kgs for every infant traveling with “TEZ JET LLC”.

17. UNACCOMPANIED MINOR

Children above the age of two (2) years and below the age of twelve (12) years are regarded as minors. “TEZ JET LLC” requires children between the ages of two (2) and five (12) to be accompanied by a companion aged eighteen (18) years or more.

Age of child	Unaccompanied Minor
Under 5 years	Unaccompanied Minor Not Permitted
5-12 years	Child can travel as Unaccompanied Minor

For ease of flying under the “Unaccompanied Minor”, we have certain requirements for which our passengers should follow:

At Departure:

- a) Please contact our reservation counter at the airport at least three (3) hours prior to departure.
- b) As a parent/guardian, you will be required to fill a form – Unaccompanied Minor. This form sets out the details of the parent/guardian receiving the child at the arrival airport. A copy of the signed form will be handed over to you.
- c) Please carry a valid photo-ID and proof of age for the unaccompanied minor at the time of check-in.
- d) “TEZ JET LLC” team member will take the child to the aircraft where our cabin crew will then look after them.
- e) The parent/guardian has to remain at the airport until the flight has departed.

On Board:

- During the flight our cabin crew will keep an eye on the child and will ensure they have everything they need.
- Meal and a beverage may not be included and may have to be purchased separately. Guardian/ Parent must declare in the unaccompanied minor form if the child is allergic to any particular food or beverage.
- Note: Please inform us if the child needs to be given any particular medication during the duration of the flight.

Transit/Transfer:

- If the stopover at transfer station is less than four (4) hours and if the child's entire journey is booked on "TEZ JET LLC", we shall be able to accept the child under Unaccompanied Minor.
- If the stopover at a transfer station is more than four (4) hours and/or involves a night halt and/or involves a transfer to another airline except "TEZ JET LLC", we shall not be able to accept the child under Unaccompanied Minor.

Upon arrival:

- When the flight arrives, "TEZ JET LLC" arrival team member will accompany and assist the child through the airport's arrival process.
- The nominee must be present / available at the arrival hall at least thirty (30) minutes prior to arrival of the flight to receive the child. If you are not allowed in the arrival hall, "TEZ JET LLC" staff will accompany the child outside the arrival hall.
- **On arrival, custody of the unaccompanied minor will be handed over ONLY to the person nominated in the UNMR form. Person receiving UNMR must present original government approved photo ID.**

18. ANNEXURE – 1 “FIT TO FLY”

TO WHOM IT MAY CONCERN – Fit To Fly Certificate

Patient Name	
DOB	
Last Menstrual Period	
Estimated Date of Confinement	
Proposed Dates Of Air Travel	

In my opinion the above mentioned lady has an uncomplicated single pregnancy of _____ week's gestation and is fit to fly for her booked journey with your airline.

Special Precautions (If any) _____

Yours Sincerely,

_____ Stamp & Signature of Doctor with Degree and Reg No

_____ Stamp of Hospital/ Med Establishment (Not required if the certificate is issued on the hospital letterhead)

Date:

19. ANNEXURE – 2 “APPLICATION for CARRIAGE OF MEDICAL PASSENGER”

Detailed Medical Certificate must accompany this completed form. Medical Passenger Completed Application to be forwarded to the “TEZ JET LLC” Headquarters (mentioned in the footer) for approval.

Sitting Case	
Passenger’s Last Name	
Passenger’s First Name	
“TEZ JET LLC” Flight Number	
Date of Travel	
Departure City	
Arrival City	
Permanent Address	
Departure Contact Telephone Number	
Arrival Contact Telephone Number	

Medical Details: To be completed by Passenger's Treating Doctor

1. Doctor's Name, Address, Tel / Fax No, Qualifications, Registration No

2. Patients' Name _____ Sex _____ Age _____

3. Diagnosis & Date of onset of illness _____

4. Is the disease contagious or infectious in any form? Yes / No

5. a) Present Symptoms

b) Prognosis during flight

6. Vital Parameters (Pulse, BP, Temperature, Respiratory rate, Level of Consciousness)

a. Normal / Abnormal (Please Specify) _____

7. Dyspnoea

Nil / On Accustomed Exertion / At Rest

8. Details of ongoing medical treatment / any special comments regarding treatment on flight

9. Does patient have full control of bowels / bladder? Yes / No

10. Can patient eat / drink unaided? Yes / No

11. Can patient use aircraft toilet unaided? Yes/ No

12. Does patient require wheelchair? Yes / No. If yes which of the following:

- a. To aircraft steps
- b. To the cabin door
- c. To seat

13. Does patient require Doctor/Qualified Nurse/Non-Medical Escort? Yes / No

14. Is patient accompanied? Yes/ No

15. If Yes, by whom _____

16. Have arrangements for Ambulance / Hospitalization made at departure/arrival airports?

If yes, give details _____

Have above details been specified to passenger? Yes / No

PASSENGER DECLARED FIT TO FLY - Yes / No

Signature: _____ Stamp: _____ Date: _____

Note: 1) The trained escort should ensure that all items / medical equipment brought on to the aircraft by the patient (needles, syringes, and unused medications) are removed at the time the patient disembarks from the aircraft.

Details of Unaccompanied Minor

Family Name		Gender	
Given Name		Date of Birth	
Age		Language Spoken	
Nationality		PNR	
Origin		Seat Number	
Destination		Flight Number	
Date of Travel			

Details of Parent / Guardian

Departure Station		Arrival Station	
Name		Name	
Address		Address	
Mobile Number		Mobile Number	
Photo ID Number		Photo ID Number	
Signature		Signature	

On arrival, custody of the unaccompanied minor will be handed over ONLY to the person nominated in the UNMR form. Person receiving UNMR must present original government approved photo ID.

Details of Airline Representative

Departure Station		Lead Crew		Arrival Station	
Name		Name		Name	
Designation		Designation		Designation	
E- Code		E- Code		E- Code	
Signature		Signature		Signature	

DECLARATION OF PARENT/GUARDIAN

1. I confirm that the liability of the carriers, and agents for all claims or damages arising howsoever in connection with the transportation of the above-mentioned minor, shall be limited in all respect in accordance with the Conditions of Contract printed on the passenger ticket(s) and the carriers, and agents shall have no further or other liability or responsibility.
2. I confirm that I have arranged for the above-mentioned minor to be accompanied to the airport on departure and to be met at arrival by the person named. These persons will remain at the airport until the flight has departed and/or be available at the airport at the scheduled time of arrival of the flight.
3. Should the minor not be met at the destination, I authorize the carrier to take whatever action they consider necessary to ensure the minor's safe custody including return of minor to the airport of departure, and I agree to indemnify and reimburse the carrier(s) for the cost and expenses incurred by them.
4. I certify that the minor possesses all travel documents (passport, visa, health certificate, etc.) required by applicable laws.
5. I, the undersigned parent or guardian of the above-mentioned minor, agree to and request the unaccompanied carriage of the minor named above and certify that the information provided is accurate.

Name of the Parent /Guardian:

Signature of the Parent/Guardian (Departure): Date:

Copy One	Copy Two	Copy Three	Copy Four
Parent/ Guardian	Departure Airport	Lead Crew	Arrival Airport