

SPECIAL ASSISTANCE PASSENGERS

Boliviana de Aviación Accessible



People with special needs or reduced mobility due to disability, age or any other factor should have the same opportunities to use air transport as other passengers.

Boliviana de Aviación, continuously work to offer a quality service and provide a comfortable and safe travel for all our users, with satisfaction, comfort and safety in their transport.

Our company offers its users the following facilities:

- Accessibility of aircraft.
- Appropriate and specific means and procedures for each case.
- Specialized staff with continuous training processes.

TYPES OF ASSISTANCE

Boliviana de Aviación, provides a series of services adapted to its users depending on the type of need you have to make your travel, these services are the following:

- Passengers with reduced mobility (PRM)
- Passengers with visual disabilities
- Passengers with hearing impairment
- Disabled passengers who need assistance
- Passengers with portable dialysis equipment
- Passengers who require oxygen concentrating equipment
- Passengers with assistance animals

All our passengers who require special assistance can check in their hand luggage for free if they require it.

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PASSENGERS WITH REDUCED MOBILITY

A person with reduced mobility is considered to be one who may need assistance from another person to go from one place to another, in the air terminal or on the aircraft.

In case of having any special requirement or wheelchair assistance, you should consider that given the characteristics of our aircraft and due to safety issues, there are limitations to provide these services, for this reason it will be necessary to consider the following:

WHEELCHAIR

Boliviana de Aviación offers its users wheelchair assistance service under the following characteristics:

- **Wheelchair to the access ramp (R):** The passenger can go up and down the stairs of the plane and walk to their seat.
- **Wheelchair to the plane (S):** The passenger CANNOT go up and down stairs, but, once inside the plane, walk to their seat.
- **Wheelchair to the seat (C):** the passenger cannot go up or down stairs or walk; you need to ride to your seat.

Depending on the particular needs of assistance for each case, it will be possible that the need for a companion is required during the entire trip, and on very exceptional occasions, the companion must be medical personnel, who, due to their training, can evaluate the state of health, being able to administer medication or other assistance required by the passenger

In case of traveling with a companion, the latter must, in a complementary way to the crew, collaborate with the evacuation in the event of a hypothetical emergency situation. In general, it is mandatory to travel accompanied when assistance is needed to perform any of the following actions:

- Get to an emergency exit
- Unbuckle or fasten the seat belt
- Perform basic physiological needs, as long as assistance is required inside the sink.
- Retrieve and put on the life jacket or oxygen mask

The person chosen for accompaniment must be 18 years old and have full autonomy (ABP).

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PASSENGERS TRAVELING WITH CAST (PLASTER)

If for any reason a cast is worn, on flights lasting more than two hours, the cast must have been in place for at least 48 hours or be open longitudinally. Authorization from the medical service is not necessary.

PASSENGERS WITH PORTABLE DIALYSIS EQUIPMENT (PDMS)

Transport of portable dialysis machines is allowed, as well as a limited amount (1 to 2 day supply) of fluids and supplies (medicines, syringes, and dialysis fluids). Make sure dialysis fluids are stored in airtight containers.

PASSENGERS REQUIRING OXYGEN CONCENTRATING EQUIPMENT (POC)

Boliviana de Aviación accepts portable oxygen concentrators (POCs) as long as they are approved by the FAA to be carried and used on board the passenger cabin at no additional charge.

Portable oxygen concentrators are considered assistive items. These do not count as carry-on baggage limits, regardless of whether or not they are used on board, they must be sized to fit under the seat or in the compartment above the seat.

When a passenger requests information on a specific POC, the following link should be consulted:

http://www.faa.gov/about/initiatives/cabin_safety/portable_oxygen/.

Requests for special assistance must be made at least 48 hours in advance of the scheduled departure of the flight, for guaranteeing acceptance of assistance.

ON-BOARD ACCESSIBILITY

Our fleet is adapted for the transport of passengers who require special assistance, with the following characteristics:

- Seats with folding armrests located in the aisles, except for the first row of economy class.
- Wheelchair on board. In long-range aircraft (B767 and B737-NG), a wheelchair is available on board to facilitate mobility within the aircraft for the passenger who needs it.
- Accessible toilets: Long-haul airplanes have adapted services and have more space that allows greater comfort and independence for people with special needs.

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WHEELCHAIR TRANSPORTATION

Passengers who, due to their particular circumstances, have their own wheelchair, can transport them in mailboxes on our aircraft, both those that are manual, as well as for electric chairs or any other mobility assistance equipment.

All passengers using wheelchairs will be placed in the window seats in the assigned areas on board our aircraft for their safe transportation.

These are the maximum amounts of assistances and wheelchairs that we can transport in our aircraft:

| Aircraft Type and Configuration | SPECIAL SERVICES and PRMs |
|---|---|
| Aircraft up to 50 passenger seats. | 3 (with a maximum of 1 full assistance chair) |
| Aircraft up to 200 passengers | 6 (with a maximum of 2 full assistance chairs) |
| Aircraft from 200 passengers to 400 passengers. | 10 (with a maximum of 4 full assistance chairs) |

Electric wheelchairs, must meet a series of technical requirements to be transported, and passengers must contact Boliviana de Aviación, at least 48 hours before the flight

EUROPEAN REGULATIONS ON ASSISTANCE TO PEOPLE WITH REDUCED MOBILITY

Within the territory of the European Union, assistance to Passengers with special needs begins from their arrival at the airport, where they must contact the entity in charge of the assistance service.

With the implementation of the European Union **Regulation 1107/2006**, ground assistance to Passengers with Reduced Mobility has become the responsibility of the Airport Managers or the agents they delegate to, so that the airlines need a minimum time to be able to communicate to the manager of the services.

Regulation CE 8/2008 on EU OPS standards, OPS 1.260 standard.

Law 51/2003, of December 2, on equal opportunities, non-discrimination and accessibility for people with special needs.

Royal Decree 1544/2007, of November 23, which regulates the basic conditions of accessibility and non-discrimination for the access and use of modes of transport for people with special needs.

Operative Circular 04/01 of the Directorate of Civil Aviation of Spain.

Resolution 700, and IATA Recommended Practices 1700, 1700a, 1700c, 1700d, and 1700e.