

Executive Summary

- Disability inclusion has significantly influenced the development of accessible tourism in profound ways. It has shifted the focus from mere compliance with accessibility standards to a broader perspective of creating welcoming and inclusive environments for all travelers.
- EGYPTAIR is committed to accessibility and inclusive travel experience geared towards the achievement of the universal 2030 agenda for sustainable development, accordingly all travelers must have barrier-free access either on ground or on-board by 2030.
- Based on the principles of the United Nations Convention on the Rights of Persons with Disabilities, adopted in 2006 and opened for signature in 2007, EGYPTAIR works to promote barrier-free services both on the ground and on board its aircrafts, ensuring equal access, non-discrimination, dignity and independent mobility for all passengers.
- These efforts are aligned with the International Civil Aviation Organization (ICAO) Standards and Recommended Practices, particularly those set out in Annex 9 (Facilitation) of the Chicago Convention, which call for the provision of accessible airport and airline services, appropriate assistance throughout the passenger journey, trained staff and the removal of physical, informational and procedural barriers for persons with disabilities and persons with reduced mobility.
- In addition, EGYPTAIR follows the guidance of the International Air Transport Association (IATA), which promotes a harmonized global approach to accessibility

through clear communication of assistance services, standardized special service request procedures, safe handling of mobility aids and assistive devices and continuous cooperation among airlines, airports and regulators to ensure safe, inclusive and dignified air travel for all.

General

In order to make your travel experience as pleasant and comfort as possible, request your type of assistance at least 48 hours before departure & arrive at the airport at least 3 hours before the scheduled departure time of your flight so we can provide you with the best possible service.

you can request assistance with us through [My Booking](#) on the website

Depending on an individual's condition, it may be necessary for some passengers with reduced mobility to prepare a Medical Information Form (MEDIF) and submit it in preparation for their flights for review and approval by EGYPTAIR. For more information about (MEDIF) please contact EGYPTAIR sales office.

Mailing Address : EGYPTAIR Admin. Complex middle Bldg.
4th Floor Finger 8 room 12 Airport Road, P.O Box 11776,
Cairo, Egypt

By telephone: +2 02 26963095

By hotline: 1717

By email: wecare@egyptair.com

As part of EGYPTAIR commitment to accessibility and inclusive travel, dedicated support is available for passengers



STAR ALLIANCE 

with hidden disabilities, including but not limited to autism spectrum conditions, cognitive disabilities, sensory sensitivities, anxiety-related conditions and other non-visible disabilities. Passengers requiring sensory or personalized assistance are kindly requested to send their flight ticket details at least 48 hours before the flight to: sensorysupport@egyptair.com Upon coordination, the EGYPTAIR PR and Accessibility Support Team will provide personalized “door-to-door” assistance at Cairo International Airport, ensuring a seamless and comfortable airport journey from arrival at the terminal until boarding the aircraft, as well as upon arrival when applicable. The service aims to reduce travel stress, facilitate airport procedures, and provide a supportive and dignified travel experience for passengers with hidden disabilities.

Lounges

- At Cairo International Airport, lounge specialists at the reception desks are professionally trained in PRM handling and in recognizing and supporting passengers with hidden disabilities, ensuring appropriate, respectful and tailored assistance from the first point of contact.

Accessibility plan, Description of feedback process and Progress Reports

- We're committed to an inclusive and accessible travel experience for all, we highly value the lived experiences of individuals with disabilities and believe that continuous

input from our customers with disabilities is essential for enhancing the accessibility of our services.

- Our feedback process is easy and accessible. Simply share your feedback through any of the channels listed below. Our Accessibility Team, managed by the Public Relations General Department based at Cairo International Airport will acknowledge receipt of any feedback provided (other than anonymous feedback) and will reply in the same manner as received.

By mail: EGYPTAIR Admin. Complex middle Bldg. 4th Floor Finger 8 room 12 Airport Road, P.O Box 11776, Cairo, Egypt

By telephone: +2 02 26963095

Hotline: 1717

By email: wecare@egyptair.com , pr.gm.al@egyptair.com , saharemam@egyptair.com

- You can also provide anonymous feedback to EGYPTAIR concerning the plan via the below feedback form.

- Feedback will be received in the same manner in which it was received. For example, if the feedback was received by email, it must be acknowledged by return email, etc.

[Accessibility plan feedback form](#)

EGYPTAIR provides alternate formats of the Accessibility Plan, the description of the feedback process and progress reports upon request.

Feedback Information

EGYPTAIR is committed to continuously improving accessibility for all passengers. Feedback received through the established feedback process will be carefully reviewed and considered when evaluating current services and identifying opportunities for improvement.

EGYPTAIR will take a proactive approach in assessing the feedback received and integrating relevant insights into future accessibility initiatives. A summary of feedback received and the actions taken in response will be reported in EGYPTAIR's next Accessibility Progress Report.

Consultations

- Out of our continued commitment to advancing accessibility, EgyptAir has been an active member of the IATA Accessibility Working Group since 2019. Through this engagement, we contribute to the development of industry best practices, shared in writing the IATA accessibility manual and collaborate with global stakeholders to enhance inclusive air travel.

In line with this commitment, EgyptAir participated in the ICAO/IATA/ACI symposium on Accessibility Forum in 2024 in Montreal, as well as the IATA Day in Jeddah, where we contributed to discussions on accessibility,

shared insights and exchanged updates and data with international partners. These engagements reflect our proactive approach to staying aligned with global standards and continuously improving the travel experience for all passengers.

Disability inclusion has raised awareness and sensitivity among tourism and aviation service providers regarding the diverse needs and preferences of travelers with disabilities. This awareness has encouraged a more empathetic, customer-centric approach to service delivery.

Our commitment to enhancing accessibility is a continuous journey that relies on ongoing dialogue and consultation with stakeholders. Disability inclusion has also fostered collaboration and partnerships between aviation and tourism industry stakeholders and disability advocacy organizations. These partnerships have resulted in co-created solutions, innovative initiatives, and shared resources aimed at promoting accessibility and inclusion in travel and tourism.

Worth mentioning are some of our key stakeholders:

1. PRM passengers
2. Airport PRM handlers
3. People of determination communities
4. Disabled athletes
5. Paralympic players

6. Disability alliances in Egypt

7. Egyptian Autistic Society as a consultation partner to better understand the needs and expectations of autistic passengers and travelers with hidden disabilities

We are dedicated to understanding and dismantling the barriers our customers may face and strive to achieve barrier-free services and a wheelchair-friendly airport environment.

EGYPTAIR has actively sought and incorporated feedback from a variety of stakeholders to inform the accessibility plan. This includes:

1. Frequent PRM passengers who regularly travel with the airline
2. Paralympic athletes in Egypt with direct experience navigating airports and air travel
3. Social media influencers who frequently fly and share accessibility experiences
4. Autism and hidden disability advocates and organizations providing consultation on sensory-friendly travel experiences

Their input has helped shape the plan's recommendations and improvements, ensuring that it reflects practical, real-world experiences of passengers with disabilities and hidden disabilities alike.

Built Environment

EGYPTAIR is committed to ensuring that its airport facilities meet international accessibility standards and provide a barrier-free experience for PRMs. In line with all accessibility requirements, EGYPTAIR has implemented the following measures at Cairo International Airport:

Barriers identified

- Accessibility is inconsistent in buildings, lounges and terminals
- Wayfinding and signage is sometimes complex or difficult to navigate

Actions achieved or in progress

-
- A designed labeled accessible room for hidden disabilities has been recently launched to accommodate the needs of this type of passengers till escorting them with our PR team to the aircraft.
-

Designated PRM Areas and Counters:

- - Clearly marked drop-off and pick-up points for PRMs.
 - Dedicated check-in counters with accessible heights and space for wheelchairs.

- A welcomed PRM counter with signages and trained personnel
- Mobility-Friendly Pathways:
 - Smooth, unobstructed routes connecting terminals, gates and services.
 - Ramps and lifts where level changes occur, ensuring safe and independent movement.
 - Instructions are filmed on videos for the use of lifts and electrical escalators
- Accessible Toilets and Facilities:
 - Toilets equipped with grab bars, wider doors and sufficient turning space.
 - Family/assistance toilets available for passengers needing additional support.
 - Helpers at every toilet for the PRM traveling alone
- Seating and Boarding:
- Aisle seats with moveable armrests where required by regulations.
- Accessible seating in waiting areas and lounges for easy transfer from wheelchairs.
- Dedicated and labeled seating area next to two dedicated check in counters at terminal 3
- Dedicated immigration lines at departure and arrival.
- Dedicated Security lines at departure .
- Signage and Wayfinding:
 - Clear, high-contrast signage indicating accessible routes and facilities.
- Boarding Assistance Equipment:
 - Provision of boarding ramps and lifts as required.



STAR ALLIANCE 

- Use of specialized equipment for safe transfer onto aircraft.

Plans to identify, remove and prevent barriers

- Digitalization of the PRM handling at Cairo International Airport

Employment

- Egypt has declared 2018 as the year of persons with disabilities which is a step taken for disability inclusion. Law no.10 /2018 was legislated in Egypt for the rights of people with disabilities granting them to work in the public sector.
- EGYPTAIR is committed to hire 5 % of the total force from disabled persons and ensuring workplace is accessible. Our facilities, equipment, and communication channels are designed to accommodate the needs of individuals with disabilities, in accordance with relevant accessibility standards.

Internship Programs:

In order to spread the disability inclusion awareness and reach an optimum level of delivering the PRM service at the airport, EGYPTAIR launched an internship program for college graduates to train them during summer to serve PRM at the airport

<https://training.egyptair.com/Promo/PROJTSpecialCare>

Training:

Training and education programs focused on disability awareness, etiquette and best practices for accommodating guests with disabilities. This has empowered staff to provide better service and support to all travelers.

So, upon joining EGYPTAIR, all Public Relations teams receive Customer Service training. This training provides colleagues with interactive training, to understand different types of disabilities, and how they can support our customers best, making travel simple and easy and accessible to all.

Once fully trained, our team have access to on-job training to recognize the needs of customers with disabilities and provide customer service in line with their needs EGYPTAIR is committed to making our PRM journeys as simple and easy as possible.

Uniform:

All PRM handlers are wearing phosphoric vest holding the PRM sign to be identified at the airport.

Information and communication technologies (ICT)

Barriers identified

- Limited compatibility of some digital platforms with assistive technologies, such as screen readers and voice recognition software.
- Insufficient use of alternative text for images, icons, or non-text content, affecting passengers with visual impairments.

- Challenges related to color contrast, font size, and text scalability, which may impact users with low vision.
- Digital documents or content not consistently available in accessible formats for persons with disabilities.
- Complex navigation structures or dense information that may present difficulties for users with cognitive or learning disabilities.
- Limited availability of plain language or simplified instructions across digital communication channels.
- Inconsistent provision of real-time information in accessible formats during operational disruptions or schedule changes.
- Reliance on digital-only communication channels in certain situations, which may create barriers for passengers who require alternative methods of communication.

Actions achieved or in progress

For Information and communication technologies (ICT)
EGYPTAIR uses a Role Based Guidance Documentation.
Which includes:

- Keyboard and Other Input Devices
- Alternative text for images
- Headings
- Lists
- Data tables
- Link names
- Page titles
- Plain English

EGYPTAIR will continue to improve and enhance accessibility on its website. This is either through re-design, improvement, or re-platforming. our future plan includes:

- Magnification and Contrast
- Screen Readers
- Deafness and Cognition
- Text contrast
- Graphics contrast
- Text spacing

Communication other than ICT

- EGYPTAIR is committed to improving interactions with both passengers and employees by addressing communication-related barriers. Our goal is to deliver information and advertise our products and services in the most accessible manner possible.
- Documents, newsletters, advertisements and other communication may not always be accessible
- Alternate options and methods of communication are not consistently mentioned in marketing materials or advertisements
- Primary communication with passengers is in writing (email, website, mobile apps) which can be difficult for persons with visual impediments

Actions achieved or in progress



STAR ALLIANCE 

A designated email for hidden disabilities cases to send through it the flight ticket in advance to escort the passenger till the aircraft door sensorysupport@egyptair.com

EGYPTAIR has established guidelines and trained its staff, for interacting with passengers with disabilities in order to create awareness for correct communication and the correct provision of services.

Continuous refinement of communication guidelines to create content that is simple, concise and easy to understand

Plans to identify, remove and prevent barriers

- Improve customer awareness of the services provided in alternative formats
- Enhance employee trainings on accessibility awareness towards customers
- Ensure accessibility needs receive consideration in the development of marketing and advertising materials
- Create awareness for more accessibility in all communications

Design and delivery of services and goods

EGYPTAIR is committed to designing and delivering its services in a manner that is fully accessible to passengers with reduced mobility and other disabilities. This commitment is reflected in the following practices:

Barriers identified

- Some passengers face difficulties during the on-boarding and de-boarding process, especially when boarding with all other passengers
- Passengers with battery-powered mobility devices face challenges before and during their travel
- Checked-in mobility devices may be left behind or delayed during peak operations
- Passengers may face difficulties seeking support from our ground and in-flight staff
- On-board food and beverage service may be not fully accessible (obtain menu information, certain dietary restrictions, allergies, etc.)

Actions achieved or in progress

- - A designated email for hidden disabilities cases to send through it the flight ticket in advance to escort the passenger till the aircraft door
sensorysupport@egyptair.com
 - A special sensory room is designed for them to prevent any over stimulation for them

EGYPTAIR provides extensive pre-flight information for persons with disabilities

- PRM passengers are offered tailored support from check-in to boarding, during transit and on arrival.

- Assistance includes wheelchair services, escorting through the terminal and help with luggage as needed.
- Golf carts are provided at both Toronto and Cairo airports to facilitate easy transport across long distances within the terminals.
- Signed wheelchairs are used to clearly identify PRMs requiring assistance, ensuring staff can provide timely and personalized support.
- All PRM-handling staff receive specialized training in assisting passengers with various disabilities, following strict SOPs to maintain dignity, safety and efficiency.
- EGYPTAIR has installed retraceable armrests on seats in all travel classes to provide better access to/from passengers' seats
- Each aircraft provides at least one accessible lavatory and an on-board wheelchair
- Safety videos and entertainment on board include subtitles in various languages
- On some aircrafts there are at least one safety instructions card in braille

Plans to identify, remove and prevent barriers

- Enhance efforts to provide better and more accessible pre-flight information to persons with disabilities depending on their specific needs
- New tailored high loaders and buses accommodating the needs of PRM
- EGYPTAIR is planning to digitalize its PRM assistance services at Cairo Airport following the opening of Terminal 4. This initiative will leverage technology to streamline the

request, tracking and delivery of assistance, enhancing efficiency and independence for passengers with reduced mobility. The digital platform will allow PRMs to request services in advance, monitor assistance in real time

Transportations

- Please refer to the design and delivery of services and goods above.

Provisions of CTA accessibility-related regulations

- We're subject to applicable sections of Part 2, Service Requirements Applicable to Carriers, of the Accessible Transportation for Persons with Disabilities Regulations (SOR/2019-244).

Procurement of goods, services and facilities

Barriers identified

- Limited availability of suppliers or service providers that fully meet accessibility and inclusive design expectations.
- Variations in accessibility standards and practices among third-party contractors and service providers.
- Accessibility services are provided free of charge, which limits the availability of dedicated revenue streams to support procurement, upgrades and expansion of accessible goods, services and facilities.
- High capital and maintenance costs associated with specialized accessibility equipment (such as PRM lifting devices, mobility aids and assistive technologies).

- Budgetary constraints that may affect the pace of replacement or modernization of legacy equipment and facilities procured before accessibility requirements were fully integrated.
- Competing operational priorities that require balancing accessibility investments with other safety, operational, and infrastructure needs.
- Financial implications related to training, auditing and monitoring third-party service providers to ensure compliance with accessibility expectations.
- Costs associated with potential damage, repair, or liability for passengers' personal mobility devices during handling operations.

Actions achieved or in progress

- Integrating the high traffic of hidden disabilities passengers to accommodate their inventory needs into the annual budgeting to be able for tailored procurement planning
- Integrating PRM traffic growth trends into annual budgeting, procurement planning, and capacity assessments to ensure the sustainable delivery of free accessibility services.
- Monitoring maintenance and lifecycle costs of accessibility equipment to optimize usage and extend service life where possible.
 - Collecting data and passenger feedback to support evidence-based prioritization of future accessibility investments.



STAR ALLIANCE 

- Exploring cost-sharing, partnerships and sponsorship opportunities with airport stakeholders, service providers and corporate partners to support accessibility initiatives.
- Set all accessibility and PRM digitalization requirements into the new terminal 4 initial design plan

EGYPTAIR PRM Handling Procedures & Logistics

EGYPTAIR customer service representatives and public relations representatives are available at departure and arrival locations to extend care and assistance to passengers with special needs (Those are passengers with reduced mobility, with physical or mental disability and elderly Passengers as well as hidden disabilities).

For all passengers departing from Cairo international airport (Terminal 3), kindly contact our public relation on 0020128666701, 30 minutes before arriving the terminal. For More inquiries, you can send an email on pr.techgm.al@egyptair.com / (pr.gm.al@egyptair.com)

As for passengers departing from Toronto international airport, kindly contact: Toronto Station Manager on Tel: +16477402572

For More inquiries, you can send an email on (toronto_kk@egyptair.com)

What Can You Bring?

Planning ahead and packing properly can facilitate the screening process and ease your travel experience at the airport. Know what you can pack in your carry-on and checked baggage before arriving at the airport. Even if an item is generally permitted, it



STAR ALLIANCE 

may be subject to additional screening or not allowed through the checkpoint if it triggers an alarm during the screening process, appears to have been tampered with, or poses other security concerns.

The final decision rests with the security authorities on whether an item is allowed through the checkpoint. Any sharp objects in checked baggage should be sheathed or securely wrapped to prevent injury to baggage handlers and inspectors.

Carrying Medical Equipment on Board

If you need to travel with medication, medical equipment or devices, such as CPAP machines, or hearing aids that emit radio waves, be prepared to provide the manufacturer, product name, model, size, battery type, etc.

Please note that we may check (security screening) your equipment again at the airport before departure.

Note: Scissors, even those that are part of medical equipment, cannot be carried on board.

For medication, a copy of the prescription or a medical certificate issued by a medical practitioner indicating the name of the illness, etc., may be requested at security.

In addition, the final decision rests with the security authorities on whether an item is allowed through the checkpoint.

Medications & Needles

Generally, customers are permitted to carry medications and associated supplies (including needles, syringes, and auto-injectors) for the treatment and control of their medical conditions onboard. Ensure adequate supplies of medication are carried in both carry-on and checked in luggage.

Regulations from Different Countries

The legal status of different types of medicine can vary from country to country and the carriage requirements are not consistently enforced. This applies to both over-the-counter and prescription medications.

To ensure a smooth transition through local security or customs, you are recommended to carry a letter from your doctor confirming that you have need of such medication and have them clearly labelled along with their generic names if possible.

Needles & Syringes

Bringing needles on board may be subject to the local country's safety and security clearance procedures and it is beyond the control of the airline. Please check with the specific country's security and customs agencies you are transitioning through.

It is recommended that the syringes and injectable medications are carried together and be clearly labelled to identify your name



STAR ALLIANCE 

and the medication OR that you carry a medical certificate or supporting letter from your doctor indicating your name and the medication.

Refrigeration of Medication inflight

EGYPTAIR will not be able to refrigerate your medication. If you are bringing medication which requires refrigeration, you should pack them into a cool bag or vacuum flask along with dry ice in quantities of less than 2.5kg (5.5lbs) – all suitably packed to allow the carbon dioxide gases to evaporate freely. Please inform our airport staff that you are bringing dry ice onto the flight during the check in procedures.

Before your flight:

Review medication regulations with the relevant authorities, especially for travel with controlled drug.

Carry medicines in a correctly labelled container as issued by the pharmacist, carry a copy of all prescriptions, including generic names for drugs, along with the actual medication in the hand luggage, especially for controlled substances and injectable.

Wheelchair Assistance

We provide wheelchairs for mobility impaired customers to use on the way to the aircraft, during the flight and when disembarking after the flight. For this reason, you do not need to



STAR ALLIANCE 

use your own wheelchair, which we will carry free of charge in the aircraft hold.

We can accommodate the following maximum dimensions for wheelchairs, according to aircraft type:

- A330-300 (W 95 * H 62 Cm)
- B787 (W 1.01 * H 1.14 Cm)
- B 777 - 300 (W 83 * H 110 Cm)

Note: Suitable packing or wrapping is required for the wheelchair.

Customers travelling on wheelchairs will be accepted for travel on EGYPTAIR flights without escorts and do not require medical clearance.

Only customers who need care / assistance during the trip (such as feeding or using the toilet) or unable to help themselves during emergency evacuation or failed to follow the safety instructions of our cabin crew must have escort to assist them.

If you are travelling in a group requiring wheelchairs, please contact our EGYPTAIR sales office or our call center for prior arrangements (at least 48 hours before your schedule flight departure).

EGYPTAIR provides the following wheelchairs category:

- **WCHR** – Wheelchair Ramp: Customer only requires wheelchair to cover longer distances, but able to climb the aircraft stairs Independently.

- **WCHS** – Wheelchair Steps: Customer not able to climb stairs but can cover short distances on foot.
- **WCHC** – Wheelchair Cabin Seat: Customer is completely Immobile.
-
- **Hidden Disabilities Passengers:**

Passengers requiring sensory or personalized assistance at Cairo International Airport are kindly requested to follow the below steps:

Step 1 – Advance Request

Passengers should send their flight ticket details and assistance request in advance to:
sensorysupport@egyptair.com

The email should preferably include:

Passenger flight ticket

Type of required assistance or sensory support needs

Contact number of the passenger or companion

The EgyptAir PR and Accessibility Support Team will review the request and coordinate the required arrangements prior to travel. Upon arrival at the airport terminal, a dedicated support representative will meet the passenger and provide personalized assistance throughout the airport journey. The assistance service may include support through terminal entry procedures, Check-in



STAR ALLIANCE 

procedures, Guidance through airport facilities and waiting areas and Escort to boarding gates and aircraft boarding

For eligible arrival requests, assistance may also be arranged upon landing to support the passenger from aircraft arrival until terminal exit.

The service is designed to provide a seamless, comfortable, and stress-reduced travel experience for passengers with hidden disabilities and sensory sensitivities.

On Board

Seats close to cabin attendants and lavatories are assigned to passengers with special needs to ensure their comfort onboard.

Most of our aircrafts are equipped with retractable armrests including the aisle seats.

EGYPTAIR accept all types of battery-powered wheelchairs as checked baggage such as wheelchairs with dry cell battery, gel cell battery, or non-spill able electric storage batteries. (WET BATTERY IS NOT ACCEPTED).

For your convenience, we provide wheelchairs, medical lifts, sheets, pillows and blankets free of charge.

You can place your request for assistance from among the following selections:



STAR ALLIANCE 

Therapeutic Oxygen

Passenger needs therapeutic oxygen provided in-flight. A 48-hour notice is required, and a Special Assistance Coordinator will confirm the availability of this request.

The Passenger is required to have a completed copy of Medical Information (MEDIF), a doctor need to specify if the passenger needs hi-flow or low-flow.

- Low flow (2 liter / Min) – Duration: 120 minutes
- High flow (4 liter / Min) – Duration: 60 minutes

A 72-hour advance notice is required for cancellations of therapeutic oxygen to ensure reusability of the oxygen unit.

Visually Impaired

An attendant must accompany visually impaired children under 12 years of age.

Dial 1-800-855-0511. Relay operator will connect with you who then communicate with EGYPTAIR Reservation Office.

Hearing Impaired

Someone who is known to them should preferably escort hearing impaired children under the age of 15.

TTY: If you have a teletypewriter (TTY), you can contact us for reservation related matters:

- Dial 711
- Once connected to the operator, type 416-960-0009



STAR ALLIANCE 

- Operator will dial and connect you with EGYPTAIR Reservation office
- Use Teletype to communicate with the operator who will connect to the EGYPTAIR reservation office

Stretcher Case

- Stretchers will be provided upon request and subject to availability.
- Customers on stretchers are accepted in economy class only.
- Escort is required with the customers travelling on STCR.
- The escort accompanying the stretcher case will be charged any available fare for the trip to be undertaken.
- The customer is required to have a completed copy of Medical Information Form filled and completed by his doctor and state that the customer is fit to fly. (Please be informed that the medical clearance form is available at EGYPTAIR sales office).
- Additional fee is applied for stretcher service. Please contact EGYPTAIR sales office or our call center for more information.

Our charges do not include:

- Ambulance, hospitalization, and other ground expense
- The ticket(s) and expenses of your escort
- The required reservations for the entire trip have to be made prior to departure.



STAR ALLIANCE 

The customer will be responsible to arrange the ambulance transportation and/or all expenses incurred at stations for medical or special attention.

Note: customer travelling on STCR should be present at the airport of departure at least (3 hours for the international flight and 2 hours for domestic flight) prior to their schedule time of departure.

Please be informed that the procedures for accepting STCR is subject to the airport regulations, rules and to the local conditions.

All arrival information (Name of the hospital, ambulance contact, etc) to Egyptair before departure.

Note: STCR cases are only acceptable on flights operated by EGYPTAIR only.

Accessible Toilets

Lavatory for the handicapped. A Specially-designed lavatory has been constructed for an ease of use for handicapped passengers. This is wide enough to accommodate a wheelchair, if necessary, on board, at Cairo Airport, at the lounges and at Toronto Airport.

Service Animals

- An exception applies to certified assistance dogs accompanying visually impaired customers and customers with reduced mobility dependent on their help. Assistance dogs are transported free of charge in the customer cabin

provided they wear a harness, are on a leash and have a training certificate and all travel documents required.

- Service animals (Seeing eye dogs, hearing aid dogs, etc.) are carried free of charge subject to aircraft type (for more information, please contact your nearest EGYPTAIR Office).
- Service animals remain subject to custom regulations at the country of transit and destination.
- Documentation on letterhead from a licensed mental health professional, dated within the past 12 months, stating that the customer is under professional care for a mental-health-related disability, and that the animal's assistance is essential to his or her mental health.
- Such animals should be accompanied with valid health and vaccination certificates/entry permit.
- Service animals are accepted in the customer cabin when properly harnessed and not occupying a seat, and should be sitting at customer's feet, subject to prior arrangements being made with EGYPTAIR, and are exempted from any weight limitation and container requirements.
- In case of animals being disruptive or the animal is too big to fit in the customer cabin, then it must be caged and accepted as checked baggage, or else the customer will be offloaded.

NB: The above-mentioned notes only apply for EGYPTAIR operated flights. If you have a connecting flight on a different airline, please refer to its live animals' regulations.

NB: The above-mentioned rules are applied only for flights operated by EGYPTAIR and in case of Code-Share flights



STAR ALLIANCE 

operated by other carrier please refer to EGYPTAIR call center or the nearest EGYPTAIR Sales offices. NB: customers with a connection flight must carry empty cages.

Passengers with High Body Mass

For your comfort, if you require a second seat, remember to indicate this when making your reservation. EGYPTAIR agents will notify you of availability. Booking a second seat guarantees you a more comfortable and non-restrictive trip.

If the flight is full and you have not reserved a second seat, you may be refused permission to board for safety reasons if your body mass does not allow you to sit in a single seat.

Personal Portable Oxygen Concentrators (PPOC)

You should contact EGYPTAIR sales office or our call center at least 48 hours in advance of your flight to let us know about your special medical requirements, and a Special Assistance Coordinator will confirm the availability of this request.

The customer must hold a Medical Information Form (MEDIF), filled and completed by his doctor. (Please be informed that the medical clearance form is available at EGYPTAIR sales office). The customer must be capable of hearing the portable oxygen and be able to take appropriate action in response to these warnings, or travel with a companion capable of doing so.

The PPOC must have a label attached indicating that it has been approved for use in the aircraft. (Please contact EGYPTAIR



STAR ALLIANCE 

sales office or our call center for more details about the approved PPOC type). EGYPTAIR doesn't guarantee to provide electricity on board for the operation of the PPOC.

The customer is fully responsible for his PPOC and must have a sufficient number of fully charged batteries to cover no less than 1.5 times of the expected maximum flight duration which is based on the scheduled flight time and factors such as weather conditions, traffic delays and other conditions that may delay travel.

PPOC and their supplemental batteries are permitted in addition to the carry-on baggage allowance. The customer must place the extra batteries in the carry-on baggage and must pack it in a manner that protects them from damage.

The customers must ensure that their PPOC is free of oil, grease or other petroleum products and is in good conditions free from damage. Customers holding PPOC and holding connecting flight on another airline or travelling on code-share flight, customers must contact the operating carrier to obtain their approvals.

Continuous Positive Airway Pressure (CPAP)

You should contact EGYPTAIR sales office or our call center at least 48 hours in advance of your flight to let us know about your special medical requirements, and a Special Assistance Coordinator will confirm the availability of this request. The customer must hold a Medical Information Form (MEDIF), filled and completed by his doctor. (Please be informed that the medical clearance form is available at EGYPTAIR sales office).



STAR ALLIANCE 

For safety reasons, the CPAP machine needs to be switched off and stowed for taxi, take off, landing and during abnormal or emergency situations. The CPAP must have a label attached indicating that it has been approved for use in the aircraft. (Please contact EGYPTAIR sales office or our call center for more details about the approved CPAP type).

The customer must make sure that the CPAP is designed and certified for use in the aviation environment as the pressure changes and the CPAP might not operate efficiently during the flight.

EGYPTAIR doesn't guarantee to provide electricity on board for the operation of the CPAP. The customer is fully responsible for his CPAP and must have a sufficient number of fully charged batteries to cover no less than 1.5 times of the expected maximum flight duration which is based on the scheduled flight time and factors such as weather conditions, traffic delays and other conditions that may delay travel.

CPAP and their supplemental batteries are permitted in addition to the carry-on baggage allowance. The customer must place the extra batteries in the carry-on baggage and must pack it in a manner that protects them from damage. The customers must ensure that their CPAP is free of oil, grease or other petroleum products and is in good conditions free from damage.

Note: Customers holding CPAP and holding connecting flight on another airline or travelling on code-share flight, customers must contact the operating carrier to obtain their approvals.



STAR ALLIANCE 