

## **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.

Based on the principles of the 2007 International Convention on the Rights of persons with disabilities, EGYPTAIR works to promote the Barrier-free services on ground and on board.

By engaging with passengers with reduced mobility (PRM) and learning from their experiences, feedback and their needs, EGYPTAIR is redesigning its accessibility plan to approach every disability and embrace this sector with ease and fulfillment.

## **General:**

Working towards the Sustainable Development goals, EGYPTAIR incorporated disability inclusion principles while developing the accessibility plan

All travelers must have barrier-free access either on ground or on board

Persons with disabilities must be involved in the development and design of policies, programs and services.

The development and revision of accessibility standards and the making of regulations must be done to achieve the highest level of accessibility for persons with disabilities.

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

If you can't find the type or level of service you need, please contact EGYPTAIR sales office.

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.

You can print alternative accessibility plan format, including large print or standard print.

All passengers travelling From Egypt to Canada & vice versa, and holding Power Mobility Aid, must fill & print 2 copies of This Form & If you would like to submit a High Value Declaration, please fill and print This Form.

You can also send your feedback:

In person, GM. Customer Services Development

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

By email: [wecare@egyptair.com](mailto:wecare@egyptair.com)

## On Ground

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).

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)

Rates apply per direction.

### 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 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 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 in flight

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 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 backing 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

For more info click [here](#)

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

### On Board

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

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 more information, [Click Here](#).

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:

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.

Type specified by doctor

Low flow (2 liter / Min )

High flow ( 4 liter / Min )

Duration (minutes)      120 minutes    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.

Video Replay:

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

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.

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.

PLEASE PROVIDE ALL ARRIVAL INFORMATION (NAME OF THE HOSPITAL, AMBULANCE CONTACT, ETC. \_) TO EGYPTAIR STAFF 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.

### 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 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.

Please note:

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 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.

Note 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.

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).

For safety reason 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 for 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 PPOC.

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.

### 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).

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.

For more information about Services under the Canadian Transportation Agency & ATPDR, kindly [Click Here](#)

### **Feedback Process and Contact information:**

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.

Recognizing that a barrier-free travel experience requires active involvement and feedback from the PRM, feedback is welcomed and can be provided through the following channels:

[sahar.emam@egyptair.com](mailto:sahar.emam@egyptair.com)

wecare@egyptair.com

pr.gm.al@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

We Care

You can also send your feedback:

In person, GM. Customer Services Development

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

By email: [wecare@egyptair.com](mailto:wecare@egyptair.com)

**Consultations:**

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

Our commitment to enhancing accessibility is a continuous journey that involves dialogue and consultation with stakeholders.

Disability inclusion has 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 tourism.

Some of the delivered buggies at Cairo International airport are sponsored by hotels.

Worth mentioning who are our stakeholders: -

Our PRM

Airports PRM handlers

People of determination communities

Disabled Athletes

Paralympic players

Disability Alliances in Egypt

We're dedicated to understanding and dismantling the barriers our customers face, and strive to reach barrier-free service and a wheelchair friendly airport.

### **Built Environment:**

#### Airport Signages

All signages from footprints, wayfinding's are carefully managed with the terminal authority ensuring easy transfer and navigation between terminals.

### **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):

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. This dedication extends to conveying information through various accessible channels and consulting individuals with disabilities to determine the most effective means of communication across all aspects of our services.

### **Design and delivery of services and goods:**

Inclusion has driven improvements in infrastructure and design, leading to the creation of barrier-free environments.

This includes features such as ramps, accessible transportation, tactile paths, and adaptive technologies that enhance the overall accessibility of tourism destinations.

EGYPTAIR public relations team is the department responsible for the handling of the PRM at Cairo International airport through the following:

Before the Security

Two welcome counters at the airport entrance holding the PRM sign for passengers to show up 3 hours before the flight time as mentioned on the website.

A bigger welcome counter before the security line holding the sunflower sign to assist the hidden disabilities inquiries.

A mobile number is listed on the website to easily connect with the team.

The pre-requested inquiries are done during the tickets issuing.

All pre-requested inquiries wheelchairs are set ready at the above-mentioned counters with the PRM handlers.

The earlier check in the more convenient service received.

The pre-requested services are served before the ad hoc inquiries.

At the check in counter

A dedicated counter for PRM #355 for check in procedures available for all flights except the flights who have certain security procedures like Canada and USA flights, they have dedicated counters.

Immigration Kiosk

A dedicated immigration kiosk for PRM #14 (departure) either navigating alone or escorted with a handler.

A dedicated immigration kiosk for PRM #6 (arrival) either navigating alone or escorted with a handler

The kiosks are identified by PRM sign

Assembly point after the immigration

A dedicated assembly point for PRM after the immigration.

Assembly dedicated area where the handlers pick up the PRM with a wheelchair or a buggy or an escort

Assembly point in front of the gates

Assigned waiting area in front of the gates and labeled with PRM sign

Arrival Phase

PRM handlers with PR agent awaits at the aircraft door PRM requests with the assigned service (wheelchair - buggy -high loader - escort handler)

“All PRM are announced before landing to wait for the requested service to arrive “

Lounge

Public relations are also responsible for the lounge's operation at Cairo International airport and making sure of the availability of the accessible washrooms and lounges agents are trained to help PRM.

### **Transportations:**

In case of bus gate, during departure all PRM are transported by high loaders to aircraft, then from aircraft to gate terminal at arrival and escorted by PR handlers to the immigration then to the luggage collection area.

### **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:**

Our objective is to be a role model, integrating sustainability into our supply chain and promoting positive social impact. As

part of this commitment, we encourage diversity among our business partners, seeking suppliers who align with our accessibility expectations. Our procurement policies, processes, and tools are always revised to meet our objectives.