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Canaryfly wants to make your trip as easy and comfortable as possible, but to do so, we need you to inform us of your special needs at least 48 hours in advance. You can do this when you make your reservation, during the purchase process, or by calling our Passenger Service Center.

## **TYPES OF PASSENGERS WITH SPECIAL NEEDS**

Canaryfly classifies passengers with special needs into the following categories:

- Passengers with Reduced Mobility (PRM) These passengers are divided into three types:
  - Passengers who require assistance at all times (WCHC).
  - Passengers who can go up and down stairs and move around independently inside the aircraft (WCHR).
  - Passengers who need assistance going up and down stairs but can move around the aircraft independently (WCHS).
- Passengers with visual impairment (BLND).
- Passengers with a hearing impairment (DEAF)
- Passengers with an intellectual disability.
- Other:
  - Passengers requiring oxygen on board.
  - Passengers in a cast from the waist up: Only one seat is required for travel.
  - Passengers in a cast from the waist down: two seats will be required for travel.
  - Temporary disability requiring assistance.


**It is IMPORTANT for the passenger to understand that the "Other" category does not include:**

- **Passengers who are minors**
- **Pregnant women (less than 32 weeks pregnant and with an uncomplicated pregnancy)**
- **Overweight individuals**

If you fall into any of these categories, please see the pertinent information on our website; under no circumstances should you identify yourself as a passenger with other special needs.

In accordance with Additional Provision 6 of Royal Decree 537/2019, of October 10, 2019, individuals with diabetes or epilepsy have the right to access facilities and means of transport accompanied by a service dog, under the same terms as service dogs for individuals with disabilities.

Please remember that if you rely on a guide dog that is properly documented, you can indicate this in your request for assistance lodged with our Passenger Service Center.

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## **WHEN DOES ONE NEED TO BE ACCOMPANIED?**

To ensure that the crew can meet safety requirements, **the airline allows eight passengers with reduced mobility to travel unaccompanied.**

At Canaryfly, safety standards are paramount, and in some cases it is not possible to meet the assistance needs that a disability may entail. Any person with a disability who requires assistance must be accompanied by a companion if they are unable to take care of themselves.

Please note that Canaryfly does not provide on-board medical, hygiene, or safety assistance; therefore, passengers with reduced mobility who are not self-sufficient must always be accompanied.

To travel unaccompanied, a passenger with special needs must be able to:

- Unfasten their seat belt
- Retrieve and put on their life jacket
- Put on their oxygen mask without assistance
- Understand the safety instructions and follow the information provided in all accessible formats.


We understand that, in many cases, a person with a disability may need to use a restraint, assistance, or comfort device to travel more comfortably. These devices may be brought on board and used as long as they fit under the seat and allow one to fasten their seat belt. Please note that Canaryfly does not provide these devices.

## **SERVICE REQUESTS**

In order for us to provide the necessary resources, **it is essential that you let us know if you need assistance. We recommend that you let us know you need assistance when you book your flight through our Passenger Service Center**, especially if fewer than 48 hours remain until your flight departs, as you will need to request the service directly at the airport.

Requesting assistance in advance expedites the process and ensures that the airport provides high-quality service. Civil aviation regulations limit the number of passengers with reduced mobility per flight, and our flights are subject to these restrictions.

With the implementation of European Union Regulation (EC) No. 1107/2006, ground assistance for passengers with reduced mobility has become the responsibility of airport managing bodies or the agents they delegate. Therefore, advance notice of at least **48 hours** is required to advise the service managing body of the needs of our passengers on a given flight. At EU airports, assistance can be provided from any

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designated meeting point at the airport: not only inside the terminal, but also outside it, such as in parking lots or at bus, metro, train, or taxi stops that serve the terminal where the customer's departing or arriving flight is located. These meeting points are equipped with an intercom to request assistance. (This also applies to most non-EU airports to which the airline flies.)

**Please remember: To ensure high-quality service, it is important that you indicate your need for assistance when booking your flight through our Passenger Service Center, or contact the airport.**

You can request assistance as follows:


- During the purchase process, you simply need to contact our Passenger Service Center and tell us what type of special need you have—reduced mobility, visual impairment, hearing impairment, intellectual disability, or other—as well as whether or not you will be bringing a service or emotional support dog.
- Contact your departure airport if fewer than 48 hours remain until your flight's departure. This will ensure you receive the appropriate assistance service based on your needs. To request this service, you must contact the departure airport directly; if it is a Spanish airport, you can do so via the aena.es website (where you will also find their customer service phone number).

## **INFORMATION ON SAFETY RESTRICTIONS**

### **SEATS**

Safety regulations limit the number of PRM passengers on board an ATR72 to 8, with a limit of 4 for non-ambulatory PRM passengers. Under no circumstances may the combined number of ambulatory and non-ambulatory PRM passengers exceed the maximum number.

- A maximum of 8 unaccompanied ambulatory passengers with special needs are allowed.
- A maximum of 4 unaccompanied, non-ambulatory passengers with special needs in the WCHS category (passengers who cannot use stairs but can move to/from their seat in the passenger cabin and require a wheelchair to move to/from the aircraft or bus, onto/off of which they must be lifted).
- A maximum of 1 unaccompanied, non-ambulatory passenger with special needs in the OXYG category (passenger traveling seated or on a stretcher who requires oxygen during the flight) or in the WCHC category who does not require a companion (passenger who cannot move independently, requires a wheelchair to move to/from the aircraft/bus, and needs to be assisted up and/or down the stairs to/from their seat in the cabin).
- A maximum of 4 non-ambulatory passengers with special needs who are accompanied and fall into the following categories: paralyzed, hemiplegic, quadriplegic, WCHC requiring a companion, STCR (1), or passengers with an intellectual disability.

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However, these maximum numbers may be exceeded for groups of passengers pending prior requests lodged with the airline for specific dates or flights. The company will do its utmost to approve such requests; however, it cannot guarantee that, on the specific dates and flights, it will be able to provide this service and authorize exceeding the legally permitted limit.

**For this reason, it is very important that you let us know about your special needs as far in advance as possible, and that you always specify the type of disability.**

In this case, the maximum number of PRM passengers on an ATR72 is 15. Therefore, one companion is required for every 5 ambulatory PRM passengers, and one for each non-ambulatory PRM passenger.


All Canaryfly flights have assigned seats. Seats for PRM passengers will be allocated based on the following safety criteria:

- Passengers who are able to reach an emergency exit on their own in the event of an evacuation should be seated near the floor-level emergency exits, but not in the seats adjacent to those exits. However, PRMs will not be seated in locations where their presence could prevent the crew from performing their duties, obstruct access to emergency equipment, or hinder the evacuation of the aircraft in an emergency.
- Groups will be divided into smaller ones (depending on the type of aircraft) and must be seated in the middle of each cabin section for the following reasons: a) in the event of an emergency, regular passengers will move quickly to the emergency exits; b) since PRMs cannot reach the emergency exits without assistance, they will not prevent the other passengers from evacuating.
- Passengers with "minor" physical disabilities, such as those who are blind (BLND) or deaf (DEAF), with or without service dogs, should be seated near the floor-level emergency exits, but not in the seats directly adjacent to them. However, blind (BLND) and deaf (DEAF) passengers shall not occupy seats where their presence could prevent the crew from performing their duties, obstruct access to emergency equipment, or hinder the evacuation of the aircraft in an emergency.
- Passengers who need to travel with oxygen (OXYG) will be seated in the seats closest to the passenger doors, excluding the emergency exits. The cylinder must not exceed 5 kg (11 lb.) gross weight and will be secured to the passenger's seat using an infant seat belt.

## **SPECIAL CONDITIONS FOR FLYING**

- **The passenger needs to travel on a stretcher:**

Canaryfly allows 1 stretcher on commercial flights. However, on an ATR72, it is possible to transport up to 2 stretchers on non-commercial flights.

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- **The passenger needs to carry medication:**

Any medical supplies or vital medications that the passenger needs to carry as carry-on baggage must comply with the carry-on baggage regulations and the passenger must travel with the corresponding medical documentation or certificates proving their need for them.

Passengers traveling with controlled and/or injectable substances are advised to carry a doctor's letter/prescription confirming the details of the substances and their intended uses.

- **Passenger traveling in a wheelchair or with a mobility aid:**

In accordance with the provisions of Regulation (EC) 1107/2006, the transport of up to two mobility devices per person with a disability or reduced mobility is allowed, at no additional charge.

Canaryfly does not have wheelchairs, or space to accommodate passenger wheelchairs, in the passenger cabin.


To prevent potential damage to the aircraft and to ensure complete safety during the flight, mechanically powered wheelchairs will only be transported in the hold, and provided that the following requirements are met:

- **Wheelchairs powered by dry-cell batteries:** Wheelchairs equipped with non-spillable batteries may be transported as checked baggage provided that the battery is disconnected, its terminals are insulated to prevent potential short circuits, and the battery is securely attached to the wheelchair.
- **Wheelchairs powered by wet-cell batteries:** Wheelchairs equipped with spillable batteries may be transported as checked baggage, provided that the wheelchair can always be loaded, stowed, secured, and unloaded in an upright position, and that the battery is disconnected and secured to the wheelchair, and its terminals are insulated to prevent potential accidents. If these requirements are not met, the battery must be removed from the wheelchair, at which point the wheelchair can be transported as checked baggage. The battery should be properly packaged as follows:
  - The packaging must be watertight, resistant to electrolytes, and protected against rough handling.
  - Batteries must be protected against short circuits and placed upright in packaging surrounded by absorbent material.

Passengers may carry a lithium-ion battery as carry-on baggage, in accordance with the specified rules, provided it meets the established carry-on baggage dimensions (45 x 35 x 25 cm) and weighs no more than 10 kg.

- **Passengers requiring oxygen on board:**

Passengers who require extra oxygen, other medical equipment, or special onboard facilities (OXYG):

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They will be required to provide a supporting medical certificate, and they must notify the operator at least 48 hours in advance. The passenger will be assigned to the seats closest to the passenger doors, with the exception of the emergency exits.

The cylinder must not exceed 5 kg (11 lb.) gross weight and will be secured to the passenger's seat using an infant seat belt. Passengers are not permitted to use the aircraft's fixed oxygen supply or the emergency oxygen supply.

Canaryfly allows passengers to bring their own oxygen cylinders, provided they are properly certified and approved for use on board.

Oxygen cylinders must be for medical/therapeutic use only.

- **Passengers traveling with service dogs:**

Service dogs accompanying passengers may enter the passenger cabin and will be transported free of charge. Flights are limited to a maximum of 8 service dogs

It is always advisable **to inform our Passenger Service Center of your request for a service dog during the purchase process.**

Please remember:

- The service dog must be positioned at the passenger's feet (when the flight is not full, efforts will be made to leave the adjacent seats unoccupied).
- The dog should not require a muzzle.
- The dog must be identified by a tattoo or microchip.
- The traveler must have a passport for their dog, issued by a veterinarian certifying that it is up to date on all rabies vaccinations (which must be more than 30 days and less than 12 months old).
- The dog must be at least 3 months old.

We always recommend contacting your veterinarian for more information.


A guide dog is one that has been specifically trained to assist a person with a disability and that has been recognized by a charitable organization that is a member of and meets all the criteria of Assistance Dog International (ADI), the global accreditation body for assistance dogs.

If you are traveling with an assistance dog, it must be trained and certified in order to board the aircraft as such. It is important to present this certification, in the form of a physical certificate, at check-in; otherwise, the dog will not be allowed on board.

- **Passenger traveling with limbs in casts:**

If a passenger is traveling with a cast from the waist up, they will only need one seat to travel.

- **LEGB:** Passengers with both legs in casts will occupy two seats, one behind the other. The back of the front seat must be folded down to support their legs.

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- LEGL: Passengers with a cast on their left leg, occupying two seats, one behind the other. The back of the front seat must be folded down to support their leg.
- LEGR: Passenger with a cast on their right leg, occupying two seats, one behind the other. The back of the front seat must be folded down to support their leg.

Passengers traveling with a cast from the waist down, i.e., their entire leg, will need to purchase two seats for the flight so that they can travel comfortably and keep their legs elevated during the flight to reduce swelling.

Passengers with a calf-only cast must reserve two seats for their flight if they are unable to bend that limb.

Before flying, at least 24 hours must have passed since the passenger was placed in the cast, as the pressurization of the cabin can cause the leg to swell more than usual, which may deform it.

## ***OTHER ENQUIRIES***

For any communications or arrangements with the company, please contact the Passenger Service Center. In the event of lost or damaged baggage, the rules set out in the applicable international and national regulations will apply; in particular, the Air Navigation Act of 1960 and the Montreal Convention of May 28, 1999, as well as Council Regulation (EC) No. 2027/97. For more information, please refer to the Conditions of Carriage.

## ***OUR TIPS AND SUGGESTIONS FOR EACH STAGE OF YOUR TRIP***


### **RESERVATIONS:**

Please remember to always let the airline know at least 48 hours before your flight departs if you require any assistance. This way, we can make sure we have everything we need so that the airport can provide you with the type of assistance you need.

During the booking process, you can let us know when you contact our Passenger Service team. Please note that minors, pregnant women (less than 32 weeks, with uncomplicated pregnancies confirmed by a medical certificate), or overweight passengers cannot request the Passenger with Special Needs service.

### **WHY IS IT SO IMPORTANT TO PROVIDE ADVANCE NOTICE?**

Aeronautical and safety requirements in commercial aviation limit the number of people with reduced mobility who can travel on the same flight, regardless of the type of assistance required. If you make your reservation well in advance, you will ensure that a seat is available for your trip. In addition, if you need

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to change your reservation, we also ask that you let us know as soon as possible so that your seat can be made available to another passenger with reduced mobility.

Please make sure you have received the message confirming your assistance. If you request assistance through the airport, it will send you the confirmation; if you request assistance through Canaryfly, we will confirm it.

## **AT THE AIRPORT:**

### **1. Where should I go?**

We always recommend arriving at the airport at least two hours before your flight departs. We realize that all the procedures you need to complete at the airport can be very stressful, so it's always best to arrive early.

Airports usually have designated areas where you can contact the assistance staff directly, and they will guide you through the entire process. If you're not an experienced traveler, this might be a good option. We recommend contacting the airport so they can inform you about these meeting points and arrange a scheduled time. If you don't have a scheduled time, you should arrive at the airport at least two hours before your flight's scheduled departure time. Announce your arrival over the intercom and wait for the airport's assistance service to come and pick you up.

You can also go directly to the Canaryfly check-in counters at the airport.

### **2. Check-in and boarding:**


The check-in staff will notify the airport's assistance service or tell you where to go. The airport's assistance service will accompany you throughout the entire process, from check-in, through security, and until you are seated on the plane.

If you are traveling in a wheelchair and have reduced mobility, please note that some airports have a special metal detection checkpoint through which your wheelchair must pass. Thus, you must be accompanied, as you will need to transfer to an airport wheelchair so that security personnel can inspect your wheelchair in accordance with the security procedure in place at that specific airport.

When you board, you will be escorted to your seat. Passengers with reduced mobility are the first to board, and the last to disembark, so that they can be seated on the plane as comfortably as possible.

### **3. On board:**

Please note that we do not have a wheelchair on board the aircraft to transport you to the restroom if you have reduced mobility. Therefore, considering the time you may need to spend on board, and to avoid any

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discomfort, we recommend that you use the restroom before boarding. Likewise, if you are a passenger with mobility issues, even if you can walk to the restroom on your own, we also recommend that you use the restroom before boarding to avoid any on-board discomfort.

If you are carrying an air cushion, we recommend deflating it before takeoff to prevent any damage caused by the pressure difference in the cabin during the flight.

#### **4. Disembarking:**

If your wheelchair was checked in the hold, we will do our best to return it to you as close to the aircraft as possible. In some cases you may need to pick it up in the baggage claim area, in which case the airport's assistance service will help you with this.

The assistance service will accompany you to wherever you need to go at the airport, stopping first to collect your baggage.



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