



Mobility Assistance Policy

Nauru Airlines has developed these guidelines to maximise the well-being of our passengers who travel with impaired mobility. The guidelines, provided to travel agencies, are in place to help our trade partners assist our mutual customers prepare for their trip.

How to Prepare for Your Trip

-  Inform us of your need for assistance at least 72 hours prior to departure
-  Check whether it will be necessary to take your trip with a travel companion

Passengers may travel with a carer, companion, or escort for safety. A travel companion's role will be to assist a passenger in the case of an emergency, particularly in the case of aircraft evacuation.

In order to travel without a companion, an unescorted passenger must, without assistance, be able to:

- Open their safety belt
- Putting on a life-jacket
- Put on their oxygen mask without help
- Understand and apply safety instructions
- Eat and drink by themselves
- Take or administer medication
- Help themselves in the restroom

Note to travel companions

It is mandatory that a passenger travels with a carer, companion, or escort if:-

- the passenger has a severe mental infirmity that prevents him or her from understanding and applying safety instructions.
- the passenger is both blind and deaf, thereby preventing the possibility of communication with the crew.
- the passenger has a motor-based disability that physically prevents him or her from participating in an evacuation. *A travel companion is mandatory for most paraplegics and quadriplegics in case the passenger needs help on board and is not self-reliant.*

A travel companion must meet the following requirements:

- he or she must be an able-bodied person
- he or she must be over the age of 18

- he or she must be familiar with the passenger's reduced mobility condition & requirements
- he or she must not be taking care of a disabled or reduced-mobility passenger while also taking care of a child under the age of 12 or another disabled or reduced-mobility passenger.

Check-in

Nauru Airlines recommends that passengers arrive at the airport 3 hours before their flight scheduled departure time. Passengers can check in online or at the airport, either at the: check-in counter or on Self-Service Kiosks.

Baggage Service

In the cabin*, you may transport a single hand baggage item whose weight does not exceed 7 Kg and whose dimensions do not exceed 48 x 34 x 23 cm. We handle your baggage starting at check-in. It will be affixed with a specific label to facilitate its identification.

** applies to economy class travel*

Priority Boarding

If you are traveling in a wheelchair or have requested individual assistance, Nauru Airlines offers you priority boarding whenever possible. Priority boarding enables you to get seated comfortably before the arrival of the other passengers. The cabin crew members will also give you a personal welcome, relaying all of the useful information required to make your flight as safe and as pleasant as possible.

Your Wheelchair or Personal Mobility Device

Nauru Airlines will transport your wheelchair or personal mobility device (manual or electric) at no extra cost. While there is no size or weight limit, it is possible that certain airports lack the necessary means for boarding or exiting the aircraft; or the size of your equipment may be limited by the size of the cargo door.

To best arrange for the transport of your devices, book no less than 72 hours before your departure.

We will take every precaution to avoid any damages.

If your wheelchair is manual: In most airports, you can keep it with you up to the boarding gate if this is required. It will be collected there and delivered to the ramp for loading in the cargo holds. Your manual wheelchair may also be delivered to you as soon as you exit the aircraft or enter the terminal. If you have specific needs for assistance, please indicate them during booking. We also ask that you please specify the type of wheelchair, its dimensions, its weight, as well as whether it is foldable. This will help us prepare for its transport in the best possible conditions.

If your wheelchair is electric: Regardless of the kind of electric wheelchair, you must check it in as baggage. You will not be able to reclaim it during a long stopover. Arrangements may be made to collect the wheelchair from the gate on arrival at destination. If no arrangements have been made, then your electric wheelchair will be returned to you at baggage reclaim.

In addition, please make your electric wheelchair transport request no less than 72 hours before your flight. If you do not pre-notify, transportation may be declined if your wheelchair's battery type does not allow for safe transport.

Safety rules regarding wheelchair batteries

All batteries pose electrical hazards, and some batteries are classified as "Dangerous Goods". Consequently, there are strict procedures regarding handling.

The battery must be disconnected, and the battery terminals insulated to prevent accidental short circuits.

The battery must be securely attached to the wheelchair or mobility aid.

Transport conditions for batteries.

The battery may remain attached to the wheelchair or mobility device if it is well affixed.

The motor is disengaged.

Other Mobility Assistance Devices

In addition to your wheelchair Nauru Airlines will also transport the following:

Devices for supporting limbs etc.

Any other specialised equipment to support passengers with reduced mobility, but only with advanced notice, a MEDA form completed, and appropriate paperwork completed.

Upon Arrival

To make your trip as comfortable as possible, we request that you leave the aircraft after all the other passengers. When arriving at your destination and if requested the wheelchair or mobility device can be unloaded and delivered to the aircraft door on arrival.