

Information for special care passengers

(excerpt from general terms and conditions of air carriage by ENTER AIR Sp. z o.o. (L.L.C.))

- Disabled passengers and passengers with reduced mobility means any person whose mobility is reduced due to physical disability, intellectual disability or impairment, or any other cause of disability, and whose situation needs appropriate attention and the adaptation of services available to all passengers particular needs of the people (*source: Regulation No 1107/2006 of the European Parliament and of the Council of July 5, 2006 concerning the rights of disabled persons and persons with reduced mobility when traveling by air*).
- Passengers with special needs - the disabled, passengers with reduced mobility, unaccompanied minors, pregnant women - who need special help and care - are obliged to inform the travel agency about that fact at the time of booking. Passengers travelling on individual booking, who require special care and assistance, are obliged to immediately inform Enter Air about that fact by sending relevant information to support@enterair.pl.
- Enter Air must not refuse a person regardless of disability or poor mobility, to book for a flight and/or to take on board a disabled person or a person with reduced mobility when such person has a valid ticket and reservation. Exceptions to the rule are situations when refusal is caused by safety reasons and the aircraft door that would not turn out too small to carry this person through. (in accordance with *Regulation No 1107/2006 of the European Parliament and Council of July 5, 2006 concerning the rights of disabled persons and persons with reduced mobility when traveling by air*).
- The Carrier ensures that flight attendants will take care after special care passengers during the flight to the extent provided for in Annex II to *Regulation (EC) No 1107/2006 of the European Parliament and of the Council of July 5, 2006 on the rights of persons with disabilities and persons with reduced mobility when traveling by air*.

General rules for transport of special care passengers

- Safety rules tell that passengers who need special care may not take seats near emergency exits,
- The Carrier agrees to carry maximum one passenger whose health requires a care taker that has to be provided by the Carrier, unless the passenger is accompanied by a private care taker. Have it in mind that one person may take care of only one special care passenger during a flight.
- Before they board an aircraft, disabled passengers are subject to security control. Disabled passengers are obliged to check in for the flight not later than 120 minutes (2 hours). After the check-in, disabled passengers should move to the security control stand. Security control of disabled passengers is carried out in the first place. If the security control of a disabled person leaves doubts about his „cleanness”, he can be moved to secluded room for strip searched, designed for the purpose. The wheelchair, crutches and stretchers undergo a manual control.
- Up to 2 passengers' fully collapsible wheelchairs (not heavier than 60 kgs) may be carried in a cargo hold free of charge. Battery-powered electric wheelchairs are not allowed on board when they are lead-acid batteries. The Carrier allows up to 4 wheeled passengers in any single flight. The Carrier, due to safety reasons, can arrange for carriage of bigger groups of wheeled passengers, provided that this is arranged with him in advance. The Carrier reserves the right to inflict an extra fee.

Transport of certified assistance animals

- Blind or deaf persons' guide dogs are carried by air free of charge. Such dogs must have a leash, muzzle, certificate of a training course and required documentation.
- A guide dog, muzzled and on a leash, assisting its master, can be kept in the passenger cabin. Some countries forbid bringing in animals onto their territories. Immediately after booking, the passenger is bound to tell the Charterer and the Carrier about his intention to take with him his guide dog and come to the airport to check-in 2 hours before scheduled departure time.
- Specific conditions of carriage of animals may be laid down by national regulations of arrival or transit places.
- The Carrier reserves the right to limit the number of animals in a single flight.
- Enter Air does not offer animal transport services in the baggage compartment.

- The carrier allows the transport of emotional support dogs which have the appropriate certificate for assistants.

Pregnancy

- Pregnant women can travel on ENTER AIR flights under the following conditions:
 - i. Pregnant women up to 32 weeks and without any complications, must carry a medical certificate with them, which confirms that the medical examination has been conducted within 72 hours before departure, and states that there are no medical contraindications to travel. The certificate should also include the expected date of childbirth;
 - ii. Pregnant women over 32 weeks and up to 36 weeks can travel only provided that they presented a MEDIF form, supplemented by a doctor. MEDIF form shall be downloaded from This carrier's website;
 - iii. For safety reasons women over 36 weeks of pregnancy will not be allowed for ENTER AIR flights;
- Bearing in mind the safety of future mothers and their children, we recommend that the travel of pregnant women does not exceed 4 hours.

Persons with allergies

- Passengers with severe allergies who may have an anaphylactic reaction are required to report allergy information in the manner described in paragraph 3 of the Clause 14, but no later than 48 hours before departure time. In the event that Enter Air is not able to provide the allergen-free environment to the person referred to in the preceding sentence, the carrier has the right to refuse to take such person on board the aircraft.
- Passengers with allergies are required to have in their Hand baggage easily accessible on-the-fly medication or other allergy protection means and a written emergency plan. Passenger acknowledges and agrees that Enter Air cannot guarantee passengers the allergen-free environment in both the cockpit and at the airport.

Fleet (information for special care passengers)

- The plane has 3 types of door, the exterior dimensions:
 - 1) 86 x 182 (cm),
 - 2) 76 x 165 (cm),
 - 3) 76 x 182 (cm),
 and front cargo door: 88 x 121 (cm), rear cargo doors: 83 x 121 (cm)
 - the width of the aisle in its narrowest point equals 15.00", the average is 16.70"
 - the space between the seats in its narrowest point equals 9"
 - the standard seat width is 19,3"
 - armrests on the aisle between the rows are not compound.
 Aircrafts are not equipped with on-board wheelchairs.