

Sounds Air strives to provide all the necessary assistance to our customers in order to ensure you have a safe and comfortable journey. It is important that customers requiring special assistance are familiar with our aircraft limitations in order to ensure your specific needs are met.

If you have any enquiries regarding special assistance, please contact us on 0800 505 005 or info@soundsair.com

WHEELCHAIR

WHEELCHAIR: Sounds Air can provide wheelchair assistance from check-in to the aircraft and from the aircraft to reunite with friends/family/transport.

NOTE: Wellington & Christchurch airports have significant walking distance between check-in and the departure gate. Wheelchair assistance is advised to those that are uncomfortable with long distances.

When booking, please make our reservations team aware if you require any wheelchair assistance.

MOBILITY

SUPPORT: Passengers travelling with Sounds Air must be able to support their own body weight when embarking & disembarking the aircraft.

NOTE: Sounds Air can provide basic assistance to stabilise/support in addition to the handrails as seen below.

In the event mobility is restricted or reduced during post surgery travel, please call us to discuss your needs and advise us of any issues raised on your Certificate of Medical Release.

LIMITATIONS

EQUIPMENT: Sounds Air does not have wheelchair lifts or any form of wheelchair access in to or within the aircraft cabin.

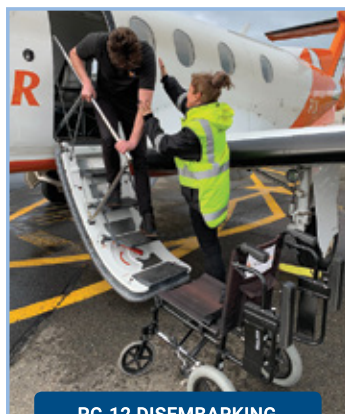
OXYGEN: Gaseous oxygen cylinders required for medical use are permitted for transport, subject to limitations.

POWERED MOBILITY: Electric powered mobility devices such as scooters and wheelchairs are subject to space limitations and battery requirements.

NOTE: Passengers must be able to manoeuvre within the aisle of the cabin to occupy your seat.



WHEELCHAIR ASSISTANCE



PC-12 DISEMBARKING



CARAVAN STAIRS



CARAVAN AISLE

OTHER ASSISTANCE

Please don't hesitate to get in touch if you require any form of assistance with your travel. This could include if you are travelling with infants/young children, are elderly passengers, have excess luggage or are visually/hearing impaired. Knowing our customers' requirements in advance helps us to ensure we have the resources and arrangements in place to provide you with a smooth, hassle-free flight and travel experience with Sounds Air.

Thank you for choosing
to fly with us



soundsAIR

For bookings, timetables and fare information visit:

www.soundsair.com or call 0800 505 005

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