



Carefree travel

Air travel for passengers with reduced mobility



Special services for physically challenged passengers

KLM is committed to the provision of comfortable, convenient, and reliable air travel that is accessible to all of our passengers. We wish all passengers, including those who are physically and/or mentally challenged, provided that air travel is not counter to medical advice, a very warm welcome aboard.

This booklet was written especially for physically and mentally challenged passengers and for those passengers with a medical condition who wish to fly with KLM. It provides information on how you can use of the specially adapted facilities and KLM services in the best way possible, and how we can assist you in planning and booking your flight. In short, how we can ensure everything related to your travels is as pleasant and comfortable as possible.

This booklet contains an introduction and seven chapters. You can find general information in the first three chapters. The rest of the booklet provides more detailed information for specific passengers and about the special facilities aboard the aircraft and at the airport.

With our special thanks to the Dutch Council of the Chronically Ill and the Disabled.

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Information given in this booklet can also be found at our website: WWW.KLM.COM

KLM CARES: Special telephone number and e-mail address

KLM has a dedicated toll-free telephone number* for passengers who would like to make use of our special care services. If you have any questions or requests, please call:

- From the Netherlands: **0800 55622737 (0800 KLMCARES)**
- From the USA and Canada: **+1 844 797-7723**
- From other countries: **00 800 55622737 (+800 KLMCARES)**

In order to contact KLM CARES from outside the Netherlands, be sure to first dial your International Access Code (IAC) followed by '800 KLMCARES'. The IAC is the number dialled from a country to place an international long-distance call. For example, in the United States and Canada the IAC is 011, in Japan 001, in Singapore 005 and in Australia 0011. The common IAC for most European countries is 00.

- * Hotels and mobile operators may charge you for carrying your call when dialling **0800 KLMCARES**.

0800 KLMCARES is available from 6 am - 10 pm CET, 7 days a week. Our representatives are happy to provide you with the latest information about our special care services and those of our airline partners.

You can also contact us at e-mail: KLMCARES@KLM.COM

KLM partner airlines

Some KLM-designated flights are operated by KLM partner airlines. On flights operated by KLM*, you can rely on the availability of all special care services and facilities described in this booklet. On flights that have a KLM flight number but are operated by our partner airlines, it is possible that not all services and facilities will be available for certain destinations. Which services and facilities are available will depend on the partner airline's services and the type of aircraft.

If you are flying with one of our SkyTeam or other partners (for an up to date list of our partners, check klm.com), we advise you to check with your travel organisation or directly with 0800 KLMCARES to see which facilities you can count on.

* KLM operates Boeing 737, 747, 777, 787 and Airbus A330 aircraft. Some of our flights within Europe are flown with KLM Cityhopper aircraft (Fokker 70, Embraer 190). The flights operated by KLM Cityhopper may offer only limited services. Our staff will be able to inform you further.

1. Planning and booking your flight

It would be advisable to make your reservation as far in advance of your flight as possible, particularly if you have special requirements. The more information we have about you and any special requirements you have, the better prepared we will be to meet your needs. Because of this, we emphatically request that you inform us, the earlier the better (at least 48 hours prior to departure and, if possible, upon making your reservation), of any special needs you may have.

For example, if you:

- need assistance due to a visual or hearing impairment

- cannot climb stairs or cannot walk at all
- cannot walk the distance between the check-in area and the departure gate, between your gate and the arrival hall, or between gates when in transit; you should be aware that distances between check-in areas and gates can be long, both at the airport of departure as well as the airport at which you will arrive
- want to use your own wheelchair (manually powered wheelchairs only) or a KLM wheelchair



- wish to take your own electric/battery-powered wheelchair or scooter
- are travelling with a trained service animal such as a guide dog or personal assistance dog
- are travelling with a group of 7 or more other physically challenged passengers
- need to make use of medical facilities aboard the aircraft
- are travelling with an emotional support dog

IMPORTANT: GIVE US 48 HOURS

If you need any special requirements at the airport or on board, we request that you let us know at least 48 hours before departure so that we can assist you in the best way possible.

2 At the airport

Amsterdam Airport Schiphol

With its unique infrastructure, Amsterdam Airport Schiphol is one of the world's most convenient, accessible and user-friendly airports. There is a good provision of spacious, specially equipped toilets for the use of the physically challenged traveller. Flat surfaces, slow gradients, lifts and moving walkways make public areas easily accessible to all passengers. See Annex 1 for additional information and a map of Amsterdam Airport Schiphol and its facilities for passengers.

Amsterdam Airport Schiphol offers physically challenged passengers assistance in moving between the different parking areas and the terminal. This assistance can be requested at the time of reservation by contacting Amsterdam Airport Schiphol by telephone at +31 (0)20 4057900 or by e-mail at www.schiphol.nl. Airport Medical Services handles medical support services at Amsterdam Airport Schiphol. They also have ambulance services available.

Check-in

KLM will be pleased to provide you with the best possible assistance and/or medical facilities. To enable us to do so, we request that you check in half an hour before the regular check-in time. If you use an electric powered wheelchair, we ask that you check in one hour before the regular time. You can find these check-in times at https://www.klm.com/travel/nl_en/prepare_for_travel/checkin_options/dropoff_times/check_in_times.htm.

Boarding and deplaning

Ground staff will be available to assist you with boarding and deplaning if you request this service in advance. This will involve making use of your own manually powered wheelchair or equipment belonging to the airport or airline (see Chapter 4).

We will also be happy to assist you with boarding, deplaning and transferring procedures should you find these activities difficult due to a speech, hearing and/or visual impairment. Just let us know about such a need when making your reservation.

To enhance safety, and for privacy reasons, physically



challenged passengers may board the aircraft first. For the same reasons, physically challenged passengers are asked to be the last to deplane upon arrival. If you are making a connection at Amsterdam Airport Schiphol, we can provide assistance using standard wheelchairs and electric carts (see Chapter 4).

KLM Crown Lounges

All KLM lounges at Amsterdam Airport Schiphol are accessible for physically challenged travellers and have specially equipped toilets to accommodate their special needs. The KLM Crown Lounges are not specially equipped with showers for physically challenged travellers.

3 During your flight

KLM in-flight assistance

Our flight attendants are highly qualified to ensure the in-flight safety and comfort of all our customers. You may discuss all your wishes and needs with them during the flight. Flight attendants are not authorised, however, to assist you with eating or personal hygiene. And they are not permitted to lift or carry passengers, and/or provide medical services such as the giving of injections (for the use of oxygen equipment, please refer to Chapter 6). If your medical condition demands such types of care, KLM requires that you be accompanied by an escort or personal assistant who would pay the standard fare. KLM does not provide escorts or personal assistants during the flight, but we can give you advice on this if you call **0800 KLMCARES**.

Please note that for your convenience, flight attendants will be glad to transport you to and from your seat using the on-board wheelchair (see Chapter 4).

Onboard facilities

- Foldable onboard wheelchair: available for you on all of KLM's Boeing 777, Boeing 787, Boeing 747, Boeing 737 and Airbus A330 aircraft. As of July 2015, the Embraer 190 and Fokker 70 will be equipped with one as well.
- Toilet facilities: wheelchair accessible toilets are available on all of KLM's Boeing 777, Boeing 787 and Airbus A330 aircraft. Our Boeing 737, Boeing 747, Embraer 190 and Fokker 70 aircraft have a foldaway curtain to enlarge the lavatory

space. Our staff will help find your way to and from the toilet. However, we cannot assist you in the actual toilet area.

- Toilet handles: the toilets onboard of all our KLM aircraft are equipped with toilet handles.
- Moveable armrests: in all of our aircraft we have a number of aisle and middle seats that have moveable armrests, so you can transfer into your seat more easily. The number and locations of movable aisle armrest seats may vary by aircraft



type. In consultation with you and your reservation agent, we will reserve the most suitable seat for you.

- Special seating solutions will always be reviewed by our flight safety department to see if they are compliant with flight safety regulations.

Special meals

Our intercontinental flights serve a selection of special meals (at no additional charge) that comply with specific dietary, religious or other specific requirements. These include low-salt, low-fat, sugar-free, and gluten-free meals as well as meals for diabetics, fruitarians and vegetarians. Most special meals can be requested up to 24 hours before departure. Exceptions are kosher, gluten-free and lactose-free meals that will need to be requested at least 36 hours before departure. You can submit your request to your travel agent or directly to KLM. If you are booking your flight at www.klm.com, you can also request your special meal immediately on our website. Please note, however, that special meals are available only when a regular full-meal service is part of the on-board service.

Your medication

A few tips for taking your medication with you:

- Please make sure you have all the medication you need in your hand luggage – never put it in the baggage that you check in and that will be transported in the hold of the aircraft.
- It would be useful to bring with you a doctor's prescription written in English for your medication and for any syringes you have in case customs or security officers have any questions.
- Please bear in mind that our aircraft have limited refrigerator space on board, so it would be a good idea to bring cold-storage bags or vacuum flasks you might need with you. Medications in small packaging, however, can be stored in the on-board refrigerator.

Service animals and emotional support dogs

Emotional support dogs and service animals such as guide dogs that accompany their owner may travel free of charge on KLM flights. Your animal must be kept in your immediate vicinity, not occupy a seat, and not obstruct the aisle or

access to emergency exits. Since limited space is available for such an animal in the aircraft, it would be advisable to make your reservation well in advance of departure.

Only officially recognised service animals are permitted aboard the aircraft. The animal's kennel (if there is one) must fit under the seat in front of you. For emotional support dogs a certificate from a medical health professional is required.

Some countries have restrictions on animals destined for their country. We thus advise you to take any precautionary measures (such as having a valid animal passport and proof of vaccinations) that would apply when taking your service animal to such a country.

Questions?

Should you have any questions or doubts about these matters, please do not hesitate to contact us at 0800 KLMCARES. Our staff will be glad to help you.



4 Passengers with mobility impairments

Your own wheelchair

KLM will transport your own wheelchair (scooter) or walker - free of charge. If you book your flight at least 48 hours in advance, this will give us enough time to make all the arrangements for you.

If you are travelling with your own wheelchair, we request that you check in half an hour before the regular check-in time. You can find these check-in times at https://www.klm.com/travel/nl_en/prepare_for_travel/checkin_options/dropoff_times/check_in_times.htm. If you use an electric powered wheelchair, we ask that you check in one hour before the regular time. This gives us sufficient time to prepare your wheelchair properly for loading.

Wheelchairs permitted in the cabin

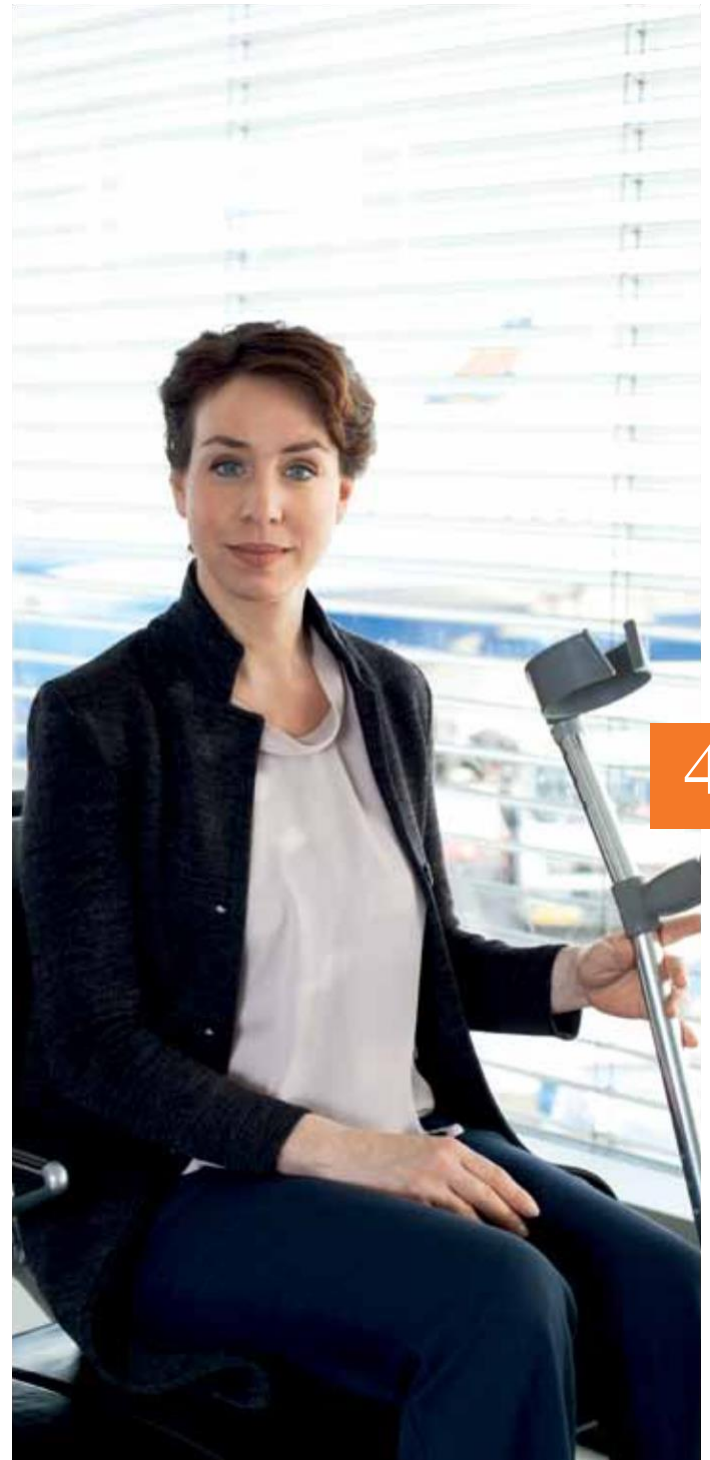
Folding, collapsible, or break-down manual passenger wheelchairs are permitted in the cabin as long as they meet the size and weight requirements for hand luggage.

For flights to and from the United States folding, collapsible or break-down passenger wheelchairs are permitted as the dimensions do not exceed 33cm by 92cm by 107cm (13 inches by 36 inches by 42 inches).

Bring your own wheelchair as hold luggage:

If you are bringing your own wheelchair, please make sure you contact us at least 48 hours before your departure. We will look into the possibilities and make a reservation for you right away. The number of (electric) wheelchairs we can transport is limited.

Your wheelchair will be transported as check-in baggage in an upright position to avoid damage and spilling of batteries.



Maximum size and weight of wheelchairs per aircraft type:

Aircraft type	Max. dimensions (l x w x h)	Max. weight
Boeing 777, 747, 787 and Airbus A330	152 x 139 x 149 cm / 59,5 x 54,5 x 58,5 inch	No max. weight
Boeing 737	112 x 113 x 85 cm / 44 x 44,5 x 33 inch	No max. weight
Embraer 175, 190 Fokker 70	120 x 100 x 70 cm / 47 x 39 x 27,5 inch	150 kg / 331 lbs

Needless to say, we will take all possible precautions to prevent damage to your wheelchair during the flight. To help us, we ask that you transport all of its detachable parts, such as cushions and footrests, in your hand luggage (these items will then be considered extra permitted hand luggage). If this is not possible, we ask that you have these taped to the wheelchair. KLM does not have any packaging material available to transport your wheelchair. This is why we advise you to indicate at the time you book your flight what your wheelchair's dimensions are and whether it is collapsible.

Manual wheelchairs

If you use a manual wheelchair, you can also use it in the arrival or departure hall. For a short connection time of less than three hours, however, this will not be possible. In such a case, your wheelchair will be transferred directly to the next aircraft in your itinerary.

If you wish to wheel yourself to the gate, you should indicate this when you make your reservation. Your wheelchair will then be labelled as hold luggage during check-in, but it will be loaded into the aircraft at the gate. This is why it is important that you be at the departure gate at the time stated on your boarding pass (boarding time). Our ground staff at the gate will then ensure that you (and

your personal assistant if you have one) can pre-board at your convenience.

On arrival at some airports, your wheelchair can be returned to you at the gate. If this is not possible, your wheelchair will be taken to the arrival hall along with the other manually or electric powered wheelchairs and scooters where it will be placed next to your flight's baggage belt.

Battery-powered wheelchairs

Electric/battery-powered wheelchairs must always be checked in as hold luggage. This is why we ask that you be at the check-in counter one hour before the regular check-in time. Our ground staff will then ensure that you are taken to the gate in an airport wheelchair. In case you are fully dependant on your wheelchair we request you to contact KLM Cares to make additional prior arrangements for you. When it comes to wheelchair batteries, we make a distinction between two kinds.

• Non-spillable batteries (dry cell or gel cell)

At check-in counter, the power cables will not have to be disconnected from the battery if they are packed in a battery container or protected to prevent short circuits. A check will also be made to see if the battery is attached securely enough to the wheelchair.

• Spillable batteries (wet cell)

First of all, the possibility of loading the wheelchair in an upright position to prevent battery spillage must be investigated. This depends on the type of aircraft used for your flight. If the wheelchair can be loaded upright, the power cables must be disconnected and the terminals insulated to prevent short circuits. The battery must then be securely attached to the wheelchair. If the wheelchair cannot be loaded upright, its wet-cell battery will have to be removed and placed in a special battery holder. No charge is made for the packaging used to transport a wet-cell battery

IMPORTANT:

KLM will need to know at least 48 hours before departure what kind of battery your wheelchair uses.

Airport wheelchairs

(used between check-in and gate and upon arrival)

Wheelchairs are available for use at each airport. Since these wheelchairs are not suitable for manual use by the passenger, someone from ground staff or your travelling companion will have to push it for you. For transport between the gate and the seat in your aircraft, a smaller wheelchair will be used.

If your connecting flight leaves within three hours, you will have to make use of an airport wheelchair. If you have more time than this to make your transfer, we will make sure that your own wheelchair is ready for you at the gate if: a) the airport where you are making your transfer allows this and b) if you have requested this service in advance.

Electric cart service

At Amsterdam Airport Schiphol and some other airports, ground staff may choose to use an electric cart to transport passengers with mobility impairments from one location to another.

On-board wheelchairs

Every KLM aircraft is equipped with its own wheelchair. As of July 2015, the Embraer 190 and Fokker 70 will be equipped with one as well. These wheelchairs are specially designed to fit the aisles of our aircraft. You should feel free to ask for the use of one of these wheelchairs to get you to and from the toilet. Although our flight attendants will assist you with the use of this wheelchair, they are not permitted to lift or carry you. This means that you must be able to move yourself between your seat and the wheelchair and between the

wheelchair and the toilet. If you are unable to do this, you should travel with a personal assistant.

Alternative boarding devices

At some locations, a boarding bridge will not be available for you and the other passengers to board or deplane. In such a case, a stairway will be provided for this purpose. If you are unable to ascend or descend stairs, and you have informed us of this in advance, we will provide an alternative boarding device.

At some locations, including Amsterdam Airport Schiphol, we make use of a specially adapted truck for this purpose. We know, of course, that these alternatives are not the most convenient solutions, but we hope you will understand that we are doing our best, even in these situations, to ensure your safety, privacy and comfort.

IMPORTANT:

If you would like to make use of any of these services or facilities, please contact your travel agent or call 0800 KLMCARES (0800-55622737) at least 48 hours before departure.

5 Passengers with hearing or visual impairments

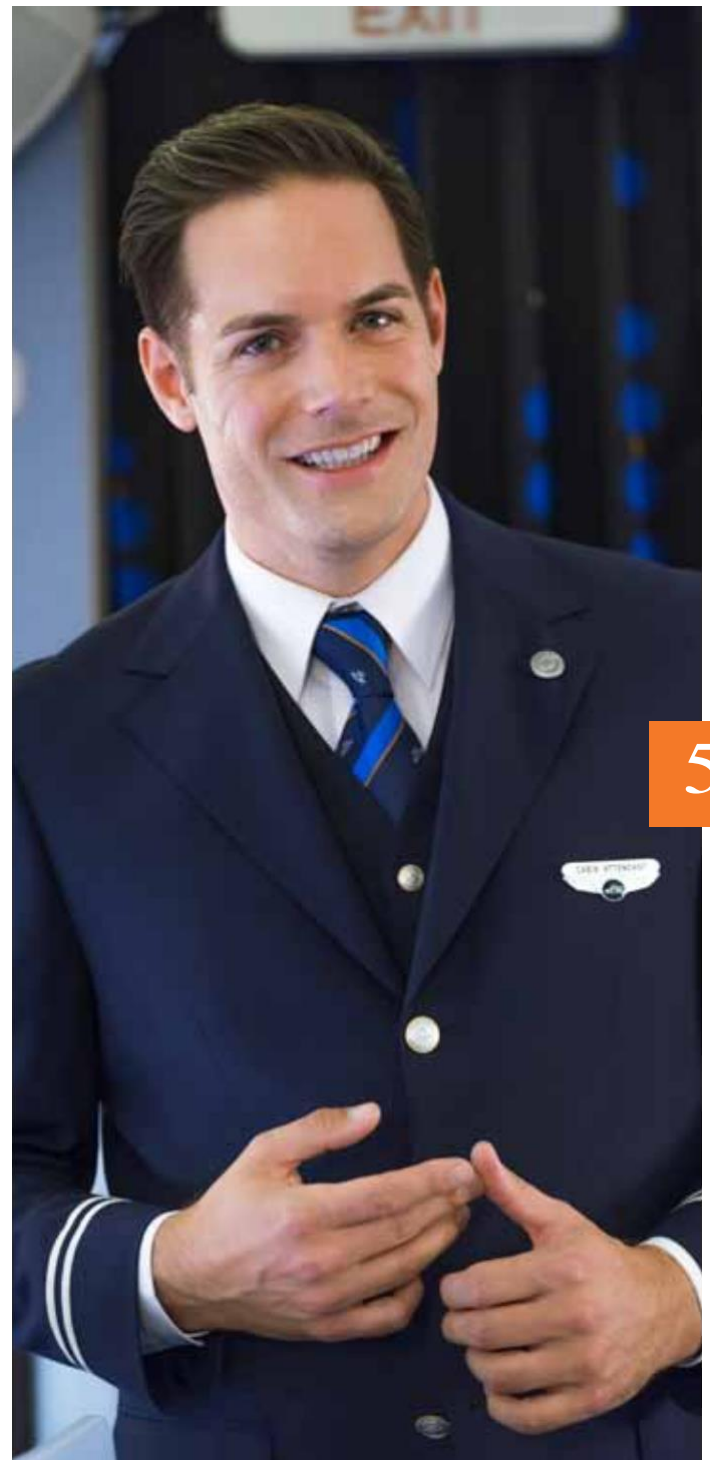
KLM is constantly striving to improve its services, and these efforts also apply to what we can offer passengers with a visual or hearing impairment. Flight and boarding information is provided at almost all locations by means of highly legible flight information screens and the airport's public address system. But you can always feel free to ask our ground staff for assistance. They can also escort you to and from the gate if you requested this service during the booking process.

On board, the flight safety card and video (including subtitles) have a high visual content. These communications have been designed to be clearly understood, even by passengers who do not speak English. The aircraft's toilets are provided with attendant call buttons labelled in Braille, and the flight safety card is also available in Braille.

No charge is made for service animals. Certain conditions do apply to them, however. During the flight, they must be kept on a leash, they may not occupy a seat, and they must not obstruct the aisle or access to the emergency exits. For more information, please refer to the section on service animals in Chapter 3.

Questions

Should you have any questions or doubts about these matters, please do not hesitate to contact us at **0800 KLMCARES**. Our staff will be glad to help you.



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6 Disabled passengers with an intellectual or developmental disability

Passengers with an intellectual or developmental disability (such as passengers with Down syndrome, Alzheimer's, dementia or passengers who are mentally impeded) who are travelling alone and who need assistance, can request a meet and assist service. The passenger must be able to understand the safety instructions and be able to help with his/her own evacuation. If this is not possible the passenger should travel with a safety assistant.

This meet and assist service should be requested at least 48 hours before the flight. On departure, the passenger will be escorted by trained airport staff to the aircraft and will be handed over to the crew. Upon arrival, the crew will hand the passenger over to the trained airport staff.

7 Passengers with special medical requirements

Medical clearance

A medical clearance must be completed for the following passengers:

- passengers suffering from a disease that is assumed to be contagious
- passengers suffering from a disease or physical condition that results in unusual behaviour that could have an adverse effect on the welfare and comfort of other passengers and/or crew or could be considered a potential hazard to the safety of the flight or its punctuality
- passengers who will require medical attention or depend on certain medical equipment during the flight

- passengers whose medical condition could be expected to become life threatening during the flight or due to flight conditions, or passengers who could not complete the flight safely without receiving extraordinary medical attention
- passengers who cannot use an aircraft seat with standard legroom when placed in the normal upright position
- Pregnant passengers with known complications.



- unaccompanied passengers with a psychological disorder who require assistance

If your condition is described above, you will need a medical clearance. To obtain this, your doctor must complete a Medical Information Form and return it to us at least 48 hours before flight departure. This Medical Information Form is available from your travel agent, on KLM website or by

contacting us by telephone at 0800 KLM CARES or by e-mail at: KLMCARES@KLM.COM

The Frequent Traveller's Medical Card: the Fremec

For passengers with a medical condition who have to fly frequently, KLM uses the Fremec (Frequent Traveller's Medical Card) which avoids the need to fill in a Medical Information Form each time you travel. This card is valid for the period listed on the card.

The Fremec card is available only if you travel at least twice a year with medical needs. Having a Fremec allows KLM to consider your needs whenever possible. You will still, however, have to make your reservation at least 48 hours in advance.

Medical equipment on board

Oxygen

We can provide you with supplemental oxygen on any KLM flight. Our cabin crew will assist you in the use of this equipment. This oxygen supply functions separately from the oxygen supply used in emergency situations. Receiving this service involves a standard charge and it will have to be requested by having a Medical Information Form submitted to us at least 48 hours before departure.

We can adjust the oxygen supply to the exact amount needed for your medical condition (with a maximum of 5.2 liters per minute). This facility is available only aboard the aircraft. If you require oxygen at the airport, KLM can provide you with it at Amsterdam Airport Schiphol but not at other airports.

The use of your own oxygen supply aboard the aircraft is not permitted, but you may use your own battery powered "Portable Oxygen Concentrator" (POC) if it is EASA/FAA approved. Check your POC if it has a sign "EASA/FAA approved".

For more information about using equipment with batteries see next section "Other medical matters".

To use your own POC on board, please make sure you contact KLM Cares (see last page for telephone numbers) at least 48 hours prior to departure to register your POC.

Other medical matters

You may bring certain pieces of medical equipment or aids with you on board provided that such an item can be stowed under a seat or strapped to an adjoining seat. We can not guarantee power supply on board, therefore you need to bring an adequate number of fully charged batteries onboard. Based on the manufacturer's estimate of the hours of battery



life while the device is in use and the information provided by your physician you need to bring at least enough batteries for 150% of the expected maximum flight duration. These batteries, too, should be stowed beneath your seat.

Each installed or spare battery must not exceed:

1. For lithium metal or lithium alloy batteries, a lithium content of not more than 2 grams.
2. For lithium ion batteries: a watt-hour rating of not more than 100 wh

The watt/hour rating is mentioned on the battery or in the user manual. Spare batteries must be individually protected to prevent short circuit, e.g. by taping terminals or by placing them in separate plastic bag or pouch.

Stretcher service

If you must remain in a prone position during the flight due to health reasons, you can make use of our stretcher service.

In most cases, this service will be reserved for you by the appropriate organisation that is in charge of organising your transport. You will be accommodated aboard the aircraft in a separate part of the cabin so you will not be disturbed by other passengers and can travel in comfort and privacy. You will, however, need to be accompanied by someone who can lend you medical assistance.

If you are flying with one of our airline partners, you should know that they do not offer stretcher services on every flight

Questions?

Should you have any questions or doubts about these matters, please do not hesitate to contact us at **0800 KLMCARES**. Our staff will be glad to help you.

**KLM looks forward to
welcoming you aboard!**

Annex 1: Map of Amsterdam Airport Schiphol and general information

For information about facilities offered by Amsterdam Airport Schiphol, please contact Schiphol Information & Services at:

- +31 0900 0141, the general text phone number (€ 0.40/minute)
- +31 (0)20 6012929, for the hearing impaired (available 24 hours a day, € 0.40/minute)

Or visit the website at: WWW.SCHIPHOL.NL

For information about public transport to and from Amsterdam Airport Schiphol please contact:

Valys (travel service from door-to-door):

Tel. +31 (0)900 9630

(available every day from 6.00 am to 1.00 am)

Dutch Railways – Services for Passengers with Disabilities

- tel. 030-2357822

- fax 030-2353033

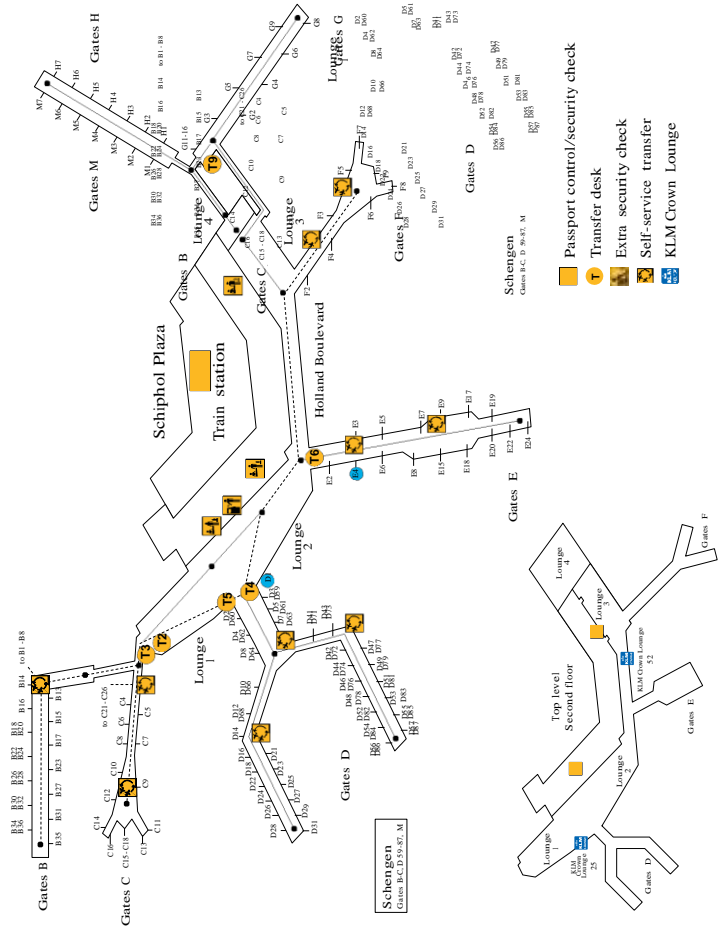
- text phone 0900 5559292 (€ 0.70/minute, available every day from 7.00 am to 11.00 pm)

Assistance should be requested at least three hours before departure.

Or visit: WWW.NS.NL

Lounge 3
 Top level
 Second floor
 Lounge 2
 Schiphol Plaza
 Train station
 Holland Boulevard
 Schengen
 Gates E.C.D. 30-33, M
 Gates F
 Gates D
 Gates E

The Netherlands
Amsterdam Airport Schiphol
 Flights operated by KLM, Air France and SkyTeam members arrive and depart from gates B to G.
 KLM passengers going to Antwerp and Brussels by train pass through immigration and collect their luggage at Schiphol. Train station
 They exchange their KLM or e-ticket for a train ticket at the NS (Dutch Rail) desk at Schiphol Plaza.
 Passengers with access to KLM Crown Lounges from intercontinental flights and who transfer to European (Schengen) flights can use Crown Lounge 25 beyond passport control.
 If your flight to the US is operated by Delta Air Lines, please follow the signs to the beginning of pier D or for a security interview. There, you will receive information about your departure gate.



Annex 2: Checklist for travellers

Here are a few tips that will help ensure that you receive the services and assistance you need:

- Book your flight at least 48 hours in advance and let us know what your needs will be (special meals can be ordered up to 24 hours before departure except for kosher, gluten-free or lactose-free meals that have to be requested at least 36 hours before departure).
- If travelling with one of our airline partners (with a KL flight number), you can find out about what services and facilities this airline provides by calling **0800 KLMCARES**.
- Have your doctor complete a Medical Information Form (available on KLM website) if required by your medical condition.
- Check in half an hour before the regular https://www.klm.com/travel/nl_en/prepare_for_travel/checkin_options/dropoff_times/check_in_times.htm (this should be one hour before the regular check-in time if you are using an electric powered wheelchair).
- Make sure you are at the gate at the time given on your boarding pass.
- Make sure that you are accompanied by a personal assistant if your medical or physical condition requires this (KLM will not provide you with this kind of assistance, and the cabin crew are not authorised to lift or carry you).
- Have all the medications you need during your trip in your hand luggage. If the quantity of liquid medication included in your hand luggage exceeds the legal limit, you should have

a doctor's statement to this effect in order to prevent any problems during security checks.

The following special services are free of charge:

- special meals
- assistance of ground staff in boarding, deplaning and transferring
- transport of your own wheelchair, rollator or scooter
- transport of a service animal in the cabin as long as another seat is not necessary
- transport of medical equipment such as breathing equipment
- use of an on-board wheelchair (provided by KLM)
- special container for wet-cell batteries

For the other special services, please contact **0800 KLMCARES** for the applicable charges. Our staff will be glad to help you.

Annex 3: Information for travel agents

If one of your physically challenged clients books a flight with KLM and requests specific assistance, we ask that you insert the applicable industry codes into the customer's reservation record (PNR). Use of the correct codes will ensure the proper provision of the required services. If in doubt, contact **0800 KLMCARES**.

These codes are:

- WCHC** Passenger cannot walk and needs to be lifted into and out of the aircraft seat. If the passenger will be travelling with an escort, please add 'WCHC escorted by'. If the passenger will be travelling alone, please add 'WCHC self-supporting'.
- WCHR** Passenger can use stairs but cannot walk long distances (please keep in mind that Amsterdam Airport Schiphol is well equipped with moving sidewalks and escalators).
- WCHS** Passenger can neither walk long distances nor use stairs, so it will also be impossible for him/her to step up onto an electric cart.
- WCMP** Passenger has his/her own manually powered wheelchair. If the passenger wants to use his wheelchair to and from the gates, please add 'WCMP gate / ramp delivery' (this service is not available at all airports).
- WCBW** Passenger has his/her own wheelchair with a wet-cell battery.
- WCBD** Passenger has his/her own wheelchair with a dry-cell battery.
- WCLB** Passenger has his/her own wheelchair with lithium battery.
- MEDA** Medical facilities needed such as an extended legrest, oxygen, breathing equipment.

- STCR** Stretcher requested.
- BLND** Passenger is blind (for information purposes only);
 - If no further assistance is needed, the SSR BLND is sufficient
 - If the passengers also needs assistance, you need to add "Assistance Needed" to the SSR free text (BLND / Assistance Needed)
- DEAF** Passenger is deaf (for information purposes only);
 - If no further assistance is needed, the SSR DEAF is sufficient
 - If the passengers also needs assistance you need to add "Assistance Needed" to the SSR free text (DEAF / Assistance Needed)
- DPNA** Passenger with a mental disorder who will need assistance.

By using these SSR codes, we can ensure that your clients receive the assistance they need during their travel with KLM.

The suggestions contained in this document are not intended as a substitute for individual, professional and/or medical advice and should not be construed as such. Information within this brochure is subject to change with or without notice, and KLM assumes no liability for these changes. KLM also reserves the right to interpret and apply these policies and procedures. In each case, KLM's interpretations and applications shall be final and conclusive.

KLM Cares. Special telephone number and e-mail address

KLM has a dedicated toll-free telephone number* for passengers who would like to make use of our special care services. If you have any questions or requests, please call:

- From the Netherlands: **0800 55622737 (0800 KLMCARES)**
- From the USA and Canada: **+ 1 844 797 7723**
- From other countries: **00 800 55622737 (+800 KLMCARES)**

In order to contact KLM CARES from outside the Netherlands, be sure to first dial your International Access Code (IAC) followed by '800 KLMCARES'. The IAC is the number dialled from a country to place an international long-distance call. For example, in the United States and Canada the IAC is 011, in Japan 001, in Singapore 005 and in Australia 0011. The common IAC for most European countries is 00.

* Hotels and mobile operators may charge you for carrying your call when dialling **0800 KLMCARES**.

0800 KLMCARES is available from 6.00 am to 10.00 pm, 7 days a week.

Our representatives are always happy to provide you with the latest information about our special care services and those of our airline partners.

You can also contact us at e-mail: **KLMCARES@KLM.COM**

In case you have suggestions or comments about our products or services, please send them to Customer Support at: **WWW.KLM.COM**.

More general information regarding the services of KLM can be found at our website: **WWW.KLM.COM**.



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