



## Advance Notification and Related Requirements - Passengers with Disabilities

March 2021

***Omni Air International (OMNI) requires that a passenger with a disability provide advance notice of a request for the following specific accommodations:***

- At least 72 hours' advance notice and check in one hour before the check-in time for the general public to receive carrier-supplied in-flight medical oxygen on international flights
- At least 48 hours' advance notice and check in one hour before the check-in time for the general public to receive carrier-supplied in-flight medical oxygen on domestic flights
- At least 48 hours' advance notice and check in one hour before the check-in time for the general public to use his/her ventilator, respirator, continuous positive airway pressure (CPAP) machine or portable oxygen concentrator (POC)
- At least 48 hours' advance notice and check in one hour before the check-in time for the general public to receive the following services and accommodations:
  - Carriage of an incubator (optional);
  - Hook-up for a respirator, ventilator, CPAP machine or POC to the aircraft electrical power supply (optional);
  - Accommodation for a passenger who must travel in a stretcher (optional);
  - Transportation for an electric wheelchair on an aircraft with fewer than 60 seats;
  - Provision of hazardous materials packaging for batteries or other assistive devices that are required to have such packaging;
  - Accommodation for a group of ten or more qualified individuals with a disability, who make reservations and travel as a group;
  - Provision of an on-board wheelchair on an aircraft with more than 60 seats that does not have an accessible lavatory;
  - Transportation of a service animal on a flight segment scheduled to take 8 hours or more; and
  - Accommodation of a passenger who has both severe vision and hearing impairments.



***Additionally, OMNI will provide the following information upon request concerning the accessibility of an aircraft expected to make a particular flight:***

- The specific location of seats, if any, with movable armrests (i.e., by row and seat number);
- The specific location of seats (i.e., by row and seat number) that the carrier, consistent with Part 382 of the U.S. Department of Transportation (DOT) regulations, does not make available to passengers with a disability (e.g., exit row seats);
- Any aircraft-related, service-related or other limitations on the ability to accommodate passengers with a disability, including limitations on the availability of level-entry boarding to the aircraft at any airport involved with the flight. Carrier must provide this information to any passenger who states that he or she uses a wheelchair for boarding, even if the passenger does not explicitly request the information;
- Any limitations on the availability of storage facilities, in the cabin or in the cargo bay, for mobility aids or other assistive devices commonly used by passengers with a disability, including storage in the cabin of a passenger's wheelchair as provided in sections 382.67 and 382.123 of the DOT regulations;
- Whether the aircraft has an accessible lavatory;
- The types of services to passengers with a disability that are or are not available on the flight; and
- Concerning the use in the cabin during air transportation of a ventilator, respirator, continuous positive airway pressure (CPAP) machine, or an FAA-approved portable oxygen concentrator (POC):
  - The device must be labeled by the manufacturer to reflect that it has been tested to meet applicable FAA requirements for medical portable electronic devices, or, in the case of a POC, be listed in paragraph 382.133(c)(2) of the DOT regulations;
  - The maximum weight and dimensions (length, width, height) of the device to be used by an individual that can be accommodated in the aircraft cabin consistent with FAA safety requirements;
  - The requirement to bring an adequate number of batteries as outlined in paragraph 382.133(h)(2) of the DOT regulations and to ensure that extra batteries carried onboard to power the device are packaged and protected from short circuit and physical damage in accordance with 49 CFR 175.10(a)(18);
  - Any requirement that an individual contact the carrier 48 hours before scheduled departure to learn the expected maximum duration of his/her flight in order to determine the required number of batteries for his/her particular ventilator, respirator, CPAP machine, or POC;
  - Any requirement for an individual planning to use such a device to check in up to one hour before the general check-in deadline; and
  - For POCs, the requirement of paragraph 382.23(b)(1)(ii) of the DOT regulations to present to the carrier at the airport of departure a physician's statement (medical certificate) prepared in accordance with paragraphs 382.23(b)(2) and (3).



***OMNI will keep a current copy of Part 382 on hand at each airport it serves and will make this copy available to you on request.***

***You can obtain a copy of Part 382 in an accessible format from DOT by any of the following means:***

- For calls made from within the United States, by telephone via the Toll-Free Hotline for Air Travelers with Disabilities at 1-800-778-4838 (voice) or 1-800-455-9880 (TTY);
- By telephone to the Office of Aviation Consumer Protection at 202-366-2220 (voice) or 202-366-0511 (TTY);
- By mail to the Office of Aviation Consumer Protection, U.S. Department of Transportation, 1200 New Jersey Avenue SE, Washington, DC 20590; and
- On the Office of Aviation Consumer Protection's Web site [HERE](#)