

OPERATIONAL MEMO

Memo #	OM-166		
Title	Carriage of competition wheelchairs		
Date of Issue	15 th May 2024		
Written by	Wallis Harvey – Accessibility Specialist		May 16, 2024
Reviewed by	VP/VG/GO customer/legal		

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Reason for Issue

This memo is being issued to ensure we are all aware of how to correctly handle competition (sporting) wheelchairs and prevent damage to them.

Details

Competition wheelchairs are used by para-athletes and are made specifically for the user. They are an extension of the person, so it is vital that these devices arrive as expected and the customer can perform at their best.

We must take all reasonable measures to ensure we do not cause damage to these items. This memo outlines the best way to achieve this.

At Bag Drop

1. Customers with competition wheelchairs are advised to protect these items before travel using bags, boxes, or other materials to protect the item from damage. If the item is not protected, or where Ground Crew see pre-existing damage, **the limited release process must be used**. Ensure the customer signs the tag and add detailed comments to the booking.

Example of comments:

```
Comments:05
G BOOKING MADE ON EN TC1 BY 23.247.137.91      1123 0040 EASYJE
T.COM
G TRIP PURPOSE: 4|LEIS|                        1123 0040 EASYJE
T.COM
G OFFICEID: , IATA NUMBER: ABC                 1123 0040 EASYJE
T.COM
bag with tag number xxxx has Limited Release tag due to pre-
damage. customer has been informed and has signed the tag
```

2. Competition wheelchairs must be processed through oversized or out of gauge baggage.

From baggage sortation area to the aircraft

3. In the baggage sorting area, competition wheelchairs must not be loaded under any other baggage items and should be kept separate from other items if possible.
4. Competition wheelchairs must be secured when being transported to the aircraft, to ensure they cannot fall off or out of any equipment. The preferred method would be to use an enclosed dolly or vehicle.

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At the aircraft

5. For loading, these wheelchairs should be treated in a similar way to electric mobility aids. Care should be taken when transferring the device to the hold to minimise any risk of the item falling or being damaged. They must also be tied down in a separate netted compartment away from other baggage. Take care when tying down these items as the frames can be light weight and fragile.
6. A picture must be taken before closing the hold and sent to the AOCM as soon as possible. This is to confirm the exact condition of the item prior to flight, and to protect all parties involved.

On arrival

7. Competition wheelchairs must be secured when being transported from the aircraft, to ensure they cannot fall off or out of any equipment. The preferred method would be to use an enclosed dolly or vehicle.
8. Competition wheelchairs must not be loaded under any other baggage items and should be kept separate from other items if possible.
9. The competition wheelchair must NOT be loaded on to the baggage carousel. Instead, it must be delivered to the arrival's hall using the local oversized or out of gauge baggage process.

As a reminder, any mobility aid or equipment that is delayed or damaged in transit must immediately be notified to the baggage services team. Where possible, a PIR must be completed on site, or the customer must be given advice on how to do this online. In all cases, an email must be raised immediately to urgentclaims@easyjet.com so that the customer can be contacted and supported without delay. Please provide a temporary replacement wheelchair if needed and available.

Where Ground Crew do not follow this process, it will be considered a serious failure. easyJet reserves its rights to pursue recovery under contract.