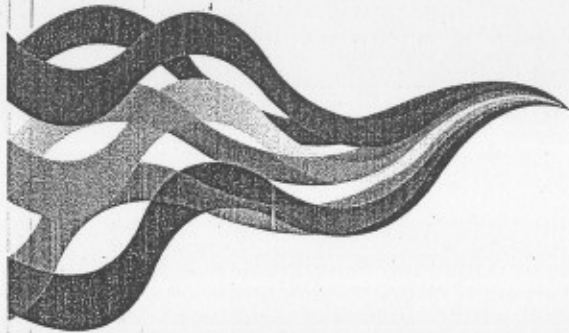
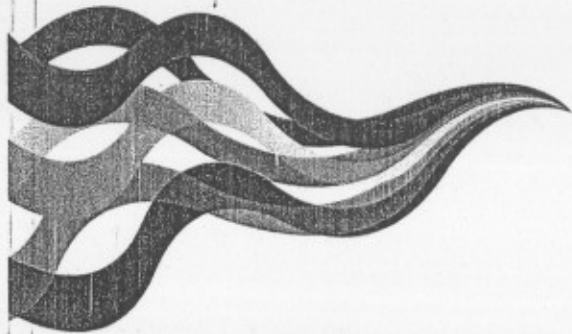


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## GLOSSARY OF TERMS

- **UM** – Unaccompanied Minor
- **YP** – Young Passenger
- **PRM** – Person with Reduced Mobility
- **WCHS** – Wheelchair passenger not able to use stairs
- **WCHR** – Wheelchair passenger able to ascend and descend stairs and use ramp
- **WCHC** – Paraplegic (totally dependent)
- **MAAS** – Meet & Assist
- **SSR** – Special Service Request
- **MEDA** – Passenger whose mobility is impaired
- **STCR** – Passenger who can only be transported by stretcher



# UNACCOMPANIED MINORS (UM'S)

- **AGE**
  - Classified as over 5 years but under the age of 12 years
- **CLASS OF TRAVEL**
  - Economy and Business only
- **CONSENT**
  - Parent or Guardian only
- **ACCEPTANCE FOR TRAVEL**
  - Documentation
- **RULES OF TRAVEL**
  - UM's not accepted if connecting flight next day



# UNACCOMPANIED MINORS

## (UM'S) cont.

- **RESPONSIBILITY**

- SAA does not accept responsibility of UM prior to check-in at departure or after delivery at arrival destination. SAA accepts a major responsibility when it undertakes the carriage of UM's

- **SEATING**

- UM's should be seated together preferably next to female passengers
- Under no circumstances must UM's be seated next to emergency exits
- Each child to have own seat

- **CREW REQUIREMENTS**

- See Table on Slide 6

- **CHANGE IN ITINERY**

- Authority to be re-obtained



# UNACCOMPANIED MINORS

## (UM'S) cont.

- **NOTIFICATION OF TRAVEL OF BOOKED UM'S**

- Reservations to advise stations concerned
- Bookings fully confirmed
- Details of person collecting UM

- **ACCEPTANCE AT AIRPORT**


- Parents/Guardians to accompany children at check-in and remain at airport
- UM to have identification at all times
- Complete and correct information to be supplied
- UM's to be ESCORTED to aircraft after boarding process

- **HANDOVER OF UM ARRIVAL DESTINATION**

- UM's are the last to leave aircraft and are handed over by crew to ground staff
- Person accepting responsibility for the child must sign on collection of UM and copies of the UM document are kept for SAA records. From there on SAA's responsibility is over

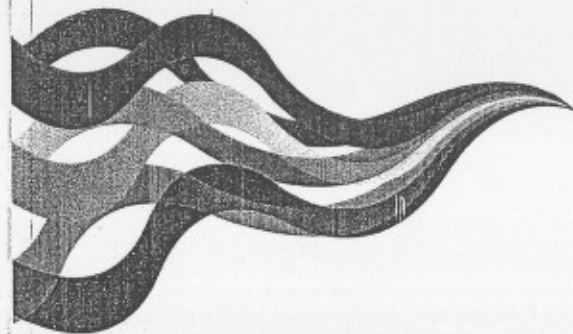


## TABLE of UM's and PRM's ACCEPTANCE



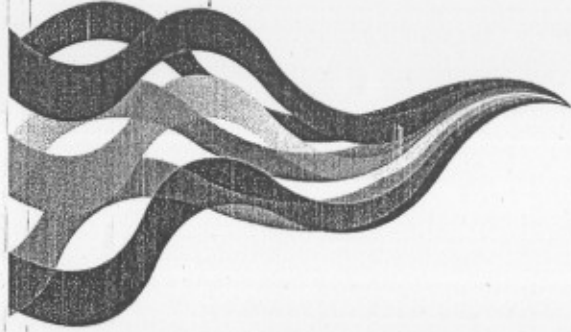
Aircraft Type (Max SAA Seating) (Capacity)	Minimum Safety (Service) Crew Complement	Unaccompanied Minors (UM's)			Persons of Reduced Mobility (PRM's)	
		With Safety Crew Complement	1 Additional Staff Member	2 Additional Staff Member	With Safety Crew Complement	1 Additional Staff Member
B737-200 (107)	4 (4)	6	11	N / A	3	6
B737-800 (157)	4 (5)	8	13	18	3	6
B747-400 (377)	12 (15)	10	15	20	5	10
A319-100 (120)	4 (4)	6	11	N/A	3	6
A340-200 (236)	8 (11)	10	15	20	5	10
A340-300 (269)	8 (11)	10	15	20	5	10
A340-600 (339)	8 (14)	10	15	20	5	10
Aircraft Type	Minimum Safety Crew Complement	Combined UM / PRM				
		With Safety Crew Complement	Maximum No of PRM's	1 Additional Staff Member	Maximum No of PRM's	2 Additional Staff Member
B737 -200	4	6	3	11	6	N / A
B737-800	4	8	3	13	6	18
B747-400	12	10	5	15	10	20
A319-100	4	6	3	11	6	N/A
A340-200	8	10	5	15	10	20
A340-300	8	10	5	15	10	20
A340-600	8	10	5	15	10	20





## YOUNG PASSENGERS (YP's)

- **AGE**
  - Classified as over 12 years but under the age of 16 years
- **CLASS OF TRAVEL**
  - All class
- **RULES OF TRAVEL**
  - YP's are considered as an adult, therefore no special handling is required unless requested by the parent. If this is the case the same procedure should be followed as for unaccompanied minors



## **PERSONS with REDUCED** **MOBILITY (PRM's)**

- **A person with reduced mobility (PRM) is understood to mean a person whose mobility is reduced to physical incapacity (sensory and locomotory), an intellectual deficiency, age, illness or any other cause of disability when using transport, and whose situation requires special attention**



## **PERSONS with REDUCED MOBILITY (PRM's)**

- An **AMBULATORY** passenger is a person (other than an infant) who is able to board, move about and deplane from an aircraft unassisted or with very little assistance. This group includes the blind, deaf, mentally retarded, elderly and some physically disabled passengers
  
- A **NON-AMBULATORY** passenger is a person (other than an infant) who is not able to board, move about or deplane from an aircraft without assistance from another person or persons. This group includes paraplegics, quadriplegics and seriously ill passengers





# PERSONS with REDUCED MOBILITY (PRM's)

## • RESERVATIONS

- When a reservation is accepted in respect of any category of passenger that is ambulatory or non-ambulatory or falls in the specific categories mentioned in the Glossary (slide 2), Reservations agents would ensure that all sections concerned, are advised accordingly.
- All stations are updated with the information supplied on the system informing the crew and airport staff of the passengers disability and the fact that such passenger requires special attention. Reservations will control the number of incapacitated passengers per aircraft type. (Refer to table on slide 6)

## • CHECK-IN

- Passengers reporting to check-in and requesting assistance/wheelchairs, must be afforded their request
- Normal check-in applies but comments should be inserted into the system for crew as well as other stations



# PERSONS with REDUCED MOBILITY (PRM's)

## • SEATING

- Passengers should be given seat preference but PRM's are not to be seated at or near emergency exits or upper deck of aircraft
- Passengers are allowed to use their own wheelchairs

## • BOARDING

- Passengers are to be taken to boarding area for Passenger Aid Unit (PAU) assistance and should not be left unattended in the PAU
- Passengers using own wheelchair will be transported by PAU

## • CARE ONBOARD AIRCRAFT

- Crew should make passenger comfortable and explain onboard procedures including emergency procedures and also the working of call buttons, seats etc.



# PERSONS with REDUCED MOBILITY (PRM's)

- **DEPLANING OF PRM's**

- The PAU and ground staff will assist the passenger on arrival destination
- Ground staff to assist passenger with collection of baggage, documentation, connecting flights or to their transport

- **PLEASE NOTE:**

- Sick and disabled passengers and PRM's should be boarded and de-boarded separately
- The number of handicapped passengers should not exceed number of able-bodied persons (crew) capable of assisting with an emergency.
- Disabled passengers should not be booked on early morning or late flights if they are unaccompanied
- In effecting seamless travel SAA provides affords passengers the use of FREMEC cards.
- See copy of Incapacitated passenger handling advice and FREMEC forms (attached annexures)