

Special Passengers

Infants

I. Service Scope

Infants refer to passengers who are under 2 years old at the start of travel. Infants who are less than 14 days old and premature infants who are less than 90 days old (with a gestational age of 28 weeks but less than 37 weeks) cannot be transported.

II. Transportation Requirements

1. Infant passengers must be accompanied by an adult passenger of at least 18 years of age, with full capacity for civil conduct, seated in the same physical cabin class.
2. Each adult passenger may accompany only one infant in the same cabin class.

III. Ticket Purchase and Pricing

1. When purchasing a ticket for an infant, age verification is required, such as a passport or birth certificate.
2. Tickets for infants are priced at 10% of the standard fare (non-discounted) of the accompanying adult's ticket for the same physical cabin. No separate seat will be provided.
3. If a separate seat is needed for the infant, a child ticket should be purchased.

IV. Limitations on the Number of Infant Passengers

1. To ensure flight safety and in accordance with relevant civil aviation regulations, there are different conditions limiting the number of infant passengers allowed for each aircraft type and route.
2. Infant tickets must be purchased simultaneously with adult tickets; otherwise, restrictions on the number of infants might result in inability to travel.

V. Free Baggage Allowance

1. Infants who pay the corresponding child tickets are entitled to the free baggage allowance stipulated for the respective ticket price tier.
2. Infants with domestic no-seat tickets are not entitled to free baggage allowance.
3. Infants with international/regional no-seat tickets can check-in 1 piece of luggage weighing no more than 10 kg (22 lbs) with dimensions (sum of three sides) not exceeding 115 cm (45 inches). They can also check-in 1 fully collapsible lightweight stroller or pushchair for free.
4. Non-collapsible strollers can only be transported as checked baggage for free. Collapsible strollers can also be checked for free if there isn't enough storage space in the cabin for them.

Infant Bassinet

I. Service Scope

Passengers holding infant tickets who, on the day of travel, are one year old (inclusive) or younger, with a height of 70 cm or less, and a weight of 12 kg (25 pounds) or less.

II. Application Route Scope

This special service is available free of charge only in Economy Class on Sichuan Airlines' routes, both domestic and international/regional, operated by Airbus A330 and A350 aircraft with a one-way flight time exceeding 3 hours.

III. Availability Limitations

Given the limited number of bassinets available on each aircraft model, if you need to reserve this service, please apply as early as possible.

IV. Application Deadline and Method

1. Special service requests should be made at least 24 hours before the scheduled flight departure.
2. Applications can be processed through the Sichuan Airlines customer service hotline at 95378, Sichuan Airlines direct ticket offices, and all business departments of Sichuan Airlines.

V. Friendly Reminder

For passengers who have reserved an infant bassinet, if you need to cancel the bassinet service, please contact the original ticket purchase location or call 95378. If you need the service after making changes to your ticket, please follow the application procedure to reapply for the service.

Children

I. Service Scope

Children refer to passengers who are at least 2 years old but under 12 years old at the start of travel.

II. Boarding Conditions

1. Children have their own seat onboard, with fares calculated based on the respective child tickets. If an adult fare ticket is purchased for a child, refund and exchange procedures will be carried out based on the respective fare's terms and conditions.
2. Valid identification documents must be provided when purchasing a ticket, such as a birth certificate, ID card, household register (for those under 16 years old), or passport.
3. The original identification document consistent with the one used for ticket purchasing must be presented during check-in.

III. Free Baggage Allowance

Children are entitled to the free baggage allowance stipulated for the respective ticket price tier.

IV. Transportation Limitations

1. Children aged between 5 and 12 years old at the start of travel who need to fly alone must apply for the unaccompanied children service.
2. Children below 5 years old, infants below 2 years old, and children aged between 5 and 12 years old without application for the unaccompanied children service, must be accompanied by an adult over 18 years old and with full capacity for civil conduct in the same physical cabin.

3. Each adult passenger may travel with a maximum of 8 children and infants combined. However, the number of children under 5 years old and infant must not exceed 3, with a maximum of 1 infant.
4. Each adult passenger may only travel with one ill or disabled child or infant who requires assistance in an emergency evacuation. They are not allowed to travel with any additional children or infants.
5. Adults travelling with children or infants must be capable of caring for them. Adults who have requested special services such as stretchers, wheelchairs, or assistance for unaccompanied elders are not permitted to travel with children or infants.
6. If an adult needs to travel with more than 8 children over the age of 5, they can request a group booking for the children from Sichuan Airlines. Once approved, they can proceed with the ticketing process.
7. Local laws and regulations shall apply for routes related to the United States. Above clause 4 and 5 of this Transportation Limitations will not be applicable.

Unaccompanied Children

I. Service Scope

Unaccompanied children are passengers who are at least 5 years old (inclusive) but less than 12 years old on the day of travel and require unaccompanied travel.

II. Applicable Flight Routes

Sichuan Airlines provides unaccompanied children services on non-stop domestic and international/regional flights (excluding stopovers), provided they are actually operated by Sichuan Airlines.

III. Transportation Conditions

1. As Sichuan Airlines provides special care and services for unaccompanied children, there are limitations on the number of such passengers per flight.
2. Applications for the service of unaccompanied children must be made at the time of ticket purchasing.
3. Applications can be processed through the Sichuan Airlines customer service hotline 95378, Sichuan Airlines direct ticket offices, and all business departments of Sichuan Airlines.

IV. Applicable Fares

1. Domestic flights: 50% of the applicable regular adult fare for their journey.
2. International/regional flights: 100% of the applicable regular adult fare for their journey.

V. Documentation Requirements

1. Children should purchase tickets using valid identification, such as an ID card, household register (for those under 16 years old), or passport, and present the original document used during check-in.
2. For international/regional ticket purchases, ensure familiarity with the travel country's entry, exit, transit information, applicable laws, and other essential travel details. Ensure all valid

travel documents (passport, visa, related certifications, etc.) are carried and comply with the travel country's entry, exit, transit, and other regulatory requirements.

VI. Transportation Documentation Requirements

1. When applying for the unaccompanied children service, their parents or guardians should complete the "Request for Carriage of the Minor/Teenager/Senior" (in quintuplicate).
2. Unaccompanied children passengers on international/regional flights also need their guardians to fill out the relevant entry and exit declaration forms and be responsible for the accuracy of the information.

VII. Transportation Requirements

1. Unaccompanied children should be accompanied to the departure airport by parents or guardians, with arrangements in place at the arrival location for pick-up and care. Please provide Sichuan Airlines with the names, addresses, and phone numbers of those arranged to pick up at the destination.
2. The individuals picking up or dropping off must present valid identification when completing procedures at the airport.
3. To prepare for any unexpected flight irregularities, the individuals should remain at the airport until the flight departs.
4. For passengers who have reserved the unaccompanied children service, if changing the flight, date, or canceling the service, the procedures as per ticket usage regulations should be followed. If the service is still needed after making changes to the ticket, reapply according to the service procedure.

Sick and Disabled Passengers

I. Service Scope

Passengers who are sick or disabled and due to mobility impairments require air travel assistance, such as wheelchair, stretcher service, bringing a service dog into the cabin or other special services.

II. Application Principles

1. There are restrictions regarding the number and resources available when transporting sick or disabled passengers. Therefore, passengers need to apply for special services when purchasing tickets. Arrangements will be made after confirmation by Sichuan Airlines.
2. Passengers must ensure the authenticity, validity, and completeness of the submitted information and proof. Otherwise, they bear the relevant responsibilities.

III. How to Apply

You can apply through the Sichuan Airlines customer service hotline at 95378, direct ticketing offices of Sichuan Airlines, and all sales departments of Sichuan Airlines.

IV. Application Deadline

1. The following special services should be applied for when booking a seat and no later than 48 hours prior to the flight departure time in principle:
 - (1) Checking in an electric wheelchair;
 - (2) Using a specialized narrow wheelchair on board (limited to A330, A350 models);
 - (3) Providing services for a group of disabled passengers who meet the flight requirements;
 - (4) Bringing service dogs into the cabin (limited to disabled passengers).
2. If passengers with disabilities need Sichuan Airlines to provide boarding and deplaning assistance, they should check in at the airport 2 hours before the regular check-in deadline for regular passengers.
3. Electric wheelchairs should be handed over 2 hours before the regular passenger check-in deadline and must comply with the regulations for transporting dangerous goods.

V. Wheelchair Passengers

1. Ground Wheelchair

Every airport is equipped with wheelchairs for passengers with disability to use for free within the terminal and when boarding or deplaning.

(1) Application deadline:

- a. For domestic flights, the application shall be made 24 hours prior to the departure in principle.
- b. For international or regional flights, the application shall be made 48 hours prior to the departure in principle.
- c. At any airport with self-operated check-in, Sichuan Airlines will make every effort to accommodate passengers with wheelchairs by coordinating its support capacity.

(2) Application materials:

- a. In principle, passengers are required to provide a Medical Certificate issued within 10 days before the scheduled departure of the flight, indicating that the passenger's reduced mobility due to injury or illness.
- b. If it is obvious that the passenger has mobility issues due to disability or injury, or if the passenger is an elderly person above 65 years old with reduced mobility, there is no need to verify the *Medical Certificate*.

(3) Boarding requirement:

- a. Passengers must arrive at the airport check-in counter at least 90 minutes before the scheduled departure time for check-in.

2. Onboard Wheelchair

On flights operated by Sichuan Airlines' wide-body aircraft (A330, A350), a specialized narrow wheelchair is available for passengers who cannot walk. This wheelchair is for use within the cabin aisle.

Application deadline: Application should be made at the time of ticket purchase, no later than 48 hours prior to the departure time of the flight.

3. Carrying Your Own Wheelchair for Check-in

Scope: Passengers can bring their own manual or electric wheelchair or mobility aids (like canes, crutches, walkers, scooters). Non-foldable manual or battery-powered wheelchairs can be checked in as luggage.

Deadline: Electric wheelchairs should be handed over 2 hours before the regular passenger check-in deadline and must comply with the regulations for transporting dangerous goods.

Check-in Location: Wheelchairs can be checked in at the check-in counter or boarding gate and will be returned at the luggage claim upon arrival.

If passengers can bring the following materials and tools to the airport, it will help Sichuan Airlines manage the wheelchair:

- a) Instruction manual for the wheelchair and battery;
- b) Special tools required to assemble the wheelchair;
- c) For wheelchairs driven by lithium-ion batteries, a UN-approved test document must be provided to prove the battery complies with Section 38.3 of Part III of the UN "Manual of Tests and Criteria."

4. Friendly Reminder

- (1) Wheelchair service is provided for free.
- (2) If passengers use their own battery-powered wheelchair or electric mobility aids, they should check in early (2 hours before the regular passenger check-in deadline) so that Sichuan Airlines can arrange loading space in time.
- (3) Other Aids for the Disabled:

Mobility aids that can be brought into the cabin include: walkers, crutches, canes, prosthetics, cochlear implants, hearing aids, white canes, magnifiers, and glasses for the blind.

Folding wheelchairs of passengers will be stored in the cabin if there's space and facility based on a first-come-first-serve principle. If there's no space or facility in the cabin, it will be checked in as baggage at no extra cost.

VI. Stretcher Passengers

1. Application Scope:

- (1) For passengers who, due to injury or illness, cannot sit upright for air travel and must be in a horizontal position, Sichuan Airlines can provide onboard stretcher services.
- (2) Only available for domestic (including stopover), international/regional direct flights. Sichuan Airlines currently does not accept transfer passengers for joint transport.
- (3) Domestic (including stopover) flights restriction: only flights operated by the same aircraft for the entire route, as per the flight plan, are available for these special services.
- (4) Each flight can only accommodate one stretcher passenger, and the stretcher will be placed in the economy class.
- (5) Stretcher passengers must be accompanied by at least one doctor or nurse. If medically certified that the patient does not need medical care during the trip, they can also be accompanied by a family member or caregiver.

2. Application Deadline and Method:

- (1) To allow Sichuan Airlines to confirm the passenger's medical condition, whether the flight can provide a stretcher, and arrange the loading of the onboard stretcher, passengers must apply for special services no later than 72 hours before flight departure.
- (2) Applications can be made through Sichuan Airlines customer service hotline at 95378, direct ticketing offices of Sichuan Airlines, and all sales departments of Sichuan Airlines.

3. Related Fees:

- (1) The fare for stretcher passengers consists of the ticket fare and the stretcher additional fare.
- (2) For the flight segment where the passenger uses the stretcher, an additional charge of eight times the one-way economy class published standard fare is applied, i.e., eight times the one-way economy class published standard fare is ticketed on a single ticket, exempt from various fees, and no discounted fares can be used except for children's discounts.
- (3) Please note the additional fare does not include:
 - i. Ambulance, hospitalization, and other related expenses.
 - ii. Tickets or other expenses of accompanying personnel.

4. Free Baggage Allowance:

The free baggage allowance for stretcher passengers is nine times that of their actual seat fare class. The free baggage allowance for accompanying personnel is calculated based on the fare class they paid for.

5. Transportation Requirements:

Passengers applying for stretcher services must be physically suitable for transferring stretchers (from a medical stretcher to an approved onboard special stretcher) and provide medical certification from county or city-level (or equivalent) medical institutions, certifying their medical condition is suitable for flying.

6. Friendly Reminder:

The above fare calculation method is only applicable for segments operated by Sichuan Airlines. For stretcher passengers flying with other airlines or if the passenger's route includes segments jointly operated with other carriers, charges should be applied according to the regulations of the respective carrier.

VII. Bringing Service Dogs into the Cabin:

1. Transportation Scope:

- a) Only for disabled passengers.
- b) Service dogs refer to specially trained dogs that assist disabled people in their daily lives and work, including assistance dogs, hearing dogs, and guide dogs. Sichuan Airlines allows psychiatric service dogs, hearing dogs, and guide dogs as service dogs in the cabin. Emotional support dogs are not accepted as service dogs in the cabin, but can be transported as pets in accordance with Sichuan Airlines' regulations on pet transportation.

Note: For flights to and from the US mainland, the transportation standards for service dogs are executed according to US local laws and regulations.

2. Application Deadline and Method:

- a) Should be applied for when booking a seat and, in principle, no later than 48 hours before flight departure.

b) Applications can be made through Sichuan Airlines customer service hotline at 95378, direct ticketing offices of Sichuan Airlines, and all sales departments of Sichuan Airlines.

3. Transportation Restrictions:

Service dogs that meet Sichuan Airlines' transportation conditions can be carried by disabled passengers for free and brought into the cabin (each disabled passenger can only bring one service dog into the cabin) or transported separately in the cargo hold. The following service dogs are not suitable for transportation in the cabin:

- a) Aggressive dogs on a prohibited list.
- b) Service dogs showing dangerous behavior.
- c) Service dogs too heavy or too large for cabin accommodation.
- d) For psychiatric service dogs: the weight should not exceed 10kg (inclusive).

Note: Each flight limits the number of psychiatric service dogs entering the cabin to two.

4. Transportation Documents:

Passengers carrying service dogs should provide the animal's entry or transit certification for the relevant country, along with the necessary quarantine certificates. Passengers should present these documents during check-in. If a country prohibits dogs from entering or exiting its borders, Sichuan Airlines may refuse transportation; Sichuan Airlines do not accept responsibility if the dog is refused entry due to incomplete or non-compliant documentation.

(1) Domestic Departure Flights:

- a. Provide the "Animal Quarantine Certification" issued by domestic legitimate institutions; a pet vaccination certificate; "Animal Training Certification," "Animal Work ID," or "Animal ID Card."

Note: For international flights originating domestically, you should also prepare any documents required by the governments of countries included in the itinerary.

- b. Provide documentation establishing a relationship between the passenger and the service dog.
- c. For Chinese citizen (mainland China only), provide "Disability Card" issued by domestic legitimate institutions; for foreign nationals, and passengers from Hong Kong, Macao, and Taiwan, provide a medical disability diagnosis by a doctor and a photocopy of the doctor's license (the medical certificate and doctor's license photocopy should meet the "International Departure Flight" documentation requirements).

(2) International Departure Flights:

- a. A health certificate for entry/exit issued by customs; valid output/input documents issued by the relevant government (destination/transit location); valid health declaration and rabies vaccination certificate issued by the relevant authorities; entry permits, health declarations, and vaccination certificates required by all countries covered in the itinerary; any additional special documents required by governments of countries covered in the itinerary; a valid "Animal Training Certification," "Animal Work ID," or "Animal ID Card."

Note: For documentation requirements, you can refer to the "TRAVEL INFORMATION

MANUAL," consult relevant country's consulates or embassies, or check the respective government websites.

b. For hearing dogs, provide a medical certificate (certifying the passenger's hearing impairment) and a photocopy of the doctor's license.

c. For psychiatric service dogs, the following documents are needed:

- A medical disability diagnosis for the passenger issued by a doctor and a photocopy of the doctor's license.

- For foreign regions, the medical certificate should be issued by a licensed mental health professional (including: psychiatrists, psychologists, registered clinic doctors). The certificate can be in another language but should come with an English or Chinese translation. The issue date should be within 90 days before the estimated flight departure. The certificate should indicate that the passenger has a mental illness and requires the company of a psychiatric service animal during air travel and/or at the destination.

- A photocopy of the doctor's license should prove that the doctor is a registered and licensed mental health or psychological professional. It should specify the type and date of the professional license and the issuing institution.

(3) For passengers on international flights entering the country and transferring to domestic or international flights, the transportation documents for their service dogs can extend from the documents used on the international flight upon entry.

5. Transportation Requirements:

(1) Service dogs in the cabin should be muzzled and leashed before boarding, should lie at the passenger's feet, and must not occupy a seat or move around freely in the cabin. If the service dog is injured, falls ill, or dies during transportation, the disabled passenger assumes full responsibility.

(2) Service dogs should be equipped to prevent fecal leakage, to avoid contaminating the cabin and other items.

(3) Feeding service dogs during flight is prohibited, except for giving them a small amount of water. For longer journeys, if feeding is required en-route, it should be done at stopover points on the ground. The disabled passenger should provide the food for the service dogs.

(4) Due to their narrow nasal passages and sensitivity to temperature changes, brachycephalic dogs (short-nosed) can experience respiratory issues during transport, which may lead to death. Therefore, for the protection of your dog, Sichuan Airlines does not recommend using brachycephalic breeds as service dogs.

VIII. Portable Oxygen Concentrator

1. Scope of carriage:

(1) Passengers who require the use of portable oxygen concentrators (POCs) to increase the amount of oxygen exhaled during flight due to a medical condition.

(2) Sichuan Airlines only accepts POCs certified by the FAA. The FAA has conducted electronic device interference tests on surfaces of selected products from specific manufacturers and has labeled the product surfaces after authorization. Approved devices

can be found on the FAA Web site at:

http://www.faa.gov/about/initiatives/cabin_safety/portable_oxygen

- (3) As in-seat power supply cannot be guaranteed, Sichuan Airlines does not provide passengers with onboard power. Passengers should use their own batteries for POCs on board.
2. Friendly Reminder:
- (1) Passengers must apply when purchasing tickets. Applications can be processed through the Sichuan Airlines customer service hotline 95378, Sichuan Airlines direct ticket offices, and various sales departments of Sichuan Airlines.
 - (2) Passengers must confirm that the POCs they carry is FAA-approved and has a valid label posted on the outside. They must ensure that both the battery and spare battery will last for at least the duration of the flight (including stopover, transfer and transit) plus an additional three hours.
 - (3) Passengers who need to use a POC throughout the flight, including critical phases such as taxi, take-off, and landing, must provide a medical certificate issued within 10 days of the scheduled departure time. The certificate should prove that they are fit to travel and require continuous use of the POC.
 - (4) Passengers who only use the POC during the cruise phase are not required to provide a medical certificate. However, they must cooperate with the cabin crew management and comply with the restrictions on in-flight portable electronic devices.
 - (5) Passengers carrying POC batteries must comply with regulations on carrying dangerous goods by passengers and crew. If carrying additional POC spare batteries, these batteries must be properly packed to prevent short-circuit and must meet Sichuan Airlines' regulations on the transport of dangerous goods.
 - (6) During critical phases of flight, passengers may use a POC if required by a medical certificate. The POC must be stored under the seat in front of the passenger or in another approved location that does not block the aisle or entryway of the row. It must not restrict any passenger's access to, or use of, any required emergency or regular exit, or the aisle(s) in the passenger compartment.
 - (7) A passenger may use the POC during critical flight phases if required by a medical certificate. The POC must be positioned under the seat in front of the passenger or in an approved location that does not block an aisle or seat entryway. Additionally, the POC must not interfere with the use of emergency or normal exits or in-cabin aisles by any passenger.

IX. Continuous Positive Airway Pressure (CPAP)

A Continuous Positive Airway Pressure (CPAP) machine is a device used to prevent snoring during sleep. It is not a restricted device and passengers are allowed to use it during the cruise phase of the flight. However, it should be discontinued during critical phases of the flight, such as ground taxiing, takeoff, and landing, in accordance with the management requirements for portable electronic devices on board.

Passengers with Visual or Hearing Impairments

I. Service Scope

1. **Blind Passengers:** Refers to adult passengers who are blind in both eyes or have eye defects (e.g., due to low vision that impedes mobility and requires auxiliary aids).
2. **Deaf-mute Passengers:** Refers to passengers with bilateral hearing defects who cannot speak. This does not include passengers with ear diseases or weak hearing.

II. Service Categories

1. Blind passengers accompanied by an adult (accompanied only by adults over 18 years old with full capacity for civil conduct) are transported as regular passengers.
2. Blind/deaf-mute passengers led by guide dogs/hearing dogs.
3. Blind passengers without adult companionship or without a guide dog.

III. Quantity Restrictions

1. Since there is a limit to the number of unaccompanied blind passengers and blind/deaf-mute passengers requiring a service dog in the cabin on each flight, service requests must be made at the time of ticket purchase and carried out after the agreement from Sichuan Airlines.
2. There is no limit to the number of deaf-mute passengers on each flight.

IV. Application Deadline

Passengers with disabilities who need to bring a service dog (guide/hearing dog) into the cabin should request it at the time of ticket purchase, and no later than 48 hours before flight departure.

V. Application Methods

Applications can be processed through the Sichuan Airlines customer service hotline 95378, Sichuan Airlines direct ticket offices, and various sales departments of Sichuan Airlines.

VI. Transportation Documents

1. Passengers or their guardians need to fill out the "Special Passenger Flight Application Form".
2. Disabled passengers carrying service dogs should prepare identification and quarantine certificate for the dog. For international/regional flights, entry or transit permits for animals of the respective countries should be provided. (For detailed transportation terms, see: Passengers with Mobility Disability).

VII. Transportation Costs

1. No additional charges for passengers bringing service dogs into the cabin.
2. No additional charges for checking in service dogs (along with containers and food).
3. If passengers with special service arrangements need to change flights, dates, or cancel the service: firstly, the ticket change procedures should follow the ticket usage rules; secondly, after changing the ticket, if the service is still needed, relevant service application procedures must be reapplied.

VIII. Friendly Reminder

1. If bringing onboard electronic cochlear implants or other hearing aids, there's no need for prior notification, and they can be used throughout the journey.

2. Passengers may bring canes or other mobility aids on board, but they must be stowed under the seat or in the overhead compartments. Canes should be placed flat on the cabin floor without protruding into the aisle or blocking emergency exits. If a passenger's cane cannot be folded or stored under the seat, cabin crew assistance for storage can be requested.

Pregnant Women

I. Transportation Requirements

1. During high-altitude flights, due to the relative decrease in oxygen content in the air and reduced air pressure, coupled with limited emergency medical measures, there are certain restrictions on the air transportation of pregnant passengers.
2. Pregnant women should consult their primary care physician before arranging their trip. It is recommended that pregnant passengers carry documentation indicating their due date.

II. Transportation Restrictions

1. Pregnant women up to 32 weeks gestation or less can fly, except for those diagnosed by a doctor as unfit to do so. For such passengers, Sichuan Airlines provides guarantees based on the conditions for transporting general passengers.
2. Passengers who are 32 weeks or more but less than 36 weeks pregnant must provide a diagnostic certificate issued within 72 hours before the flight. The certificate should be stamped and signed by a medical institution at the county/city level (or equivalent level).
3. Passengers who are 36 weeks pregnant or more, or those whose due date is within the next 4 weeks (inclusive), or whose due date is uncertain but are known to be carrying multiple fetuses or are expected to have complications during childbirth, will not be accepted for transportation as per the regulations of the Civil Aviation Authority.
4. For safety reasons, women less than 7 days postpartum, or pregnant women showing signs of a threatened abortion, will not be accepted for transportation.

III. Medical Certificate

The medical certificate should include the following content:

1. Passenger's name and age.
2. Proof of the due date.
3. Condition and diagnostic results.
4. Information on whether special care is needed on board.

Senior Passenger

I. Service Scope

For passengers aged 65 and over who have mobility issues, require assistance through devices for boarding, and need specific special care or services.

II. Application Method

Applications can be made through Sichuan Airlines customer service hotline 95378, Sichuan Airlines' direct ticketing offices, and all sales departments of Sichuan Airlines.

III. Service Content

1. For senior passengers who can move conveniently without the need for a wheelchair or stretcher and are traveling alone, they will be transported following the procedure for unaccompanied passengers. As there is a limit to the number of unaccompanied passengers an airline can accommodate on each flight, one needs to apply in advance when purchasing a ticket. Transport will be provided upon Sichuan Airlines' approval.
2. For senior passengers who require a wheelchair (WCHS or WCHC) or stretcher, they must follow Sichuan Airlines' transportation policies and procedures for passengers with disabilities and meet the relevant restrictions. For applications, please contact Sichuan Airlines' customer service hotline 95378 for more details.
WCHS: Passengers who cannot board or disembark from the plane by themselves but can walk to their seat in the cabin on their own.
WCHC: Passengers who are entirely immobile and need assistance to get to their cabin seat.
3. For senior passengers who only require ground assistance and don't need special attention in the cabin, there are no restrictions on the number we can accommodate.

IV. Transportation Requirements

1. Unaccompanied senior passengers should be accompanied to the departure airport by an adult, with arrangements in place at the arrival location for pick-up and care. Provide Sichuan Airlines with the names, addresses, and phone numbers of those arranged to pick up at the destination.
2. The individuals picking up or dropping off must present valid identification when completing procedures at the airport.
3. To accommodate any unexpected flight irregularities, the individuals should remain at the airport until the flight departs.
4. If a senior passenger needs to apply for special services, the family should inform the staff about the elderly person's health conditions such as heart diseases or any other conditions that might be unsuitable for flying, whether they can walk on their own, etc. They should also fill out the "Special Passenger Service Application Form".

V. Friendly Reminder

1. Senior passengers should keep their frequently used medications with them and not place them in checked baggage.
2. If senior passengers have coronary heart disease, hypertension, diabetes, or other cardiovascular diseases, as well as asthma or other medical conditions that make air travel unsuitable, it is recommended that they undergo a physical examination before traveling to confirm their fitness to fly.