

## CUSTOMER CHECKLIST

### FOR PEOPLE TRAVELLING WITH MOBILITY AIDS

To make your journey with us as smooth as possible, please complete this Checklist before making a booking so that you have this information available at the time of booking. Please carry this Checklist with your other travel documents so that you have the information available if required on the day of travel.

**Passenger Name:** \_\_\_\_\_

**Frequent Flyer No:** \_\_\_\_\_  
*(If applicable)*

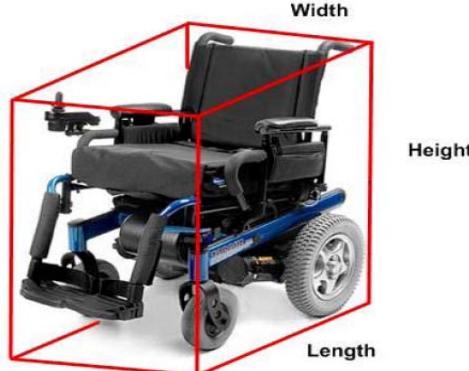
**Mobility Aid Type:** Manual  Electric

**Mobility Aid Height:** \_\_\_\_\_ cm (adjusted state)

**Mobility Aid Width:** \_\_\_\_\_ cm (adjusted state)

**Mobility Aid Length:** \_\_\_\_\_ cm (adjusted state)

**Mobility Aid Weight:** \_\_\_\_\_ kgs



Refer to Qantas.com for Qantas size dimension restrictions.

Electric wheelchairs must fit within the Qantas specified size dimensions and must be carried in the upright position.

Manual wheelchairs must fit within the Qantas specified size dimensions. If the wheelchair cannot be loaded in the upright position and it weighs under 32kgs, it may be carried on its side if the manufacturer has confirmed that it can safely travel on its side. Please carry a copy of the manufacturer's confirmation with you.

**Do you consent to your manual wheelchair being carried on its side? YES  NO**

**Battery Type:** Gel cell (dry)  Wet non-spillable  Wet spillable

**Does your battery require disconnection?** YES  NO

If yes, explain how to disconnect the battery (only wet spillable batteries require disconnection)

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**Do you have any instructions for how your Mobility Aid should be folded, adjusted or disassembled?** YES  NO

If yes, explain how this is performed

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**Are there any special instructions that are important for us to know to take care of your mobility aid?** YES  NO

If yes, explain what they are

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**Passenger Signature:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Note:** If you are not sure of the answer to any of these questions, please ask your mobility aid manufacturer for this information/assistance before travelling.