

To receive appropriate assistance at the airport and on board the aircraft, please inform our staff at the ANA Disability Desk about the type of assistance you need by filling in the Level of Mobility Checklist on the next page, including details.

Providing us with this information in advance will help us to provide seamless assistance on the day of your flight.

【Passengers' Individual Needs】

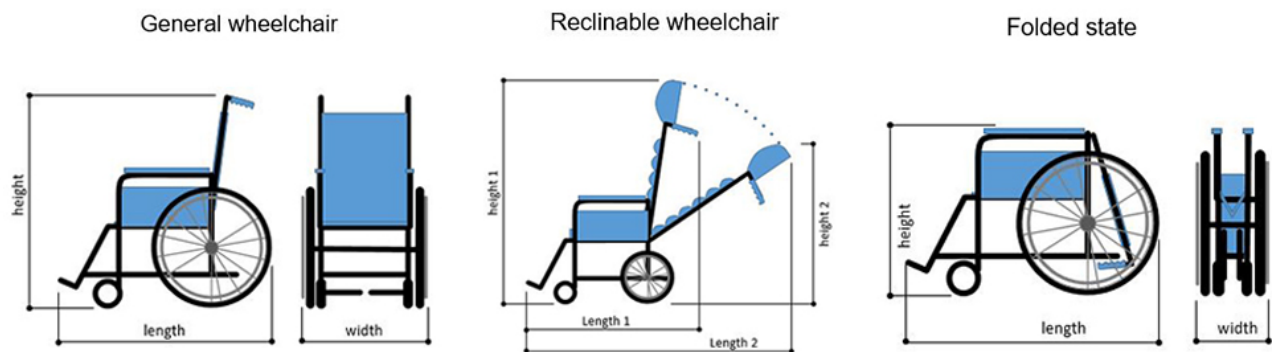
During take-off and landing, support belts and assist seats are available for passengers having difficulty maintaining an upright seating position in their chair with their seatbelts fastened. Please contact the ANA Disability Desk.

Wheelchair Check-in

Please let us know the type of wheelchair (manual or electric-powered), whether it is foldable or not, and the size of the wheelchair you are checking in.

Depending on the size of the aircraft's cargo hold, it may not be possible to load your wheelchair.

If your wheelchair can be reclined, please provide its measurements of being reclined as shown in the image below.



【Electric-powered Wheelchairs】

If you check in an electric-powered wheelchair, the battery will be removed and isolated at the check-in counter on the day of departure. Please inform our staff on how to remove and isolate the battery, or provide the instruction manual. Please check with your wheelchair manufacturer if you are not sure what kind of battery your wheelchair uses.

【Wheelchair Check-in/Pick-up Locations】

Wheelchairs brought with you can be checked in at a check-in counter and picked up in the arrival lobby. Upon your request, you can take your wheelchair as far as your boarding gate when checking in your wheelchair and receive your wheelchair near the cabin door upon arrival. Due to weather and airport facility-related conditions, we may be unable to accommodate your requests.

【Escorts】

Please be aware that ANA airport staff and cabin crews will not be able to assist with having meals or using the lavatory.

Passengers are asked to travel with an escort when needing above assistance.

【Other】

On the day of departure, personnel may check the size of your wheelchair and its battery specifications at the airport counter. Thank you for your understanding and cooperation.

Mobility Assistance Checklist

Please inform us via email or FAX (Japan). If you contact us by FAX, we will reply via phone or SMS. FAX No. (Japan): 0120-029-366 / 03-6741-8710

Please complete the following fields and place a checkmark in the applicable boxes.

Name													
Age													
Phone number													
Itinerary		①Date:() Flight No:() ②Date:() Flight No:() ③Date:() Flight No:() ④Date:() Flight No:()											
Are you traveling with an attendant?		☐ No ☐ Yes (Name :)											
1	Please select the option that best describes your mobility.	☐ Unable to walk (Requires a wheelchair for all movement) ☐ Able to walk, but unable to climb or descend stairs ☐ Able to walk and climb/descend stairs, but unable to walk long distances (If you find it difficult to climb or descend about 10 steps, please check the second box.)											
2	Would you like to check in your own wheelchair?	☐ No → No further answers are required. (End of checklist) ☐ Yes → Please proceed to Question 3.											
3	Wheelchair Type: Manual or Electric/Motorized	☐ Manual wheelchair ☐ Electric / Motorized wheelchair											
4	Can the wheelchair be folded?	☐ Foldable ☐ Non-foldable											
5	Please provide the dimensions and weight of your wheelchair	Dimensions (Width _____ cm x Length _____ cm x Height _____ cm) Weight: _____ kg											
6	Please specify the type of battery.	☐ Lithium-ion battery <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Main unit battery</td> <td style="width: 20%;">Wh</td> </tr> <tr> <td>Spare battery</td> <td>Wh</td> </tr> <tr> <td>Spare battery</td> <td>pieces</td> </tr> </table> ※If the battery is removed, please ensure it is properly packed to protect it from impact and bring it as carry-on baggage. ☐ Nickel Metal Hydride Batteries (NiMH) <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Spare battery</td> <td style="width: 20%;">pieces</td> </tr> </table> ☐ Non-spillable battery Top covered, no electrolyte injection port ☐ Nickel Cadmium Batteries (NiCad) <table border="1" style="width: 100%; border-collapse: collapse;"> <tr> <td style="width: 80%;">Spare battery</td> <td style="width: 20%;">pieces</td> </tr> </table> ☐ Spillable battery Has electrolyte injection port		Main unit battery	Wh	Spare battery	Wh	Spare battery	pieces	Spare battery	pieces	Spare battery	pieces
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Spare battery	Wh												
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7	According to the Dangerous Goods Regulations issued by the International Air Transport Association (IATA), effective January 1, 2021, electric wheelchair users are required to know the specific type of battery installed in their wheelchair. When transporting batteries built into the wheelchair or spare batteries, insulation treatment is required to prevent short circuits. For safe transport, airport staff may verify your wheelchair's size and battery specifications at the check-in counter on the day of travel. Please arrive at the airport with plenty of time to spare. ☐ Read and understood												
8	Is the battery removable?	☐ Yes ☐ No											
9	Where would you like to hand over your wheelchair?	☐ Check-in counter ☐ Boarding gate											
10	Please let us know if you have any other requests for assistance.												