

Date : 19 Feb 2019
Reference : HKGSSUL – 190219 Revised Wheelchair Policy

Dear Valued Travel Partners,

Revised Wheelchair Policy

With immediate effect, it has been decided that the age limit for providing wheelchair services to elderly passengers will be changed to 75 years.

Accordingly, all passengers below 75 years and above 85 years of age, need to produce the authorized medical form in order to obtain the service. This restriction is included for all types of wheelchair services.

Reservation Procedure

All wheel chair requests will now be confirmed manually by UL Res Services.

Passengers from 75 to 85 of age

- Passengers requesting WCHS/WCHR facility.
Age to be updated in the PNR under **DOCS** field, to obtain confirmation.
- Passengers requesting WCHC need to fill an INCAD form. (procedure below)

Passengers below 75 years of age

INCAD form required for all wheel chair services (WCHC/S/R). (procedure below)

Passengers over 85 years of age

INCAD form required for all wheel chair services (WCHC/S/R). (procedure below)

INCAD Procedure

Reservation and Ticketing staff need to get the INCAD form (Medical form) from the passenger which is filled by a doctor and e-mail to medical services, copying UL Res Services, to get the clearance from the Company Medical Officer. Once approval is obtained, Res Services will confirm in PNR.

Note: Passengers originating from EU/AU/NZ countries are excluded from this process.

For further information, please contact SriLankan Airlines on:

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Should you have any urgent matters, please feel free to contact our 24/7 Global Contact Centre.
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