

For Customer with Wheelchair - Check List

ANA Disability Desk (Open hours 09:00-17:00, LCL)
 (Inside of Japan) TEL 0120-029-377(Toll Free), 0570-029-377(Navi dial)
 (from outside of Japan) TEL +81-(0)3-6741-8900, FAX +81-(0)3-6741-8710
ANA Customer Contact Center, US (Open hours 06:00-22:00, LCL)
 TEL (1)-800-235-9262(Toll free)
ANA Web Site (e-mail)
https://contact-en.ana.co.jp/app/ask_ana_disability_pcen

Thank you for choosing to fly with ANA. Please let us know your special needs during your travel.

Name	male female	Age	Contact info.				
<Itinerary / Flight Info>							
Date:	Flight No:	From - To:	Reservation No:				
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<p>1. In order to accommodate your needs please let us know your walking condition.</p> <p style="padding-left: 20px;">Able to Up/Down steps but unable to walk a long distance</p> <p style="padding-left: 20px;">Unable to Up/Down steps but able to walk from the boarding door to the seat</p> <p style="padding-left: 20px;">Unable to walk by him/herself at all</p>							
<p>2. Check the item that matches your condition.</p> <p style="padding-left: 20px;">Can sit upright with seat belt fastened (during take-off and landing)</p> <p style="padding-left: 20px;">No needs to use medical equipments/devices on board</p>							
<p>3. Please let us know your own wheelchair.</p> <p>1) Do you have your own wheelchair? No, I don't. Yes, please check in it.</p> <p>2) If Yes, What kind of type is your own wheelchair?</p> <p style="padding-left: 40px;">Manual Electric/Battery-powered</p> <p style="padding-left: 80px;">Spillable battery (Wet-cell, "Non sealed")</p> <p style="padding-left: 80px;">Non-Spillable Battery (Wet-cell, "Sealed")</p> <p style="padding-left: 80px;">Dry Battery (Ni-CD, Ni-MH)</p> <p style="padding-left: 80px;">Dry Battery (Li-ion)</p> <p style="padding-left: 40px;">Li-ion Battery – Let us know the Watt/hour rating. _____ Wh</p> <p>3) Do you have any extra battery? (This question only apply for Electronic wheelchair user)</p> <p style="padding-left: 40px;">No extra battery Yes, I have extra. _____ Piece, _____ Wh.</p> <p>4) Is your wheelchair foldable? No Yes</p> <p style="padding-left: 20px;">If No, please let us know the size and weight.</p> <p style="padding-left: 20px;">We may not be able to accept your own wheelchair due to the cargo door's limitation.</p> <p>Length _____ cm/in × Width _____ cm/in × Height _____ cm/in, Weight _____ kg/LBS</p> <p>5) Generally, your own wheelchair is checked in at check-in counter. You can use your own one to the boarding gate if you have special request. Please check box below if you require.</p> <p style="text-align: right;"><u>Request to use my own wheelchair to the boarding gate</u></p> <p>《Remarks》</p> <ul style="list-style-type: none"> • If you check in your wheelchair at the boarding gate, it will be returned to you when you are getting off the aircraft. (not at baggage claim) • Please make sure the manufacturer and model number of your wheelchair if you're not sure which kind of battery is attached. • When you check in your electric/battery-powered wheelchair, please bring the operation manual especially if the battery type cannot visually be identified to make sure instructions to disconnect/insulate battery. • We may not be able to accept your own wheelchair due to the cargo door's limitation. 							
<p>4. Do you have any escort to travel with you?</p> <p style="padding-left: 20px;">No, travel by myself.</p> <p style="padding-left: 20px;">Yes.</p> <table border="1" style="width:100%; border-collapse: collapse; margin-left: 40px;"> <tr> <td style="width:33%;">Name</td> <td style="width:15%; text-align:center;">male female</td> <td style="width:15%;">Age</td> <td style="width:37%;">Reservation No.</td> </tr> </table> <p>Please be aware cabin attendants are not permitted to provide medical services, to assist with feeding or personal lavatory functions. For customers requiring such assistance, it is recommended to travel with escort person.</p>				Name	male female	Age	Reservation No.
Name	male female	Age	Reservation No.				
<p>5. Other notice, Special instruction/Precaution if applicable</p>							