

INFANT, CHILD & SPECIAL PASSENGERS POLICY

1. Introduction

AL Airways is committed to providing safe, comfortable, and inclusive travel for infants, children, and passengers requiring special assistance. This document outlines definitions, documentation requirements, ticketing rules, onboard facilities, and medical clearance procedures.

2. Infant Definition

2.1 Infant

- An **infant** is defined as a passenger **under 2 years of age** on the date of travel.
 - Infants must be accompanied by an adult aged **18 years or older**.
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2.2 Child

- A **child** is defined as a passenger aged **2 years to under 12 years** on the date of travel.
 - Children must occupy their own seat.
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3. Required Travel Documents

3.1 Domestic Travel

- Government-issued birth certificate or age proof (for infants)
 - Valid identification for accompanying adult
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3.2 International Travel

- Valid passport for infant/child
- Applicable visa (if required)
- Birth certificate (recommended for age verification)

Passengers are responsible for ensuring document validity.

4. Ticketing Rules

4.1 Infant Tickets

- Infants without a seat travel on an **infant fare**, usually a percentage of the adult fare
 - Infants are not allocated a separate seat
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4.2 Infant with Seat

- A separate seat may be purchased for an infant
 - Approved child restraint systems must be used
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4.3 Child Tickets

- Children must travel on a full or child fare
 - Assigned seating applies
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5. Strollers & Bassinets

5.1 Strollers

- One stroller per infant is accepted free of charge
 - Must be checked in at the gate or check-in counter
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5.2 Bassinets

- Bassinets are available on select aircraft and routes
 - Subject to availability and aircraft type
 - Advance request is recommended
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6. Medical Clearance (MEDIF)

6.1 When MEDIF Is Required

Medical clearance is required for passengers who:

- Have recent surgery
- Have serious medical conditions

- Require oxygen or medical equipment onboard
 - Are traveling during late-stage pregnancy
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6.2 MEDIF Process

- Medical Information Form (MEDIF) must be completed by a licensed physician
 - Must be submitted at least **48–72 hours** before departure
 - Subject to approval by AL Airways medical team
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7. Special Assistance Services

AL Airways provides assistance for:

- Passengers with reduced mobility
- Elderly passengers
- Visually or hearing-impaired passengers

Requests should be made during booking or in advance.

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