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Wheelchair

Passengers that Require a Wheelchair

When you travel with us, we take pride in ensuring you enjoy a comfortable and worry-free journey. Learn more about what you need to do when travelling with a wheelchair.

What should I do if I require a wheelchair during travel? Is there an extra charge?

If you need a wheelchair, you can let us know at the time of your reservation, ticketing, or reconfirmation of the booking. Travellers are requested to pre-book wheelchairs during booking or ticket issuance to avoid last minute-delays and non-availability of wheelchairs.

Old and infirm travellers and those with a medical condition will not be charged for the wheelchair. Medically unfit travellers, who require a wheelchair, will need to fill out and submit the Medical Information Form (MEDIF). You can download the form from our website under 'Health Requirements'. You can submit the form duly filled by your physician at the nearest Air India office. Our medical officer takes a minimum of 72 hours to sanction the request. In some offices like Canada, it takes five working days. Kindly check with the local office for more information.

I am booking a flight for a passenger with reduced mobility. How do I request a wheelchair?

Please remember the following when you book a seat for a traveller requiring wheelchair assistance.

- Share specific requirements concerning handling and carriage of a passenger in a wheelchair. Do let us know if the traveller requires wheelchair assistance up to the aircraft steps or entrance or the seat.
- Let us know the nature of assistance required during embarkation, disembarkation, inflight at least 48 hours before the scheduled departure time so that we can make necessary arrangements.



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steps at the aircraft. Therefore, we recommend you check the aircraft type when making the reservation. You should be able to climb, descend the steps, and walk to and from your seat.

Do I need to share information about the battery-powered mobility aid/wheelchair I will use during my travel?

You must share the following details with our booking offices at least 48 hours before the flight so our staff can verify your request with IATA's Dangerous Goods Regulations before accepting.*

- The number of batteries installed on the device
- Whether it is detachable or not
- Watt-hour (WH) rating of each battery
- If you don't know the WH rating, you can share the ampere-hour (AH) rating and voltage rating
- Make sure you carry the manufacturer's certificate or details

Types of batteries you can carry:

- Non-spillable battery: Dry battery (including integrated battery) or gel-type battery, or wet battery (sealed)
- Spillable battery: Wet battery
- Lithium battery: Lithium-ion battery

Note 1: Wheelchair or mobility aid battery must not exceed 300 WH. For mobility aids powered by two batteries, each battery must not exceed 160 WH. You can carry a maximum of one spare battery, not exceeding 300 WH or two spares, each not exceeding 160 WH.

***Note 2:** IATA Dangerous Good Regulations regulate the carriage of battery-powered mobility aids and wheelchairs. We may not be able to carry your mobility aid or wheelchair, should they differ from the conditions laid down in the regulations.

Note 3: Passengers carrying their wheelchairs (battery or non-battery operated) may kindly note that the wheelchair should be capable of manoeuvring through various airport security hold and up to the aircraft. The wheelchair will be collected at the aircraft entrance before boarding and will be loaded in aircraft holds. Due to infrastructural constraints,



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