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Passengers with Special Needs



What rules apply for passengers carrying their own wheelchair?

Can I carry my own wheelchair?

If customers wish to use their own wheelchair at the airport, they are permitted to do so up to the aircraft, whereupon it will be stored in the baggage hold area. Customers with a disability may use their own manual powered wheelchair till the aircraft door. If customers wish to check-in their own wheel chair, IndiGo shall provide assistance to dismantle and/or reassemble the wheelchair under the supervision of the customer. However, IndiGo shall not be liable for any damage arising while handling the wheelchair. Checked-in wheelchairs will be returned to the customer at the destination airport. We recommend carrying suitable travel insurance for any such equipment.

Can I carry my own electronic powered wheelchairs?

Unfortunately electronic powered wheelchair(s) with a wet-cell battery shall not be accepted since it’s corrosive in nature and is considered to be a ‘Dangerous Good’. Electronic powered wheelchair(s) with lithium or non spillable battery shall not be allowed beyond the flight check-in counter, due to security reasons. Electronic wheelchairs will be dismantled at our flight check-in counters. These batteries must be protected to prevent short circuits.

The lithium battery can either remain installed in the mobility aid or be removed by the user, if the mobility aid is specifically designed to allow it to be, following the manufacturer’s instructions. The removed battery must not exceed 300 Wh, or if the device is fitted with two batteries, each battery much not exceed 160 Wh. Where the battery is not removed, there is no limit to the Watt-hour (Wh) rating for the installed battery(ies). The customer needs to carry User/ Manufactures manual of that particular battery powered wheelchair.

Where will my wheelchair be returned back to me?

If the wheelchair is kept in the hold, we'll make every effort to return it to the customer as close to the aircraft door as possible.If this is not possible, we will make sure there is a wheelchair available to assist customer to the baggage reclaim area. We can arrange assistance between the gate and the arrivals hall if the customer would like this service. Depending on the airport, this will either be by electric buggy, airport wheelchair or accessible buses.

Liability for damage to wheelchair

In the event of loss or damage, mobility aids or any equipment relating to the disability which are placed into the checked-in luggage is not covered for anything more than the maximum liability under IndiGo’s [Conditions of Carriage](#).

Wheelchair inventory per flight

Wheelchair assistance can be provided on first come first serve basis, if inventory available, hence we recommend passengers to place a request for wheelchair atleast 48 hours prior to schedule departure of the flight.

Was this helpful? Yes Or No

How can I opt for wheelchair assistance at the airport?

Wheelchair Assistance... [Read More...](#)

What rules apply if I want to carry a Portable Oxygen Concentrator (“POC”)?

Carriage of a POC... [Read More...](#)

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Ask Dottie

Can I carry crutches, braces and or other prosthetic devices on-board?

Customers are allowed to use their own crutches, braces and / or other prosthetic devices up to the aircraft, and may board with such items as hand ba... [Read More...](#)

Can seats be assigned to passengers who are differently abled?

We will do our best to allocate you a seat that is most suitable to your needs including movable armrest for easy accessibility to the seats However, ... [Read More...](#)

Are differently abled passengers offered assistance by crew to use lavatory?

A lavatory with a single panel door and additional grab bar is available on all our aircraft. Our cabin crew can provide assistance moving to and from... [Read More...](#)

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