NACC National Airlines Council of Canada CNLA Conseil national des lignes aériennes du Canada

AIR CANADA Air transat WESTJET

Air Travel Requirements Assessment Form Questions and Answers

1. What is the Air Travel Requirements Assessment Form?

The Air Travel Requirements Assessment Form is a common form for use by National Airline Council of Canada (NACC) airlines – **Air Canada, Air Transat and WestJet** – and helps the airline determine whether it is safe for you to fly, and what accommodations or assistance may be needed to ensure your safety and comfort. The form has two sections: Section 1 – completed by you or your guardian, and Section 2 – completed by your healthcare provider.

2. Who should complete this form?

You should complete this form if you have a medical condition that may affect your ability to travel safely, require medical equipment or oxygen onboard, or need a support person or additional seating due to a medical condition or disability. If you are unsure about whether you will need to submit the Air Travel Requirements Assessment Form, please contact the airline's accessibility services.

Note: If you are travelling to or from the United States, you may require a medical certificate for certain scenarios. Please contact your airline for further details.

3. Is this a new requirement for passengers with accommodation needs?

No. This new and common form does not increase the need for passengers to complete it. It remains necessary only for customers who have a medical condition that may affect their ability to travel safely, require medical equipment or oxygen onboard, or need a support person or additional seating due to a medical condition or disability. If you did not need to fill out a fitness for travel form previously, you do not need to fill out the new common form.

Previously, each NACC member airline had their own unique form, which required passengers and health care providers to complete a different form anytime a passenger flew on a different airline. The new form simplifies the process for those passengers with specific accommodation requirements, and their health care providers, to only need to complete a form once.

4. What is the advantage of a standardized common form?

Passengers who fly on different NACC airlines - **Air Canada, Air Transat, or WestJet** - will no longer need to complete different forms for each airline - passengers and their health care providers will now only need to complete one form that can be submitted to all these airlines - saving passengers and their health care providers time and administrative and financial burden.

5. When should I submit the form?

Submit both Section 1 and Section 2 at least 48 hours before departure. Airlines will do their best to accommodate you where possible if the form is submitted less than 48 hours before departure, but certain accommodations or assessments may require additional notice.

6. Do I need a separate form if I travel with more than one NACC airline?

The Air Travel Requirements Assessment form is for common use by **Air Canada, Air Transat and WestJet.**

7. So, if I fill in the form with one participating airline, I won't have to fill in the same form for another participating airline?

Correct. The form is standardized and once completed by you (or your guardian) and your healthcare provider, it can be submitted to any of the NACC airlines.

Note: The airlines will not share the form among themselves or submit the completed form to each other on your behalf. It is recommended that you keep the original copy of your completed form in case you need to submit your information to more than one of these airlines.

8. What if I am not travelling on Air Canada, Air Transat or WestJet?

For passengers flying with other Canadian or foreign carriers, you will still need to complete any documentation required by those carriers.

9. Why does my healthcare provider need to fill out Section 2?

Section 2 of the form provides medical information that helps the airline determine if it is safe for you to fly and what accommodations may be required. Without it, the airline cannot confirm your safety during travel or arrange necessary support and accommodations.

10. Can my healthcare provider send the form directly to the airline?

Yes. Once you sign the Authorization and Consent section, your healthcare provider may send the fully completed form directly to the airline's medical or accessibility services.

Note: It is recommended that you also keep a copy in case you need to use your form with another airline. See #7 above.

11. What happens if the form is incomplete or missing information?

Incomplete or unsigned forms may be returned, which could delay your travel. If forms are missing or contain unclear information, airlines may need to consult directly with you and/or your health care provider in order to confirm the proper accommodations or assistance that

may be needed for you. Please ensure that all applicable sections are complete before submission.

12.What if my medical condition or travel details change?

If your condition or travel details change after submitting the form, contact the airline immediately to advise of any changes.

13.How is my personal and medical information used?

Your information is used only to facilitate your travel and can be retained securely by the airline for up to three years if you consent to the information being stored. This is in accordance with the *Accessible Transportation for Persons with Disabilities Regulations* (ATPDR).

14.Who can I contact for help or more information?

Contact the airline's Accessibility Services or Medical Desk below for questions or updates:

Air Canada Accessibility Services

Hours of Operation: 6 a.m. to 10 p.m. EST, 7 days a week

Phone:

1-800-667-4732 (toll-free for Canada and U.S.)
1-514-369-7039 (long distance charges apply)

TTY (teletypewriter): 1-833-754-3650 (toll free for Canada and U.S.)
437–880-6224 (long distance charges apply)

VRS (video relay): 1-833-768-2256 (toll free for Canada and U.S.)
437-880-6226 (long distance charges apply)

Fax:

1-888-334-7717 (toll-free for Canada and the United States)
514-828-0027 (long distance charges apply)

Email: accessible@aircanada.ca

Website: https://www.aircanada.com/ca/en/aco/home/plan/accessibility.html#/

Air Transat

Phone:

1-877-TRANSAT (872-6728) (Toll-free call from a landline telephone from Canada and USA)
1-514-636-3630 (long distance charges apply)

For people who are deaf, deafened, hard of hearing, or for those with speech disabilities, access Bell Relay Service:

- 1-800-855-0511 (voice to TTY)
- 711 (TTY to voice)
- 1-800-855-1155 (TTY to TTY)

You must then instruct the Bell Relay Service operator to contact our Contact Centre at the following numbers: 1-866-234-5136 or 514-906-5196.

Website: Accessibility, Special needs and Medical Equipment

WestJet

Phone:

- Toll-free: 1-888-937-8538

TTY for heading impaired:

- Toll-free: 1-877-952-0100

Guests with disabilities experiencing difficulties accessing WestJet.com:

- Toll-free: 1-866-693-7853
- Connect with us using our Contact us form

Website: https://www.westjet.com/en-ca/special-needs