

**PORTABLE OXYGEN CONCENTRATOR (POC'S)
PHYSICIAN'S STATEMENT**

Pursuant to U.S. Federal Aviation Regulations (FAA), a Customer who requests to use a portable oxygen concentrator unit on board an aircraft which flies into, out of, or through U.S. Airspace, must obtain a written statement from their physician containing the information in the "Physician's Statement" section of this document. The statement must include the date, the physician's name, telephone number and signature. This Physicians Statement is valid for one (1) year from the date of the physician's signature.

POC's approved by the FAA for carriage **and use on board airlines flying into, out of and through the United States:**
AirSep Lifestyle, AirSep Free Style, Inogen One, SeQual Eclipse, or Respirationics EverGo .

Although not subject to the Dangerous Goods Regulations, a special ruling has been imposed by the FAA allowing the use of the aforementioned devices when carried or used on board aircraft.

CUSTOMER INFORMATION

This document is to remain in your personal possession. It must be presented to airline representatives upon check-in and boarding of aircraft.

1. You are responsible for ensuring that the unit is in good condition, free from oil, grease, damage and/or excessive wear and tear.
2. You are responsible for traveling with a sufficient supply of batteries to last the entire journey, per your oxygen requirements. This includes, the duration of the flight, all ground time (before and after flight and during connections) and any unexpected delays. All batteries must be transported in carry-on baggage (not permitted in checked baggage) and must be packaged in a manner that protects them from physical damage and short circuits. Your portable oxygen concentrator unit, as well as the baggage containing your batteries, is exempt from the carry-on limitations of two pieces per Customer.

PHYSICIAN'S STATEMENT

Patient's name: _____ **Date:** _____

Sunwing Booking Number: _____

O/B Flight Details: Date _____ **Flight No.** _____ **Routing:** _____

I/B Flight Details: Date _____ **Flight No.** _____ **Routing:** _____

Type of POC being used: _____

<p>1. Does the user of the POC have the physical and cognitive ability to see, hear, and understand the device's aural and visual cautions and warnings, and respond accordingly without assistance?</p> <p>Yes ___ No ___</p> <p>If not, the user must travel with a companion who is capable of performing these functions on their behalf.</p>
<p>2. Is oxygen use medically necessary at all times including; time in the airport, taxi, takeoff, and landing, as well as during the flight?</p> <p>Yes ___ No ___</p> <p>If not, please specify:</p> <p>The portion of the trip requiring oxygen (i.e., only during the flight): _____</p>
<p>3. Sunwing Airlines pressurized aircraft cabin altitude equals 8,000 feet above sea level. The user may adjust the oxygen flow setting to a maximum of _____ as needed during flight, recognizing the possible changes in cabin pressure. A maximum flow rate of 4 litres per minute is permitted.</p>

Physician's Name: _____ Physician's Telephone #: _____

Signature of Physician: _____ Date: _____

Fax No. 416-798-8760 Attention: Special Services / Customer Service Department

SUNWING AIRLINE USE ONLY

Customer Service Agent/Flight Attendant: ensure statement is complete and return to the Customer.

CONDITIONS FOR USE ON BOARD SUNWING AIRLINES AIRCRAFT

The POC may only be used in its battery-operated mode. Sunwing Airlines does not have electrical outlets onboard for commercial product use.

To be used onboard the aircraft, the **AirSep Lifestyle, AirSep Free Style, Inogen One, SeQual Eclipse, or Respironics EverGo** POC must have a label attached indicating that it has been approved for use in aircraft.

The Customer must have a sufficient number of fully charged batteries to cover the duration of the flight and anticipated delays, plus one extra battery for unanticipated delays. Extra batteries must be packaged for carryon in a manner to prevent short circuit. Battery terminals must either be recessed or packaged so as to prevent contact with metal objects, including terminals of other batteries.

The Customer must ensure that the POC is free of oil, grease, or other petroleum products, and is in good condition and free of damage or other signs of excessive wear or abuse. Verification of appropriate maintenance of the POC must be provided by the passenger upon request.

The Customer must have a letter from their physician on letterhead with an issue-date of no more than one year prior to flight departure date. The physician's letter must state:

- § whether the user is able to operate the device and recognize and respond appropriately to its alarms, and if not, that the user is traveling with a companion who is able to perform these functions
- § the phases of the flight (taxi, takeoff, cruise, landing) during which use of the device is medically necessary, and
- § the maximum flow rate corresponding to the pressure in the cabin under normal operating conditions. (Cabins are pressurized to an altitude of 8,000 feet.)

Making Reservations:

- § At the time the reservation is made, the Customer must inform our Reservations Sales Agent (RSA) of the intended use of the POC and the model of POC to be used.
- § If booking through a travel agent, the Customer should call **416-620-4955 or 1-877-877-1755 ext 4325, 4039 or 328** after the reservation is made. A copy of the Physician's Statement must be faxed to 416-798-8760 at least 1 week prior to departure.

At the Airport:

- § The Customer using the **POC** must check in by receiving a boarding pass and arrive at the departure gate no less than 45 minutes prior to departure. The Customer must then see a Customer Service Agent to receive a Preboarding Sleeve and Notice to Preboarding Customers.
- § Prior to boarding, the Operations Agent will verify the POC model, physician's letter, and number and packaging of batteries.

Onboard the Aircraft:

- § The Customer using an approved POC must be seated in a seat closest to the window than any other Customer in that row. In many situations, the Customer using the approved POC must be seated in a window seat to comply with the Safety Regulations.
- § During taxi and takeoff or landing, the POC must be properly stowed under the seat in front of the user or in the overhead bin. If the customer is using the device during taxi, take-off, and landing, the customer must be seated so that the device does not restrict any customer's access to an exit or the aisle. POCs may not be used when seated at an exit row or bulkhead seat.
- § Customer may use the POC while moving about the cabin as long as the "Fasten Seat Belt" sign is not illuminated.
- § If the POC is to be carried onboard the aircraft as carry-on baggage and is not intended to be used in flight, the POCs must be empty and free of pressure. The battery must also be removed and packaged separately, unless the unit has at least two effective protective features to prevent accidental operation.