

# For Customer with Wheelchair

**[ANA DISABILITY DESK]**  
 0120-029-377 (TEL) 0120-029-366 (FAX)  
 (Non-Toll Free TEL:0570-029-377,03-5757-7251)  
 (Non-Toll Free FAX:03-5757-0254)

Along with requesting special assistance in your reservation, airport staff and cabin crew member know of your special needs during your travel.

Name	Age:	Gender: male / female																
Contact Info.																		
<b>Itinerary / Flight Info.</b> (1)Date: flight no.: travel segment(DEP-ARR): ( — ) (2)Date: flight no.: travel segment(DEP-ARR): ( — ) (3)Date: flight no.: travel segment(DEP-ARR): ( — ) (4)Date: flight no.: travel segment(DEP-ARR): ( — )																		
* Passengers taking connecting flights may require substantial time to move between the terminals or to undergo check-in procedures. Please feel free to consult with <ANA Disability Desk> for any questions you may have.																		
1. In order to accommodate your needs please let us know your conditions. <input type="checkbox"/> Can not walk by myself (WCHC) <input type="checkbox"/> Can walk alone but can not ascend or descend stairs by myself (WCHS) <input type="checkbox"/> Can ascend or descend stairs by myself but can not walk long distance (WCHR)																		
2. Check the item that matches your condition. <input type="checkbox"/> Can sit upright with seat belt fastened (during take-off and landing). <input type="checkbox"/> No need to use medical equipments/devices on board.																		
3. Please tell us about your personal wheelchair. * You can check your wheelchair at the counter. We will take you to the plane in our wheelchair. * When you check your electric/battery-powered wheelchair, please tell our airport staff your wheelchair's specific battery type and instructions to disconnect/insulate the battery if necessary. * We may not be able to accept large-size wheelchairs due to the size of the cargo door and space.																		
<input type="checkbox"/> No wheelchair <input type="checkbox"/> Personal wheelchair → <table style="display: inline-table; vertical-align: middle; margin-left: 10px;"> <tr> <td style="padding: 0 5px;">→</td> <td style="padding: 0 5px;"><input type="checkbox"/> Manual</td> <td style="padding: 0 5px;">or</td> <td style="padding: 0 5px;"><input type="checkbox"/> Electric/Battery-powered (Foldable? YES / NO)</td> </tr> <tr> <td style="padding: 0 5px;"></td> <td style="padding: 0 5px;"><input type="checkbox"/> Foldable</td> <td style="padding: 0 5px;"></td> <td style="padding: 0 5px;"><input type="checkbox"/> Spillable Battery (Wet-cell "non-sealed")</td> </tr> <tr> <td style="padding: 0 5px;"></td> <td style="padding: 0 5px;"><input type="checkbox"/> Non-foldable</td> <td style="padding: 0 5px;"></td> <td style="padding: 0 5px;"><input type="checkbox"/> Non-Spillable Battery (Wet-cell "sealed")</td> </tr> <tr> <td colspan="4" style="padding: 0 5px;"><input type="checkbox"/> Dry Battery (NiCad, Ni-MH, Li-ion Battery)</td> </tr> </table> *We cannot accept any spare Lithium Ion batteries.			→	<input type="checkbox"/> Manual	or	<input type="checkbox"/> Electric/Battery-powered (Foldable? YES / NO)		<input type="checkbox"/> Foldable		<input type="checkbox"/> Spillable Battery (Wet-cell "non-sealed")		<input type="checkbox"/> Non-foldable		<input type="checkbox"/> Non-Spillable Battery (Wet-cell "sealed")	<input type="checkbox"/> Dry Battery (NiCad, Ni-MH, Li-ion Battery)			
→	<input type="checkbox"/> Manual	or	<input type="checkbox"/> Electric/Battery-powered (Foldable? YES / NO)															
	<input type="checkbox"/> Foldable		<input type="checkbox"/> Spillable Battery (Wet-cell "non-sealed")															
	<input type="checkbox"/> Non-foldable		<input type="checkbox"/> Non-Spillable Battery (Wet-cell "sealed")															
<input type="checkbox"/> Dry Battery (NiCad, Ni-MH, Li-ion Battery)																		
<div style="border: 1px solid black; padding: 5px; width: fit-content; margin: 0 auto;"> <p>If your wheelchair is non-foldable or battery-powered, please tell us the size and weight.</p> <p> <u>Length</u>    <u>cm</u>    x    <u>Width</u>    <u>cm</u>    x    <u>Height</u>    <u>cm</u>                      <u>Weight</u>                      <u>kg</u> </p> </div>																		
4. Do you have an escort to travel with you? *Our cabin crew members can assist you in using the onboard wheelchair and stowing or retrieving carry-on items, identifying in-flight meal items, and opening packages. However, our cabin crew members are not permitted to provide medical services, assist with feeding or personal hygiene and lavatory functions. For those customers requiring such assistance, it is recommended to travel with an escort.																		
Name of the escort:	Age:	Gender: male / female																
5. Other notices, Special instructions/Precautions:																		