

ANA Disability Desk
Phone:
0120-029-377 (Toll free inside Japan)
0570-029-377 (Navi Dial inside Japan)
(81)-(3)-6741-8900 (International Calls)
Operating hours: 0900-1700
(Japan local time, all year around)

Dear customer,

Thank you for flying with ANA all the time.

We're so pleased to register to the column of ANA Mileage Club member's information, in addition to customer's name and phone number, wheelchair information which a customer requires in airport and aircraft cabin, medical device's information on flight, required assistance information and etc. on this "Assistance Information Registration Service".

Upon making a reservation, you can make it so smoothly and instantly only to propose 10 digit ANA Mileage Club membership number.

Please return to fill in required assistance items in enclosed "Registration sheet for Customer assistance information".

* For registered AMC member, also fill in membership card number since ANA register it as additional information for customer.

<Attention>

- * Application is available in Japanese or English only.
- * ANA Disability Desk may call the customer if it's required to verify and confirm regarding to the contents of application.
- * We are unable to return documents sent to the Assistance Information Registration Service Desk, so please ensure that you make copies of anything you require.
- * Regarding to a code-share flight operated by a code-share airline with ANA flight number, it's applied to the regulation of code-share operating airline.
Please ask the service details to each code-share operating airline directly because it differs the contents of assistance service from ANA.
- * Please inform of ANA Disability Desk if you have a flight reservation or expected plan on board ANA within one month.



Initial Partial change**Registration sheet for Customer assistance information**

DATE: , ,

※It's required to confirm private information for registration of assistance information. Please fill proposed address, phone No., and date of birth when you enrolled in the following.

| | |
|--|---|
| AMC membership number (10 digits) : <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> <input type="text"/> | Name : <input type="text"/> |
| Address : <input type="text"/> - <input type="text"/> | Date of birth : , , <input type="text"/> <input type="text"/> <input type="text"/> |
| | Phone No. : <input type="text"/> |
| | Daytime Contacts : <input type="text"/> |

- Please be sure to fill in the following part for confirmation of registered membership information in either "new" or "Partial change".
- Any A-level Assistance information registered will be shown on the reservation confirmation page upon making a reservation on the ANA website and on the basic ANA Mileage Club member information page.
- Any B-level Assistance information registered will be shown on the basic ANA Mileage Club member information page on internet (Web).
- Registered C-level Assistance information will not be shown on the ANA website. Please call us if you would like to check any C-level Assistance information you have registered.
- **When you make a ticket reservation or change your reservation after registering your assistance information, you must call or e-mail the ANA Disability Desk.**

| Assistance Information 1 | |
|---|---|
| A | Walking condition Walking impairment <input type="checkbox"/> Yes <input type="checkbox"/> No If "Yes", fill a tick in following applicable box. <input type="checkbox"/> Can ascend or descend stairs by myself but can not walk long distance (Use wheelchair only inside airport) <input type="checkbox"/> Can walk alone but can not ascend and descend stairs by myself (Use wheelchair up to entrance of aircraft) <input type="checkbox"/> Can not walk by myself (Use wheel chair to my seat in cabin, and need to assist for transfer) |
| | Personal wheelchair information Bringing Personal wheelchair <input type="checkbox"/> Yes <input type="checkbox"/> No If "Yes", fill a tick in following applicable box. Is it foldable? <input type="checkbox"/> Yes <input type="checkbox"/> No Sort of personal wheelchair <input type="checkbox"/> Manual power <input type="checkbox"/> Battery drive If "Battery drive",fill a tick in Type of battery Type of battery if applicable Dry : <input type="checkbox"/> Nickel cadmium (Ni-CD) <input type="checkbox"/> Nickel Metal Hydride (Ni-MH) <input type="checkbox"/> Lithium ion (Li-ion) Wet : <input type="checkbox"/> Sealed (Nonspillable lead acid battery) <input type="checkbox"/> Non sealed (Spillable lead acid battery) |
| A | Size, weight of wheelchair Depth cm / Width cm / Height cm / Weight kg ※Please indicate folded size if it's foldable one. |
| B | Bringing a spare battery? <input type="checkbox"/> Yes <input type="checkbox"/> No *Write Wh only for lithium ion Type of battery : () () pieces () Wh* |
| B | Expected place to check-in your own wheelchair <input type="checkbox"/> Check-in counter <input type="checkbox"/> Boarding Gate |
| B | Accompany a service dog? <input type="checkbox"/> Yes |
| A | Have sight impairment? <input type="checkbox"/> Yes |
| B | Accompany a Seeing-eye-dog? <input type="checkbox"/> Yes |
| A | Have hearing impairment or speech difficulty? <input type="checkbox"/> Yes |
| B | Accompany a Hearing-ear dog? <input type="checkbox"/> Yes |
| Assistance Information 2 | |
| ※ANA can keep customer's assistance information for preparing to your onboard, but you're required to call ANA Disability Desk when making a booking. | |
| B | Oxygen needed in flight? <input type="checkbox"/> Yes <input type="checkbox"/> No *It's required to order ANA Disability Desk 96hours prior to departure on international flight and 48 hours on Japan domestic flight when you apply Oxygen Cylinder Rental. <input type="checkbox"/> Personal medical oxygen cylinders <input type="checkbox"/> Oxygen cylinder rentals* (Paid service) <input type="checkbox"/> Both |
| B | Portable Oxygen concentrator (POC) needed in flight? <input type="checkbox"/> Yes ●Manufacturer : ●Appliance name or product number : ●Battery Type : <input type="checkbox"/> Nickel cadmium (Ni-CD) <input type="checkbox"/> Nickel Metal Hydride (Ni-MH) <input type="checkbox"/> Lithium ion (Li-ion) <input type="checkbox"/> Sealed (Nonspillable lead acid battery) <input type="checkbox"/> Non sealed (Spillable lead acid battery) ●Size : Depth cm / Width cm / Height cm / Weight kg ●Supplementary information for device, etc. : () |
| B | Respirator/Aspirator needed inflight ? <input type="checkbox"/> Yes ●Manufacturer : ●Appliance name or product number : ●Battery Type : <input type="checkbox"/> Nickel cadmium (Ni-CD) <input type="checkbox"/> Nickel Metal Hydride (Ni-MH) <input type="checkbox"/> Lithium ion (Li-ion) <input type="checkbox"/> Sealed (Nonspillable lead acid battery) <input type="checkbox"/> Non sealed (Spillable lead acid battery) ●Size : Depth cm / Width cm / Height cm / Weight kg ●Supplementary information for device, etc. : () |

