

The following outlines your rights and responsibilities as a passenger on an Angel flight.

Angel Flight Australia (AF) cannot guarantee that every request can be filled or that every mission will occur successfully. However, we will ensure that every effort is made to complete the mission to the satisfaction of all involved. Please remember that our volunteer pilot is making a great sacrifice to conduct your Angel flight, so be courteous and respectful of their time, effort and finances. Be mindful that AF pilots are not employees of Angel Flight, but volunteers who donate their time, aircraft and most expenses connected with your transportation.

Passenger weight and distance present challenges for smaller aircraft. For example, a request for two people with a combined weight of 180 kg travelling from Dubbo to Sydney would be a relatively easy flight to fill. However, if a couple with a combined weight of 240 kg, with a collapsible wheelchair wanted to travel the same route—it can be more difficult to find a volunteer pilot with a suitable aircraft.

### Rights:

- You have a right to courteous, friendly service by your Angel Flight pilot, staff, and ground-based volunteers (affectionally known as Earth Angels). If you feel you have been treated unfairly, please contact your Mission Coordinator immediately on the toll free number – 1300 72 65 67.
- You have a right to a smoke-free environment in flight. Smoking is prohibited by passengers and pilots on all Angel flights.
- Assuming you meet our Mission Guidelines, you have a right to request a flight (through your Health Professional) regardless of race, religion, ethnicity, gender, occupation, or age. (Those under 18 years of age must be accompanied by a parent or adult guardian.)

### Responsibilities:

- All passengers must be ambulatory. They must be able to walk, get in and out of a plane with limited assistance and sit-up during the flight (seats do not recline).
- Angel Flight uses small, private planes (generally 4-6 seats) to transport passengers. You may be required to step up onto the aircraft wing (40-50 cm above the ground), enter through a narrow door and lower yourself into the back seat.



## Rights and Responsibilities of Angel Flight Passengers

- Of flights less than 550 km we require at least 5 working days (Monday- Friday) notice for the request, the more notice the better. If the patient is requesting to fly in, go to their appointment, and fly home the same day, ideally the appointment should be between 11.00 am and 1.00 pm with departure no later than 2.00 pm. On flights more than 550 km, we require 8 working days (Monday-Friday) notice for the request, but more if possible.
- Passengers must not require any medical attention during the flight or any medical equipment (other than an oxygen cylinder, which requires the permission of the pilot).
- We don't transport unaccompanied minors. A parent or an adult guardian must accompany all passengers 17 years old and younger.
- It is imperative that you please keep us informed of any changes (*Companion change, appointment cancelled, other arrangements made, lodging info, baggage etc.*). If you find a different way of transportation prior to your flight, please call us. If you arrive at the airport with unplanned companions or baggage, it may result in leaving additional passengers or baggage behind or immediate cancellation of your flight. During after hours, call the office (1300 72 65 67) and leave a message. The On-Call Mission Coordinator will return your call as soon as possible.
- For safety reasons, baggage is limited to 45 kg (**Total weight limit of all baggage**). Weight in small aircraft is extremely critical. Use soft-sided luggage, no bigger than a carry on bag. Please notify our office immediately if you have any other items (i.e. stroller, car seat, walker, oxygen etc.) **Example:** If you are taking a car seat and a stroller, you need to take these weights into account so as not to exceed baggage total weight of 45 kg.
- Angel Flight pilots and Earth Angels do not provide child seats or baby capsules. Anyone traveling with young children or infants must bring the same child seat/capsule they would use in their motor vehicle.
- Pilots make final decisions regarding completion of all missions. A pilot may delay or cancel a mission in the event of bad weather or other critical safety factors.

- Passengers must have a back up plan for the outgoing **and** return trip or the ability to reschedule an appointment in the event we have to cancel the flight. Weather, mechanical difficulties, illness or any other number of reasons greatly influence the ability of any flight to take off as planned. *We **do not** guarantee a flight(s) because all of our pilots are volunteers. **If you decide to use your back-up plan instead of our services, please contact us immediately (1300 72 65 67).***
- It is essential that you be on time for your departure. It is important that the pilot stay on the schedule he/she has filed with the relevant authorities. Delays can result in you missing your medical appointment, not to mention the inconvenience to the Earth Angel waiting at the destination airport.
- It is your responsibility to ensure we receive the proper paperwork from a qualified health professional (eg: doctor, nurse, social worker). Do not call any pilots who have flown you on previous Angel flights, as it breaches our privacy agreements with our pilots. The same applies to our Earth Angels.
- An adult patient may take 1 passenger on the flight, and a child patient may take 2 passengers – there are weight restrictions.
- The patient and/or passengers must sign a Waiver and Release of Liability Form relieving the pilot and AF of liabilities prior to takeoff.
- AF coordinates between pilots and patients but under the Civil Aviation Safety Authority (CASA) rules, the pilot is the person responsible for the safety of the flight and the airworthiness of the aircraft.
- Angel Flight reserves the right to deny service to anyone who does not abide by the above set of responsibilities, who is abusive to a volunteer pilot or staff member, or who has no compelling need for a free flight.

Should you have any questions regarding your request to travel with Angel Flight, please contact your Health Professional or our office.

Phone: 07 3620 8300

Fax: 07 3852 6646

Email: [mail@angelflight.org.au](mailto:mail@angelflight.org.au)

Web: [www.angelflight.org.au](http://www.angelflight.org.au)