USEFUL INFORMATION TO PASSENGER REQUIRING WHEELCHAIR SERVICES

Vietnam Airlines’ wheelchair services is the service offered to disabled or reduced mobility passengers (hereinafter referred as “Passenger”) travel on Vietnam Airlines operating flights.

Vietnam Airlines arranges staff and uses highlift cars, loading bridges, other specialized facilities, etc. to assist passenger to ascend/descend steps, to/from the aircraft and to/from their seat.

In fact, above mentioned specialied facilities (highlift cars) are not available at some departure station/destination station (*). In these case, Vietnam Airlines’ ground handling staff and passenger ‘s escort (if any) assist passenger to ascend/descend steps. Your kind understanding is highly appreciated.

Thank you and have a good flight.

(*) List of airports are not equipped specialied facilities: