



USEFUL INFORMATION TO PASSENGER REQUIRING WHEELCHAIR SERVICES

Vietnam Airlines' wheelchair services is the service offered to disabled or reduced mobility passengers (hereinafter referred to 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 specialized facilities (highlift cars) are not available at some departure station/destination station (*). In these cases, 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 with specialized facilities:

Cat Bi airport – Hai Phong, Tho Xuan – Thanh Hoa, Vinh airport – Nghe An, Phu Bai - Hue, Dong Hoi airport – Quang Binh, Phu Cat airport – Quy Nhon, Tuy Hoa airport – Phu Yen, Lien Khuong – Da Lat, Pleiku Airport – Gia Lai, Buon Me Thuot airport – Dac Lac, Can Tho airport – Can Tho.