**USEFUL INFORMATION TO PASSENGER REQUIRING WHEELCHAIR SERVICES**

**輪椅服務需求旅客資訊**

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

越南航空提供行動不便旅客搭乘直營班機時所需之輪椅協助服務。

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 Airlnes’ 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.

越南航空將協助安排機場人力與設備：升降梯、防滑坡道等專門輔具(\*)，方便您登機、進出座位及下機。

若該起飛/目的地機場無配置相關輔助設施，越南航空地勤人員亦能與隨行家屬(如有)協力提供行動不便旅客上下樓梯協助。

感謝您的理解與配合，越南航空預祝您旅途愉快！

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

\*下列機場尚無配置相關輔助設備：

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.

海防吉碑機場、清化壽春機場、義安榮市機場、順化富牌機場、廣平同海機場、歸仁符吉機場、绥和宣化機場、大叨蓮姜機場、嘉萊百里居機場、多樂邦美蜀機場、芹苴機場。