



## FlyGLO NON-DISCRIMINATION POLICY

We at FlyGLO respect the rights of all persons, including those with Special Needs and/or with Disabilities, and endeavor to provide our services to all persons in a Non-Discriminatory manner. FlyGLO adopted this Non-Discrimination Policy to inform persons seeking our services of FlyGLO's commitment to them in that regard.

**1. Special Needs/Passengers with Disabilities:** An individual with a disability means any individual who has a physical or mental impairment that, on a permanent or temporary basis, substantially limits one or more major life activities, who has a record of such impairment, or who is regarded as having such impairment.

A "qualified individual with a disability" is defined as an individual with a disability who obtains a valid ticket, comes to the airport for a flight, and meets the nondiscriminatory Contract of Carriage requirements that apply to all passengers.

**2. General Prohibition of Discrimination:** FlyGLO does not discriminate against any qualified individual with a disability in the provision of air transportation.

The amended rules to implement the Air Carrier Access Act of 1986 contain certain requirements designed to address issues that have arisen in providing air travel to individuals with disabilities. The regulations are intended to ensure that individuals with disabilities have access to air transportation and that carriers do not impose restrictions on such passengers except such restriction as are necessary to the safe carriage of all passengers.

**3. Refusal to Transport:** FlyGLO may refuse transportation to any passenger on the basis of safety, and may refuse to provide transportation to any passenger whose carriage would violate FAA regulations. In exercising this authority, FlyGLO personnel may not discriminate against any qualified individual with a disability on the basis of his/her disability.

**4. Advance Notice Requirements:** Except as noted below, FlyGLO may not require a qualified individual with a disability to provide advance notice of either his/her intention to travel or his/her disability as a condition of receiving transportation.

FlyGLO may require up to 48 hours advance notice and one-hour advance check-in for a qualified individual with a disability who wishes to receive any of the following services:

- a. Transportation for an electric wheelchair.
- b. Hazardous material packing for a battery for a wheelchair or other assistive device.
- c. Accommodation for a group of 10 or more qualified individuals with a disability making reservations for travel as a group.
- d. Advance notice is also required for bringing a Portable Oxygen Concentrator (POC) on board (see more in our POC policy).

FlyGLO personnel will provide rerouting assistance to any qualified individual with a disability who provides advance notice to FlyGLO as required above and is then forced to change to the flight of another carrier because of the cancellation or delay of their original FlyGLO flight. This assistance may include, but is not limited to, assistance with reservations and ticketing, the provision of ground transportation to the second carrier, and/or assistance in securing appropriate services from such other carrier.

**5. Unavailable Services:** FlyGLO is unable to accommodate passengers requiring an incubator, a respirator, or a stretcher.

**6. Safety Assistants:** FlyGLO may not require a qualified individual with a disability to travel with a safety assistant, except in certain limited circumstances dealing with safety.

As a condition of carriage on the grounds of safety, FlyGLO requires that a safety assistant travel with qualified individuals with a disability meeting any of the following criteria:

- a. A person who, because of mental disability, is unable to comprehend or respond appropriately to safety-related instructions.
- b. A person who has both severe hearing and severe vision impairments, and cannot establish an effective means of communication with carrier personnel adequate to permit transmission of the required safety briefing.
- c. A person with mobility impairment so severe that the person is unable to assist in his/her evacuation of the aircraft.

**7. Seat Assignments and Seating Accommodations:** FlyGLO may not exclude any qualified individual with a disability from any seat or require that an individual with a disability sit in any particular seat on the basis of their disability EXCEPT in compliance with Exit Seating regulations.

**8. Service Animals:** FlyGLO will permit a trained service animal to accompany a qualified individual with a disability. A service animal should sit in the floor space in front of the customer's assigned seat but cannot protrude into the aisles. Customers may use an approved in-cabin kennel for smaller animals provided its use meets stowage requirements. Exit row seating of qualified individuals accompanied by a service animal is prohibited. Documentation may be required for service animal validation.

**9. Passengers Using Wheelchairs:** Passengers using wheelchairs will be accepted unaccompanied. There is no limit on the number of accompanied or unaccompanied non-ambulatory customers that FlyGLO will accept on any flight.

FlyGLO will accept one wheelchair for transport per customer at no extra charge as an addition to the normal bag allowance. FlyGLO accepts all types of wheelchairs and carts, including those that are folding or non-folding and those that are manual or electric.

FlyGLO aircraft cannot accommodate wheelchairs in the aircraft cabin. All wheelchairs will be transported as checked or gate-checked baggage and be placed in the aircraft's baggage compartment. Wheelchairs and other assistive devices have priority over valet baggage belonging to other customers boarding at the same city.

**10. Passengers Using Crutches/Walkers:** Passengers using crutches or walkers will be accepted for carriage. Such passengers may or may not need assistance depending upon the extent of their disability; however, FlyGLO personnel will always extend an offer of assistance as needed.

Crutches or canes can generally be stowed in the cabin (under the passenger's seat, in the overhead compartment or in the wardrobe), but must never be stowed in the path to or adjacent to an emergency exit. Walkers may be stowed in the baggage compartment due to their size/shape. When walkers are stowed in the baggage compartment, care will always be exercised to avoid their being damaged by shifting cargo, and they will always be loaded for easy access at the destination station.

**11. Stowage of Personal Equipment:** FlyGLO does not count any assistive device brought into the cabin by an individual with a disability to be part of their personal item carry on allotment.

**12. Passengers with Communicable Diseases:** For customers with a communicable disease or infection, FlyGLO will not:

- a. Refuse to provide transportation -or-
- b. Delay transportation -or-
- c. Require a medical certificate -or-
- d. Impose any conditions, restrictions, or requirements not imposed on all other customers unless the customer's condition poses a significant risk to the health and safety of others and that risk cannot be eliminated by a modification of policies, practices, or procedures.

Customers whose travel is delayed due to restrictions imposed by FlyGLO related to their communicable disease or infection may use their tickets without additional fare collection within twelve (12) months of the date of the ticket or may have any unused value refunded without penalty.

Within 10 days of receiving such a request, FlyGLO shall provide customers denied travel due to a communicable disease or infection with a written explanation for such denial of transportation.

**13. Medical Certificates:** FlyGLO does not normally require a medical certificate as a condition of acceptance for travel. However, FlyGLO may require such a certificate if there is reasonable doubt that a customer can complete the flight safely without requiring extraordinary medical assistance during the flight. The medical certificate must be dated within 10 days of the flight for which it is presented.

**14. Passenger Information:** The Department of Transportation (DOT) requires that a carrier maintain a copy of its procedures regarding the transportation of customers who need assistance at each airport for inspection by interested individuals. FlyGLO will satisfy this requirement by allowing customers to view DOT Rule 14 CFR, Part 382, a printed copy of which is available at each airport.