

Effective 05 February 2015

Part 1 - Medical Clearance Guest's Letter

Dear Guest,

Virgin Australia is committed to ensuring that your flight with us is as safe and comfortable as possible.

You should be aware that flying can cause complications for guests with certain medical conditions. Virgin Australia employees are not medically trained and can only provide limited assistance in the event of a medical emergency. It is for this reason that Virgin Australia provides *Medical Clearance Guidelines* (VAGP-MED-01) to assist guests and their treating doctor to understand some of the risks associated with air travel.

When making a booking, you must inform Virgin Australia that you have a medical condition. We ask you to consult your doctor to find out whether it is safe for you to fly. You must provide your doctor with a copy of the *Medical Clearance Guidelines* (VAGP-MED-01) including the Medical Clearance Doctor's Letter and Medical Clearance Form. These must be completed by your treating doctor on determination that it is safe for you to travel. Any assessment or appointment with your treating doctor is at your expense.

It is important that you bring a copy of Part 4 - *Medical Clearance Form* for each of your intended flights with Virgin Australia.

Photocopied or fax copies of the form are acceptable provided the information can be clearly read.

In providing this completed form to Virgin Australia you are waiving the confidentiality of this information disclosed by your doctor. Virgin Australia may disclose the information on this form to any other carrier associated with your ticket. However, Virgin Australia will not disclose the information on this form to any other third party without your permission, or unless it is required by law.

Virgin Australia reserves the right to deny boarding if you have not obtained medical clearance or if we consider that it is not in your best interests to fly.

If you have any queries in relation to completion of the Part 4 - *Medical Clearance Form*, please contact the Guest Contact Centre on the following numbers:

Within Australia	13 67 89
Within New Zealand	0800 67 0000
United States of America	1855 253 8021
United Arab Emirates	8000 612 002
United Kingdom	0800 051 1281
Anywhere else in the world	+ 61 7 3295 2296

Thank you,

Virgin Australia

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Part 2 - Medical Clearance Doctor's Letter

Dear Doctor,

Your patient wishes to travel by air with Virgin Australia.

In the booking process, your patient provided information which has prompted Virgin Australia to outline its guidelines for guests travelling with a medical condition. These guidelines request that you carry out an assessment based on the attached *Medical Clearance Guidelines* (VAGP-MED-01) and, if appropriate, certify that your patient is fit to undertake the proposed travel. The assessment is to be carried out at your patient's expense.

The *Medical Clearance Guidelines* explain the travel restrictions for various medical conditions that need to be considered before you certify that your patient is fit to travel by air. Please note that Virgin Australia and its employees are not medically trained and can only provide limited assistance in the event of an emergency.

It is important that you evaluate the *Medical Clearance Guidelines* very carefully prior to completing Part 4 - *Medical Clearance Form*. The information provided on the form should be written clearly and in language that can be understood by Virgin Australia employees who may need to refer to it in the event of a medical emergency.

If your certification on Part 4 - *Medical Clearance Form* does not encompass the complete period of all your patient's intended flights, it is important that you outline to your patient the need to obtain an additional clearance, if required.

If you have any queries in relation to completion of the Part 4 - *Medical Clearance Form*, please contact the Guest Contact Centre on the following numbers:

Within Australia	13 67 89
Within New Zealand	0800 67 0000
United States of America	1855 253 8021
United Arab Emirates	8000 612 002
United Kingdom	0800 051 1281
Anywhere else in the world	+ 61 7 3295 2296

Thank you,

Virgin Australia

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Part 3 - Guidelines to be referred to by medical practitioner

These guidelines must be used in conjunction with the Virgin Australia *Medical Clearance Form* (Part 4). In addition to these guidelines, when considering a passenger's suitability for air travel, the following must be considered:

- Reduced atmospheric pressure. Cabin air pressure changes greatly during 15-30 minutes after take-off and before landing; gas expansion and contraction can cause pain and pressure effects.
- Reduced oxygen tension. Cabin air pressure is equivalent to an altitude of 6000 to 8000 ft and oxygen partial pressure is approximately 20% less than at sea level.

Use this form to determine if a passenger's medical condition makes them Unacceptable for Travel or if Medical Clearance required before travel. If Medical Clearance is required before travel, the Part 4 - *Medical Clearance Form* must be completed by a medical practitioner (registered doctor).

NOTE: Any medical condition which would render a passenger unable to complete the flight safely, without requiring extraordinary medical assistance during the flight, is considered unacceptable for air travel.

This is not an exhaustive list of conditions. If a person has had recent surgery or suffers from an ailment not specified in the table below that may affect their health, they should consult a medical practitioner for travel advice and medical clearance.

Passengers can make a direct request to the Airline to consider their medical condition on a case-by-case basis.

CODE/ MEDICAL CONDITION	UNACCEPTABLE FOR TRAVEL	MEDICAL CLEARANCE REQUIRED	COMMENTS
CATEGORY 1 - CARDIOVASCULAR AND CIRCULATORY CONDITIONS			
(1A) Heart attack (myocardial infarction)	Within 7 days	Within 8-21 days	Unacceptable for travel if supplemental oxygen is required during the clearance period
(1B) Angina	Unstable angina (angina which has recently deteriorated)	Not required if the condition is controlled*	Supplemental oxygen should not be required to control the angina at rest * Controlled = able to walk 50 m on level ground at moderate pace without chest pain or breathlessness
(1C) Significant cardiac arrhythmia	Within 7 days	Within 8-21 days	Does not include arrhythmias considered by the treating medical practitioner to be benign
(1D) Heart failure (congestive cardiac failure)	If uncontrolled, requiring supplemental oxygen at rest or if there is significant pulmonary oedema	Not required if the condition is controlled *	* Controlled = able to walk 50 m on level ground at moderate pace without chest pain or breathlessness
(1E) Cardiac surgery - where the chest cavity is opened	9 days or less	Within 10-21 days and must be provided by the treating surgeon	In assessing fitness to fly, the treating surgeon (not a surrogate or trainee) must, in addition to any other assessment, view a chest X-ray to confirm that there is no air in the plural space and indicate this confirmation on MED-01 Part 4

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CODE/ MEDICAL CONDITION	UNACCEPTABLE FOR TRAVEL	MEDICAL CLEARANCE REQUIRED	COMMENTS
CATEGORY 1 - CARDIOVASCULAR AND CIRCULATORY CONDITIONS			
(1F) Cardiac angiography (Heart - coronary artery X-rays)	Within 24 hours	Within 7 days	A heart attack (myocardial infarction) within 21 days overrides these provisions
(1G) Cardiac angioplasty with or without stent insertion	2 days or less	Within 7 days	
(1H) DVT (Deep Vein Thrombosis) or PE (Pulmonary Embolism). Also, significant predisposition to DVT/PE, including: <ul style="list-style-type: none"> • Prior history of DVT/PE • Significant family history • Concurrent medical condition (e.g. fracture, injury, blood disorder) or use of medication, which predisposes to DVT 	Within 5 days	Within 6-21 days, provided stable on anti-coagulants (as demonstrated by International Normalised Ratio blood test)	Anti-coagulation stable; Normal respiratory function
(1I) Pacemakers and internal (implanted) defibrillators	Within 24 hours	Within 72 hours of insertion or 24 hours of replacement of device	Refer (1C) if not controlled by the device, may also apply and overrides these provisions
CATEGORY 2 - BLOOD CONDITIONS			
(2A) Significant anaemia or blood loss	Hb less 9.0g/dl	If acutely anaemic Hb level should be assessed >24 hours after last known blood loss	
(2B) Sickle cell disease	Sickling crisis in previous 9 days	10 days and over	Chronic disease - always need supplemental oxygen
CATEGORY 3 - RESPIRATORY CONDITIONS			
(3A) Pneumothorax (collapsed lung) occurring spontaneously or as a result of chest trauma	Within 6 days of full lung expansion	Within 7-14 days of full lung expansion	Lung expansion should be assessed by chest X-ray, providing evidence of no air in pleural space and must indicate this confirmation on VAGP-MED-01 Part 4 . Does not include pneumothorax resulting from open chest or cardiac surgery where those provisions apply
(3B) Open chest surgery (non-cardiac)	Within 10 days of surgery	Within 11-28 days	Refer (1E)
(3C) Chronic lung diseases (COPD, emphysema, chronic bronchitis)	Where there has been a significant deterioration within 48 hours OR if there is cyanosis/ high respiratory rate	Where supplemental oxygen is required during the flight OR if unable to walk 50 metres - at slow pace, without supplemental oxygen OR recent exacerbation in last 7 days	Supplemental oxygen provisions may also apply. Refer (8D) and Note 5

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CODE/ MEDICAL CONDITION	UNACCEPTABLE FOR TRAVEL	MEDICAL CLEARANCE REQUIRED	COMMENTS
CATEGORY 3 - RESPIRATORY CONDITIONS			
(3D) Asthma	Recent severe attack within last 48 hours (requiring hospitalisation)	If requiring 'treater' (bronchodilator) medication is required more frequently than 3 hourly OR recent deterioration within 48 hours of travel; within 48 hours of post discharge from hospital; 'brittle' asthmatics, acute increase in bronchodilator use, recent acute deterioration within 48 hours of intended travel	Must be stable with medication carried on person
(3E) Pneumonia	If supplemental oxygen is required		Note: Contagious or infectious conditions provisions may also apply. Refer (7A)
CATEGORY 4 - NERVOUS SYSTEM AND PSYCHIATRIC CONDITIONS			
(4A) Stroke (cerebro-vascular accident)	4 days or less	5-14 days if stable	Must be self sufficient otherwise nurse/carer escort required if within 2 weeks of CVA should receive supplemental oxygen
(4B) Transient Ischaemic Attack (TIA)	Within 2 days	Within 3-5 days, provided stable on medical treatment	
(4C) Epilepsy/Fitting/Seizures	24 hours or less or unstable	Within 7 days of last seizure or fit	Guests who have long-term chronic seizure patterns that are considered 'regularly stable' application will be considered on a case-by-case basis, please contact the airline for treating medical professionals required documentation
(4D) Cranial surgery	9 days or less	Within 10-21 days	Air travel should not occur if there is any residual air within the cranial cavity, and must indicate this confirmation on VAGP-MED-01 Part 4.
(4E) Spinal surgery, significant spinal injury or disc prolapse		Within 12 weeks of injury or surgery	Note: Passengers are required to remain seated at all times while the seat belt sign is illuminated, consideration of the patients' ability to tolerate unavoidable turbulence should be taken.
(4F) Significant psychiatric conditions	If unstable OR likely to deteriorate during flight/result in harm to crew/other passengers OR if sedated to the point that self-care is not possible OR if condition is likely to require active medical intervention during the flight	Currently stable but where there has been a significant deterioration or hospitalisation within 14 days*	* The certifying medical practitioner should consider the possible stress of travel on the individual
(4G) Head injury associated with loss of consciousness or skull fracture	Within 2 days, if there has been fitting	Within 14 days of fit	Exception (4C)

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CODE/ MEDICAL CONDITION	UNACCEPTABLE FOR TRAVEL	MEDICAL CLEARANCE REQUIRED	COMMENTS
CATEGORY 5 - GASTRO-INTESTINAL CONDITIONS			
(5A) Acute infections such as gastro-enteritis and Hepatitis A	While there is a risk of transmission to other passengers or crew (whether as a result of active infection or possible infectious incubation)	While still showing symptoms, if the condition is no longer infectious and incubation period has passed	See also contagious or infectious condition. Refer (7A)
(5B) Open abdominal surgery (e.g. Laparotomy, Appendectomy, Hysterectomy, Cholecystectomy, Hepatectomy, Colectomy, Caesarean, Radical Prostatectomy)	Within 10 days	Within 11-14 days or if complications persist	Open surgery means through a full incision and not laparoscopic or 'keyhole' surgery
(5C) Laparoscopic/Laprascopic Prostatectomy (or 'keyhole' surgery of the abdomen)	4 days or less	> 5 days if uncomplicated recovery	All gas must be absorbed. All other laparoscopic surgery - travel permitted
(5D) Significant gastro-intestinal bleeding	Within 24 hours	Within 2-10 days, provided the bleeding has stopped	Note: Blood Conditions: anaemia and blood loss criteria might also apply and will override these provisions
CATEGORY 6 - EYE, EAR, NOSE AND THROAT CONDITIONS			
(6A) Penetrating eye injury, retinal detachment or hyphaema (bleeding into the front of the eye)	Within 6 days	Within 7-21 days and must be provided by an ophthalmologist (eye surgeon)	Does not include removal of a foreign body from the cornea. Any gas in globe must be reabsorbed
(6B) Open eye surgery (intra-ocular) other than cataract surgery	Within 7 days or while there is any air or gas within the globe	Within 8-21 days	Includes corneal grafting but does not include removal of a foreign body from the cornea
(6C) Cataract surgery	Within 24 hours	Within 1-3 days and must be provided by the treating surgeon (ophthalmologist)	
(6D) Corneal laser surgery	Within 24 hours	1-3 days	
(6E) Severe otitis media (middle ear infection)	While the eustachian tube is blocked		Must be able to clear ears
(6F) Severe paranasal sinusitis	While the sinus is obstructed		
(6G) Inner or middle ear surgery	Within 9 days	Within 10-21 days and must be provided by the treating ENT surgeon (Otolaryngologist)	Includes the insertion of a cochlear implant
(6H) Insertion of grommets			Refer (9A) Anaesthetics
(6I) Fractured jaw (surgically wired)	Without an escort carrying appropriate cutters	Travel can be permitted without an escort or cutters, if quick self-release wiring has been used	

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CODE/ MEDICAL CONDITION	UNACCEPTABLE FOR TRAVEL	MEDICAL CLEARANCE REQUIRED	COMMENTS
CATEGORY 7 - CONTAGIOUS OR INFECTIOUS CONDITIONS			
(7A) Includes, but is not confined to: Varicella ('chicken pox'), Herpes zoster ('shingles'), Hepatitis A, Gastroenteritis, Measles, Mumps, Rubella ('German measles'), Pneumonia, Meningitis, Pertussis ('whooping cough'), Tuberculosis [TB]*	While there is a risk of transmission to other passengers or crew (whether as a result of active infection or possible infectious incubation)	While still showing symptoms, if the condition is no longer infectious and incubation period has passed	*The incubation period of the particular illness should be considered
CATEGORY 8 - PREGNANCY AND NEWBORN			
(8A) Pregnancy Flights greater than 4 hours	<ul style="list-style-type: none"> • Single pregnancy - after the 36th week • Multiple pregnancy - after the 32nd week • Within 48 hours delivery Normal Vaginal Delivery (NVD) 	<ul style="list-style-type: none"> • Any pregnancy with complications will require a medical clearance • Within 5 days of normal vaginal delivery (exclusion caesarean refer 5B) 	Risk of labour must be minimal. Note: After 28 th week of pregnancy every passenger must carry at all times, a letter dated no more than 10 days prior to travel from a doctor, or midwife outlining the following: <ul style="list-style-type: none"> • Estimated date of confinement • Single or multiple pregnancy • Absence of complications • Fitness to fly for duration of flight booked
(8A.1) Pregnancy Flights less than 4 hours	<ul style="list-style-type: none"> • Single pregnancy - after the 38th week • Multiple pregnancy - after the 36th week • Within 48 hours delivery Normal Vaginal Delivery (NVD) 	<ul style="list-style-type: none"> • Any pregnancy with complications will require a medical clearance • Within 5 days of normal vaginal delivery (exclusion caesarean refer 5B) 	Risk of labour must be minimal. Note: After 28 th week of pregnancy every passenger must carry at all times, a letter dated no more than 10 days prior to travel from a doctor, or midwife outlining the following: <ul style="list-style-type: none"> • Estimated date of confinement • Single or multiple pregnancy • Absence of complications • Fitness to fly for duration of flight booked
(8B) Infancy	Infants less than 48 hours old OR requiring an incubator or ventilator	Infants less than 7 days old, or with history of complications at birth or premature delivery	Risk of hypoxia if respiratory system not yet fully developed
(8C) Miscarriage (threatened or complete)	While there is active bleeding	Within 7 days of bleeding	Must be stable, no bleeding and no pain for at least 24 hours

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CODE/ MEDICAL CONDITION	UNACCEPTABLE FOR TRAVEL	MEDICAL CLEARANCE REQUIRED	COMMENTS
CATEGORY 9 - OTHER CONDITIONS AND PHYSIOLOGICAL STATES			
(9A) Anaesthetics - general	≤ 24 hours of having a general anaesthetic	≥24 hours of having a general anaesthetic where medical condition contraindicates travel within this time	Refer to specific medical conditions guidelines to determine fitness to travel
(9B) Supplemental oxygen required		Medical clearance always required; medical practitioner can stipulate that clearance is valid for 6 months from date of issue, unless there has been a recent acute exacerbation or hospital admission for a directly related complaint. Please see additional information about oxygen	Note: Other provisions might also apply depending upon the condition for which oxygen is required
(9C) Breast surgery (including augmentation or reduction procedures)	24 hours	Within 2-4 days	
(9D) Plastic surgery of the superficial soft tissues, muscles and skin			
(9E) Introduction of air or other gases to the body cavities for diagnostic or therapeutic purposes (e.g. facet joint blocks, laparoscopy)		Within 7 days	
(9F) Arthroscopic joint surgery			
(9G) Large joint replacement surgery (hip, knee, shoulder)		Within 14 days and must be provided by the treating orthopaedic surgeon	
(9H) Anaphylaxis/allergies (severe, or even life-threatening)		For passengers who believe they have this condition but are not in possession of appropriate medication for treatment, a letter or management plan from their medical practitioner will be required	Passengers must be at a low risk of a reaction onboard. Virgin Australia cannot guarantee the airline environment or food will be free of specific allergens. If a passenger is carrying an auto injector device (e.g. EpiPen), they must ensure it is in their carry-on luggage and that they or an escort/carer/companion, are willing and capable of administration if required
(9I) Fractures	Within 3 days only if there is an encircling cast which has not been bivalved (split twice along its entire length)	Within 7 days	Note: Anaemia and DVT criteria might also apply and will overrule these provisions. Fractures supported by either a sling or a back slabs are exempt
(9J) Scuba Diving	Within 24 hours of the last dive	Not required after 24 hours unless recent decompression sickness	

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CODE/ MEDICAL CONDITION	UNACCEPTABLE FOR TRAVEL	MEDICAL CLEARANCE REQUIRED	COMMENTS
CATEGORY 9 - OTHER CONDITIONS AND PHYSIOLOGICAL STATES			
(9K) Decompression sickness	Within 3 days for the bends 7 days with neurological symptoms	Within 4-7 days	Medical clearance MUST be provided by a specialist in hyperbaric medicine
(9L) Terminal or serious illness, not otherwise specified	If significant deterioration or incapacitation is likely to occur during the flight, OR if condition is likely to require active medical intervention during flight		Other provisions may also apply including a medical escort/retrieval team
(9M) Extensive burns or wounds	Where the wounds are extensive and might permit seepage of blood or tissue fluid during the flight		Consideration should be given to wounds on pressure sensitive surfaces such as the buttocks, feet and back
(9N) Transurethral Resection of the Prostate (TURP)	<48 hours	Up to 72 hours	
(9O) Thyroidectomy/ Hemithyroidectomy	<48 hours	Up to 5 days	

NOTES ON OTHER SPECIFIC ITEMS

OTHER SPECIFIC ITEMS:

NOTE 1: MEDICAL ASSISTANCE

Virgin Australia aircraft are not provided with medical equipment and employees are not medically trained. The Airline cannot under any circumstance guarantee passengers will receive appropriate medical attention in any situation. Employees are not able to assist with the administration of medication or toileting needs and passengers who cannot administer their own medication or take care of their own toileting needs must travel with a companion who is able to provide this assistance.

NOTE 2: AT TIME OF TRAVEL

If a passenger presents physically ill (e.g. vomiting or requiring first aid oxygen) in the terminal area or while boarding the aircraft, or presents other symptoms which create a reasonable concern that the passenger may not be able to complete the flight safely, the passenger may be denied boarding and not be permitted to travel until medical clearance is obtained.

NOTE 3: MEDICAL EQUIPMENT

Virgin Australia is unable to carry or transport humidicribs or stretchers. Depending on the aircraft type and sectors being travelled we may be unable to accommodate devices requiring external electrical power.

If you require an upper torso harness you do not require medical clearance unless you have a medical condition or are at risk of serious illness or complication during the flight. If you are travelling to Los Angeles or Abu Dhabi and an upper torso harness is required, please advise Virgin Australia at the time of booking.

NOTE 4: PERSONAL MEDICAL EQUIPMENT

Personal medical equipment may travel onboard Virgin Australia aircraft only if the device has been approved by Virgin Australia. If it is required that you take personal medical equipment onboard, you must inform Virgin Australia or when making a booking.

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If you are flying to and from Los Angeles or Abu Dhabi on Virgin Australia, the below requirements must be fulfilled:

- a) Provide Virgin Australia the specifications of your equipment type no more than 48 hours prior to the date of intended travel. Information pertaining to the piece of equipment must be submitted to Virgin Australia on the *Personal Medical Equipment Form* (VAI-AP-005).
- b) Obtain medical clearance from a medical practitioner (registered doctor) and complete Part 4 - *Medical Clearance Form*.
- c) Once submitted and approved by Virgin Australia, these forms will need to be taken on your flight.

Continuous Positive Airways Pressure (CPAP) devices do NOT require medical clearance but do need to be authorised by Virgin Australia.

NOTE 5: MEDICATION

If you require any medication during flight or in the terminal, ensure this is packed in your carry-on baggage and is to be accompanied by a letter from a medical practitioner stating that it is required. Virgin Australia crew are unable to administer medication.

NOTE 6: SUPPLEMENTARY OXYGEN

Virgin Australia cannot provide inflight medical treatment or equipment, and passengers must supply and be able to operate their oxygen bottles or oxygen concentrators independently.

Virgin Australia may/may not accept supplementary oxygen equipment depending on the flight/sector.

All Virgin Australia flights except flights to and from Los Angeles and Abu Dhabi provide the following limitations:

- a) **Oxygen Bottles** - Only Type A or C oxygen bottles may be carried. Oxygen bottles must weigh no more than 5 kg, with a maximum capacity of 490 litres and contain sufficient oxygen for the duration of the flight. Oxygen bottles must be carried in a BOC Gases OxyCare or Air Liquide OxyCare travel pack, and the travel pack must contain the restraint strap to secure the oxygen bottle to the aircraft.
- b) **Oxygen Concentrators** - Only Inogen One Series, Evergo, Simplygo, Airsep Lifestyle, Airsep Freestyle, Invacare - XPO2 (XPO100), DeVilbiss Healthcare/Sunrise Medical - iGO (306DS), International Biophysics Corporation/iNOVA – LifeChoice and LifeChoice Activox, Oxlife - Independence and SeQual - Eclipse (1000)/Eclipse 2 (1000A)/Eclipse 3 oxygen concentrators may be used. Passengers are responsible for ensuring their unit is in good condition and free from damage or excessive wear and tear. If the oxygen concentrator is used at over 80% for day-to-day use, the device will not be sufficient for air travel (the additional 20% is required to compensate for pressure loss with altitude). Passenger will be required to travel with an oxygen bottle. Passengers are responsible for travelling with a sufficient supply of batteries to last their entire journey, as per their oxygen requirements, including the duration of the flight, all ground time (before and after flight and during connections) and for unexpected delays. Passengers must ensure all batteries are transported in carry-on baggage and packed in a way that protects them from short-circuit or damage. A limit of two spare batteries may be permitted for carriage in the cabin, in addition to the battery in the oxygen concentrator. The passenger's portable oxygen concentrator, as well as the baggage containing the batteries, is exempt from the normal carry-on limitation of one piece plus a personal item.

All Virgin Australia flights to and from Los Angeles and Abu Dhabi provide the following limitations:

- a) **Oxygen Bottles** - Virgin Australia does not accept the use of oxygen cylinders as a means of supplemental oxygen inflight on flights to and from Los Angeles and Abu Dhabi. Oxygen cylinders must be carried as checked in baggage.
- b) **Oxygen Concentrators** - Pursuant to Federal Aviation Regulations, a passenger who would like to use a portable oxygen concentrator unit on board an airline must obtain a written statement (*Virgin Australia Medical Clearance Form*) from his/her medical practitioner answering oxygen usage related questions. This form needs to be submitted and approved by Virgin Australia. If approved, this form is to be kept with the oxygen concentrator when onboard the Virgin Australia flight.

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Passengers are responsible for ensuring that their unit is in good condition and free from damage or excessive wear and tear. Depending on the type of oxygen concentrator being used and the destination being travelled to, approval may be given for either power supply use or/and battery only operated devices. If your device is approved for battery use only, passengers are responsible for travelling with a sufficient supply of batteries to last the entire journey, as per their oxygen requirements, including the duration of that flight, all ground time (before and after flight and during connections) and for unexpected delays. All batteries must be transported in carry-on (not checked) baggage and must be packed in a manner that protects them from damage or short-circuits. A limit of two spare batteries may be permitted for carriage in the cabin, in addition to the battery in the oxygen concentrator. The passenger's portable oxygen concentrator, as well as the baggage containing the batteries, is exempt from the normal carry-on limitation of one piece plus a personal item.

NOTE 7: ANAPHYLAXIS

Medical practitioners and passengers must be aware that Virgin Australia cannot guarantee under any circumstance that passengers will not be exposed to substances to which they are highly allergic. Aircraft are only superficially cleaned during the day and other passengers are free to bring their own food onboard, therefore all passengers suffering from anaphylaxis fly at their own risk and must carry appropriate medication (i.e. adrenaline auto injector) within its expiry date, which they must be capable of administering or must travel with a companion who is able to administer the medication on their behalf.

A medical clearance form, a letter from a medical practitioner OR a management plan signed by a medical practitioner is required if a passenger believes they suffer this condition and they do not have the appropriate medication. Passengers must make the Check-in Agent aware of the location of the adrenaline auto injector (e.g. EpiPen/Anapen).

NOTE 8: PASSENGERS REQUIRING SHARPS FOR MEDICAL PURPOSES

Current aviation security measures permit a passenger to take a sharp item such as a syringe or adrenaline auto injector (e.g. EpiPen/Anapen) into a security screened sterile area for personal medical purposes.

These passengers must be able to administer their own medication. Those who are unable to self-administer medication must travel with a companion who is able to administer the medication on their behalf. If a passenger requires a sharp item to be taken into a security screened sterile area, the passenger will need to carry one of the following for inspection at security screening:

- Documentation in the form of a letter from a qualified medical practitioner - there is no minimum validity date required for this letter; the passenger does not need to obtain regular updates of the letter from their doctor as they can use the same letter regardless of the date of travel.
- National Diabetes Services Scheme card - issued by Diabetes Australia, which confirms the passenger has been diagnosed with diabetes.
- Prescription - containing the name of the patient, the name of the medication or supplier and completed contact information for the medical practitioner. The prescription cannot be older than 12 months from date of issue.
- Labelled Medication - medication containers should be affixed with a pharmacist's label clearly identifying the medication and the passenger's name. Empty syringes can only be carried in hand luggage if accompanied by medication for use onboard.

NOTE 9: MEDICAL SCISSORS

Medical scissors are permitted if they have blunt/round ends with a blade less than 6 cm in length.

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Part 4 - Medical Clearance Form

Prior to Travel

1. This form is to be used by persons who have a medical condition and intend to travel on a flight operated by Virgin Australia.
2. This form is to be completed by both the doctor and passenger with reference to the Virgin Australia *Medical Clearance Guidelines* (VAGP-MED-01).
3. All sections must be completed.
4. The *Medical Clearance Guidelines* (VAGP-MED-01) specify the medical codes and medical conditions that need to be inserted (refer Section 3).
5. The *Medical Clearance Form* must be valid for the intended dates of travel (refer Section 4).
6. A copy of the completed Part 4 - *Medical Clearance Form* is required for each flight. Please photocopy prior to arrival at the airport.
7. If you require any medication during flight or in the airports, please ensure this is packed in your carry-on baggage.

At Check-in

8. The completed form is to be presented at time of check-in for review and will be returned to the passenger.

At Boarding

9. A copy needs to be given to cabin crew by the passenger when boarding the flight (a separate copy is required for each sector).
10. A copy is to be retained by the passenger.

1. PERSONAL INFORMATION (To be completed by the guest)				
Guest/Passenger Details:				
Name				
Phone Number				
Emergency Contact Details:				
Name				
Address				
Phone Number				
Mobile Number				
2. TRAVEL INFORMATION (To be completed by the guest)				
Reservation Number(s)				
Flight Sector(s)	Date	Flight Number	Travelling From	Travelling To
1				
2				
3				
4				

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3. MEDICAL CONDITION (To be completed by the treating doctor)		
Code		Medical condition
Code		Medical condition
Code		Medical condition
If applicable, details of a condition not specified in the medical clearance guidelines: _____ _____ _____		
NOTE: Codes 1E, 3A, 4D Please confirm where indicated that an X-ray or other imaging has occurred to confirm that there is no air either in the pleural, mediastinum or cranial cavities: Yes <input type="checkbox"/> No <input type="checkbox"/> X-ray <input type="checkbox"/> Other: _____ If NO, the guest will be denied travel until medical confirmation is received.		
Additional medical information which may assist in the care of the passenger in the unlikely event of an Emergency during flight or at the airport: _____		
Allergies		
Medication		
If applicable, date of any recent surgical operation or date of diagnosis	Date: ____/____/____	

4. OXYGEN REQUIREMENTS (To be completed by the treating doctor)		
All oxygen and medical equipment requests must be approved by Virgin Australia Engineering.		
1. Does your patient require oxygen during flight?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
2. Is this required continuously or intermittently? This includes during taxi, take-off, landing and during flight?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
3. If your patient requires oxygen, do they have the physical and cognitive ability to see, hear, understand, and take appropriate action in response to the device's aural and visual cautions and warnings?	Yes <input type="checkbox"/>	No <input type="checkbox"/>
** Pressurised aircraft cabin altitude equals 8000 ft above sea level. Recognising the possible changes in cabin pressure during flight, please indicate the patient's required oxygen flow rate during the flight.	_____/1pm	

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4. OXYGEN REQUIREMENTS (To be completed by the treating doctor)	
4. Does your patient intend on using medical equipment onboard, please specify which is applicable?	(i) On the ground while at the airport? Yes <input type="checkbox"/> No <input type="checkbox"/>
5. Specify the name and type of medical equipment required.	(ii) Onboard the aircraft? Yes <input type="checkbox"/> No <input type="checkbox"/>

5. DOCTOR'S DECLARATION (To be completed by the treating doctor)

I have read and understood the Virgin Australia Medical Clearance Guidelines (VAGP-MED-01) and I certify that the above named passenger has been assessed by me as fit to travel on the nominated flights. I further certify that this person does not have any contagious disease that could directly place another passenger or the crew at risk, or that would contravene relevant Quarantine or Public Health Department regulations.

I, (name of doctor) hereby declare that to the best of my knowledge,
(name of passenger) is fit to travel.

Doctor's Signature	Date	Date Clearance Valid Until	Qualifications
Practice Name:			
Phone Number:	Business Hours:	After Hours:	
Address:		Stamp	

As a courtesy, Virgin Australia may notify any doctor who clears a passenger for travel if the condition of the passenger deteriorates inflight, or if the level of care required for that passenger results in an interruption to normal operations.

6. PASSENGER DECLARATION (To be completed by passenger)

I declare that the information contained on this Part 4 - Medical Clearance Form is accurate. I authorise Virgin Australia to use and release this information as required in the event of an emergency. I acknowledge that Airline staff are not medically trained and that the Airline cannot guarantee that I will receive appropriate medical attention in any situation. I acknowledge that Virgin Australia reserves the right to refuse travel, notwithstanding completion of this form, if the Airline considers that it is not in my best interests to fly.

Passenger's Signature	Date
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We are collecting your personal information. Please read our [Privacy Statement – Virgin Australia \(Health Information\)](#) and [Privacy Policy](#) located on our website for information about how we will handle this information, our likely overseas disclosures and how you can access your personal information or make a privacy complaint.