



## Passengers Assistance & FAQ

At World Executive Airways we will always try to meet the needs of our passengers and assist in any way possible. Here are just a few of the questions we are asked by our passengers and we hope that they will solve some of your queries. If you still have questions, please ring one of our friendly staff and they will try and resolve any query that you may have: +44 (0)1797 322 207.

### **Banned and restricted items**

Banned, restricted and dangerous goods are articles or substances which are capable of posing a risk to health, safety, property or the environment. If you wish to carry or transport any such goods, you should be aware of the regulations and any action you might need to take. If you are in any doubt, please contact Lyddair for advice before booking.

### **Items forbidden for carriage on World Executive Airways**

The following list covers all those items that are forbidden to be carried anywhere on World Executive Airways flights:

- "Blue Flame or Windproof" lighters
- Disabling devices - mace, pepper spray, etc.
- Security-type attaché cases containing dangerous goods - pyrotechnic devices, etc.
- Strike anywhere matches
- Flammable gas cylinders
- Flammable liquids - paint, petrol, lighter refills, solvents, varnish, etc.
- Flammable solids - firelighters, etc.
- Substances liable to spontaneous combustion
- Substances that emit flammable gases in contact with water
- Oxidising materials - paint stripper, etc.
- Organic peroxides - bleach, etc.
- Toxic substances - weed killer, insecticides, etc.
- Restricted items requiring notification to World Executive Airways

### **Items requiring approval**

The following list covers the items that may be carried on flights with World Executive Airways but require the airline's approval prior to flying and where quantities or regulation of the items are restricted:

- Explosives - ammunition
- Camping stoves and fuel containers





- Solid carbon dioxide (dry ice)
- Heat-producing articles - underwater torches, soldering irons, etc.
- Mercury-filled items - barometers, thermometers, etc.
- Avalanche rescue pack
- Chemical agent monitoring equipment
- Insulated packages containing refrigerated liquid nitrogen
- Non-flammable gas cylinder - as part of a life-jacket
- Oxygen and other small cylinders for medical use
- Mobility aids - wheelchairs, powered devices with either non-spillable or spillable batteries

### **Children and infants**

Infants are under two years of age at travel date and will not be allocated a passenger seat, the reservation is made as a "lap seat", that is the infant must sit on an adults knee during flight. Children are classified as over two years of age and under 12 years of age at date of travel. Given prior approval, we carry unaccompanied minors from 5-16. Please contact our reservation staff prior to booking.

### **Can I travel if I am in a wheelchair?**

We can provide wheelchair assistance to and from our aircraft, and can stow collapsible wheelchairs in our baggage hold free of charge. Due to the types of aircraft that we operate, assistance can only be offered to those who can 'walk on' to the aircraft, because a 'lift on' service is not available due to Health and Safety Regulations. Please inform our staff at the time of booking if assistance will be needed so we can give you further details. All passengers are welcome to come and see the airport and aircraft before they book in order to discuss any difficulties they may have, and to see whether it will be possible for them to fly. We must have at least 48 hours notice of any assistance that will be needed in order to give you the best service possible, and this must be done by telephone to our World Executive Airways reservation staff.

### **Carriage of electrically powered mobility aids**

Due to the size of the aircraft operated on our scheduled services we are unable to carry these items.

### **Can I bring my pet?**

We may be able to carry your pet depending on crate size. Your pet must have all medical and relevant documentation including a pet passport, and have a regulation size crate to travel in. We recommend that you come to see the aircraft prior to booking in order to ascertain whether the crate will fit in the aircraft. Please note that because we are unable to carry animals in the main cabin, guide dogs would be unable to sit with their owners.





**Can I fly if I am pregnant?**

We are happy to carry passengers until 30 weeks into their pregnancy on production of a medical certificate specifying the expectancy date. Between 30-35 weeks we will require a medical note from your doctor stating that it is safe for you to fly. We cannot carry passengers after 35 weeks of pregnancy.

**Refunds**

All of our tickets are non refundable and changeable subject to change fee plus any higher fare that may then be applicable.

