

What you need to know

Travelling with Air New Zealand

If you're planning to fly with your Permobil power wheelchair or power assist device on Air New Zealand, it's advisable to reach out to the Air New Zealand Special Handling team before you travel. This specialised team can record all relevant equipment details in their system prior to your journey, ensuring a quicker check-in process for you and a smoother experience for the ground staff.

Once you've made your booking, please email the team at specialhandling@airnz.co.nz with your booking reference and supply or attach the following information:

- What are the weight and dimensions of your manual or power wheelchair?
- Is your wheelchair a manual or power wheelchair?
- For power wheelchairs, what type of battery do you have? Is it a dry cell (gel cell), wet cell, or Lithium Ion? If it's Lithium Ion, what is the total watt hours (Wh)?

Additionally, it's helpful to specify your transfer needs, such as whether you are self-reliant and capable of transferring from your wheelchair to either the aisle chair or your plane seat.

You can find the specifications and battery information for your Permobil power wheelchair and/or power assist device in the Useful Documents section at the following link:

<http://www.permobil.com/en-nz/travel-support>

Please note that the Air New Zealand team will need to input your information, including weight and dimensions, into their system each time you travel. This is essential for their Load Control team, which manages the weight and balance of the aircraft.

For all Air New Zealand related queries email the team specialhandling@airnz.co.nz

