



OXYGEN PROCEDURES

General Information for Therapeutic (Supplementary) Oxygen Requests

Customer Advice

Supplementary Oxygen can be pre-booked on all TUI Airways flights. There is a restriction on the amount of passengers that can make use of on board oxygen, so it is important you contact Customer Welfare before your booking is made so we can check availability.

The supply is called Aviation Breathing Oxygen, set as standard ISO2046 and administered via portable cylinders.

The oxygen provided delivers a continuous flow, regulated by a demand valve. Oxygen is delivered via a nasal cannula, which opens and closes when you inhale and exhale.

On this advice we ask that you consult with your Doctor to ensure that our oxygen supply meets with your requirements. You will need to provide us with a "Fitness to Fly" Certificate from your Doctor, to be submitted via post or email, **within 30 days prior to departure and based on your current state of health**. The Certificate must be stamped or on letter headed paper, stating the following:

Your medical condition

You are 'fit to fly'

'Aviation Breathing Oxygen is an apt supply' for your medical requirements

This is essential information and must be worded specifically on the Certificate, in order for your request to be processed. **We recommend using the template attached to submit your fit to fly letter.**

There is no charge for this service. Please contact our Customer Welfare team 0203 451 2585 for more information and to book.

We wish you a pleasant flight with TUI Airways

Kind Regards,

TUI Customer Welfare
Telephone 0203 4512585



Customer Welfare
TUI UK
Floor 12 Alexandra House
Alexandra Road
Swansea
SA1 5ED

Telephone 0203 4512585
welfarecustomersupport@tuiuk.com

Dear Sir/Madam

I can confirm that the person named below is fit to fly. They will require oxygen during the flight.

I am aware that the oxygen supplied by TUI Airways is Aviation Breathing Oxygen and is set as standard ISO2046. I believe this oxygen, delivered via a nasal cannula and regulated by a demand valve, is the apt supply for my patient's medical requirements.

Holiday Booking Reference:

Date of travel:

Patient Name:

Patient's Medical Condition:

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PLEASE STAMP THIS LETTER HERE

Doctors Signature:

Date: