



InfoLine 1-800-689-2477

Title of Document: One Person One Fare Travel Policy

Overview: This document outlines how to buy tickets for travel with an attendant on Air Canada and WestJet. These rules apply only for travel within Canada.

Air Canada: Book your personal flight as normal (but not your attendant) and then call the Medical Services Desk at 1 800 667-4732. When you call, have your confirmation number ready and they do the rest for you. Your assistant will only be charged the amount of the taxes on the flight. You will also have to fill out a medical verification form, on the link below, unless you have been granted long-term medical approval by Air Canada.
<http://www.aircanada.com/en/travelinfo/before/specialneeds/attendant.html>

WestJet Call 1 888 937-8538 to discuss your unique wheelchair needs before booking.

To travel with an assistant, fill out the forms located on the WestJet website, including verification from your doctor. The forms must be mailed to WestJet and their medical services team will review them to determine eligibility. Make sure you give yourself plenty of time for this process because WestJet does not provide refunds if you pay for your attendant and take the flight before they provide approval.
<https://www.westjet.com/en-ca/special-needs/personal-attendant>

For further information on SCI BC programs and services check out our website at www.sci-bc.ca

Disclaimer: SCI BC will attempt to keep content information as up to date and current as possible. SCI BC does not make any representation with respect to the quality of the service or products and the customer is responsible for making all necessary inquiries to protect themselves before contracting, utilizing or products.

Spinal Cord Injury BC 780 SW Marine Drive, Vancouver, BC V6P 5Y7