

ADVICES FOR TRAVELLING WITH YOUR CHILDREN

> PREPARATION

1. Prepare your child, explaining him what to expect, from check-in to the security, customs and immigration procedures, take-off, landing or baggage claim.
2. You should make the trip sound as an adventure, but ensure that your child understands that he should maintain his usual behaviour, such as avoid talking to strangers or running out of control. Children should be close to their family, at all times.
3. If your child is travelling for the first time, and to help fighting any possible fear to fly, raise his curiosity, and turn the entire experience into an adventure.
4. Talk to him about what he can do at the airport (check our entertainment solutions) and tell him interesting stories about travels, or show him some pictures of aeroplanes. It is important that your child understands how long it is going to take to reach the final destination or if there are any connection flights.
5. You should remain calm and relaxed: don't forget that your behaviour is the best example for your child.

> HEALTH CARE

It is safe for a baby, even a few months old, to fly with his parents. Nevertheless, the destination should be carefully selected and the trip well prepared.

Travelling may be tiring for children, especially long journeys. Dry air and low air pressure in the plane may lead to anxiety, and the fact that there isn't much room to play does not appeal much to children.

To help dealing with all these issues, here are some practical hints:

1. Visit the paediatrician before flying, to make sure your child is fit to fly to the planned destination
2. The physician may need to prescribe some vaccinations and give you some extra advice. If your child suffers from any contagious disease (measles, chickenpox, etc.) the airline may prevent him from flying without a medical certificate.
3. To avoid ear pain give him some gums or candies;
4. To avoid dehydration, make sure your child has enough to drink. Take some drinks with you, or buy them at the airport or on board.
5. The best drinks are fruit juices, tea and water. You should avoid drinks with gas due to their diuretic effect.

> WHAT YOU SHOULD CONSIDER WHEN BUYING YOUR BOARDING PASS

Airlines offers may be very different, mainly in terms of prices and family packages. We advise you to consult your airline.

Nevertheless, the following may be included in your boarding pass:

1. Packages with games and toys (especially in 1st Class and Executive) or an entertainment programme selected for children (especially in long haul flights);
2. Meals for children. These should be requested in advance;
3. Cots in long haul flights (limited number);
4. Baby seats, similar to those used on cars;
5. Hygiene kits with nappies;
6. By informing with your airline in advance, you may avoid to carry some of these items unnecessarily.

> SOME TIPS FOR BUYING YOUR BOARDING PASS

1. When buying your boarding pass, inform your travel agents or airline that your child will travel with you.
2. Try to book a window seat for your child, as children usually like to be able to look outside through the window.
3. Parents should travel in the aisle seat, in order to better control their children.
4. Children less than 15 years of age are not authorised to travel near the emergency exit - make sure the airline is aware that you are travelling with children when you book the seat (otherwise you make run the risk of having to change seats and be separated from the rest of the family the entire trip).
5. If possible, select a night flight, so that children are able to maintain their usual sleep pattern and rest for a while.

> INFORMATION ON BOARDING PASS PRICES FOR CHILDREN AND APPLICABLE RULES

Fares vary according to the age of children. Most airlines apply the following structure:

1. 2 year-old or less (Infants)
 - a. Toddlers (Children not taking a seat) – Children may not take their own seat to travel to some destinations. Nevertheless, it may be necessary for them to have an “Infant” boarding pass. Contact your airline on the best options available.
 - b. Taking a child’s seat - It is also possible to book a seat for your baby making the trip more comfortable for him, or the baby may travel in a safety chair. Nevertheless some extra fare may be charged.

2. 2 to 12 years-old
 - a. Usually airlines require children with more than two years of age to have their own seat.
3. More than 12 years of age (Adults)

Remember that:

 - a. You may be asked to prove your children's age to be able to travel.
 - b. Some airlines charge adult fares to children over 2 years of age.
 - c. One adult boarding pass equals one free child boarding pass.
 - d. A passenger needs to be at least 18 years old to travel with one infant.
 - e. An adult passenger travelling with more than one child may need to book an adjacent seat for each child, except the first, at the applicable fare.
 - f. You may be required to mention that your child is travelling alone, if he is under 12 years of age, and travels in a different class than you.
 - g. If the child will turn two years of age during the trip, he may travel as an infant in the outward flight, but he will need her own seat on the return flight.

We remind you that you should always contact your airline.

> LEGAL INFORMATION

In international flights, in case the child is accompanied by only one of the parents, it will be necessary to provide a certified letter granting permission for the travel, signed by both parents, or proxy from the other parent.

In case of divorced, or legally separated people, or which marriage has been declared invalid or has been annulled, the travel authorisation must be issued by the guardian parent and/or the one the child resides with; Since in case of divorce, the standard regime nowadays is to have joint parental responsibility, the child may travel with any one of the parents, as long as the other does not oppose.

If the child is orphan of one of the parents, the travel authorisation must be issued by the living parent, and the death certificate of the deceased parent must be shown.

In general, minors under 18 should always have their own Identity Card and Passport, if applicable.

Also infants need to have a boarding pass. You should also provide:

1. Identity card to validate the age of every child under two years of age - since a birth certificate does not have a photo, airlines may not accept it.
2. Medical authorisation to travel, issued to any child under 14 days of age. Nevertheless, the rights of the airline prevail and they may refuse to let the baby travel.

For other situations, we advise you to contact the competent authorities, and always a previous contact with the airline. In case you are abroad, this would be the Portuguese Consulate of your residence area.

For further information please see [SEF website \(http://www.sef.pt/portal/v10/PT/asp/apoioCliente/detalheApoio.aspx?id_linha=4350\)](http://www.sef.pt/portal/v10/PT/asp/apoioCliente/detalheApoio.aspx?id_linha=4350)

> HAND BAGGAGE

When preparing your baggage you should also bear in mind some necessary aspects for travelling with children. Here you can find some tips for preparing your hand baggage, in case you are travelling with a child. Please, check also the list of forbidden items and liquid restrictions.

1. Dress your child with several layers of clothes that may adapt to temperature changes on board and at the destination.
2. All essential items, such as toys, clothes and hygiene articles, should be on your hand baggage.
3. Take enough food for the child, taking into account the possibility of delays.
4. Take your child medications with you, especially if you are not familiarised with your destination and are not sure of being able to find a pharmacy.
5. Do not take to the plane the favourite toys of your child, since they may be lost.

Some essential items to include in your hand baggage are:

- A blanket against the cold of the air conditioning (Many airlines make blankets available)
- Chewing gums to help children with changes in pressure.
- Favourite snack
- Milk bottle
- Stuffed toy
- Painting book
- Nappies and wet wipes
- A change of clothes for both baby and mother
- Necessary medications

Buy your boarding pass in advance

ON THE DAY OF THE FLIGHT

At the airport

> General Advice

1. Give your children something to eat or drink before taking off and landing, since that will help them deal with the changes in air pressure.
2. Light snacks are always a good option. Even though a few airlines offer baby food on board, it is always better to take your baby's favourite food.
3. Arrive early. Travelling with children and dealing with the baggage may take some time. Arrive two hours before domestic and European flights, and 3 hours before intercontinental flights.
4. Usually, passengers with children are authorised to board first. For that purpose, you should be at the boarding gate before boarding starts.
5. Never let a child unattended, not even when you go to the restroom. If you lose sight of your child, ask the help of a member of staff to find him.
6. As much as possible, let children play around and enjoy the airport facilities (the airport offers several entertainment options) to ensure that they will be quieter during the flight. From watching the planes taking off and landing, to playing at one of the kids play area, there is plenty to do in our airports.
7. In case you travel with a pushchair and wish to use it until boarding, the airline will make its "check-gate" and place it on the cargo compartment for transport. Alternatively, ANA makes pushchairs available after going through security, so that you can dispatch yours at check-in.
8. When you reach your destination, the pushchair shall be returned to you. Most airlines take no responsibility for damages to pushchairs that are not checked as oversized baggage at check-in.

> X-ray

All passengers must go through x-ray, including children. Nevertheless, parents are authorised to remain with their children at all times. In order to facilitate these procedures, please consider the following advices:

1. All hand baggage, including children items, should go through x-ray.
2. If you take your pushchair, take your baby in your arms, and put the pushchair through the x-ray only after. Join all items related to your child - all articles that are kept in bags and pockets must be taken out and placed on the adequate trays for inspection.
3. In case any of the articles cannot go through x-ray, a security officer shall inspect it.
4. If the child is able to walk, the parents and the child should go through the metal detector separately.

Liquids and x-ray

1. Liquids, gels and aerosols should not exceed 100 ml and should be packed in a plastic zipper bag. Each passenger may use only one bag.
2. Medications, food, milk or juice are allowed, only in reasonable quantities. These products do not need to be in a zipper bag, but should be declared for x-ray inspection.
3. Take the plastic bag from your hand baggage and place it on a tray on the conveyor belt for x-ray inspection.
4. Remember that all liquids you take with you should be for the immediate comfort of your child. All other articles that you will only need at destination should be checked with the remaining baggage at check-in.

Children that need special care

These are some hints for parents or people responsible for children that need special care when going through x-ray:

1. Inform the security officer in case the child has a special medical device.
2. If you think the child will be distressed during the inspection process, talk to him and help finding the best way to minimise stress.
3. Never leave your child alone during the inspection process, even if a particular inspection is needed.
4. The adult who travels with the child is the only person responsible for taking the child off the inspection device.
5. If your child is not able to walk or stand, the security officer shall carry out the inspection with the child remaining in the equipment.

ANA provides a personalised service to facilitate the travelling of passengers with reduced mobility: the Service My Way. The service should be requested to your airline at the time of booking. The airline will then contact ANA.

During the Flight

During the flight it is important that your child is calm, entertained and safe.

1. If you travel with several children, ask one attendant to help taking care of them while you use the restroom.
2. Once on board, take their shoes off, since their feet may swell due to high altitude.
3. Keep your children occupied during the flight. Use the toys you brought - some airlines also offer some toys.

4. If your child has an electronic game, turn off the sound and make sure he is not using it during take-off and landing.
5. Wait until the other passengers have left the plane to collect your baggage more comfortably.

> Safety on board

1. All children must be adequately seated and secured on their seats
2. If you travel with a toddler, make sure that a baby chair is supplied to you, so that the child is safely seated
3. Even though some airlines offer portable cribs on board, usually they are only available on long haul flights. Furthermore, the size and weight of your baby may also determine if such devices may be used.
4. You may book a seat for the child and use a baby car seat certified for use in aircrafts.
5. You should seat your child on the seat for take-off, landing, and during turbulence, i.e., following the same procedures advised for adults.