

Long flight times and pressure changes caused by variations in flight altitude may sometimes adversely affect a passenger's medical condition. **For this reason, air travel may not be suitable for all passengers.**

Handling of Personal Information

Upon receipt of the MEDIF, ANA Disability Desk (ADD) may contact passengers if necessary. Personal information is handled in accordance with the Solaseed Air Privacy Policy.

Cases when Medical Information Form (MEDIF) is requested

Persons traveling with any of the following conditions are requested to notify our reservation staff and will be asked to prepare a MEDIF when making a flight reservation.

- ① Person requiring medical oxygen or medical equipment or medical treatments on board.
- ② Person requiring a stretcher service or an incubator on board.
* Please note that stretcher services and incubators cannot be used on Solaseed Air flights.
- ③ Person with serious diseases or injuries
- ④ Person who correspond to any of the categories listed on the next page.(GUIDANCE FOR THE PHYSICIAN)
- ⑤ Other than the above, a person traveling by air may experience adverse effects on their medical condition due to recent treatment or surgery.

Submitting MEDIF

For doctors and passengers

MEDIF must be prepared and issued **within 14 days, including the day of departure.** (Example: If the departure date is December 15, the MEDIF must be issued no earlier than December 2.) For round-trip flight, the date of return flight may exceed 14 days if it states "Fit to travel" in the appropriate box of the MEDIF. However, if an adverse change in the passenger's medical condition is observed, our staff may ask to submit a new MEDIF to reconfirm the fitness for air travel.

Filling out MEDIF

For doctors

Please consider the travel and itinerary and their potential effects on the patient's state of health when writing the prognosis for whether the passenger is fit to fly. Please add any other matters of note (that should be considered) in the 'Specify more details, if necessary' field of the MEDIF.

For passengers whose condition or symptoms are stable, a period of validity can be included in their MEDIF. We ask doctors to fill out the period of validity field in the MEDIF issued once a diagnosis has been made, following consultation with the passenger (patient). The valid MEDIF must be carried on the passenger's person.

Fee or surcharge

For doctors and passengers

Fee if any, relevant to the provision of "Special Assistance Request" or MEDIF and for carrier-provided special equipment are to be paid by the passenger concerned.

For following cases, the passenger must purchase extra seats.

***an oversized medical equipment that cannot be stored under the seat in front**

***a stretcher service**

***extra seats for an incubator**

Please note that stretcher services and incubators cannot be used on Solaseed Air flights.

For flight safety reasons, some medical equipment may not be allowed in cabin or as checked baggage. Please contact ANA Disability Desk (ADD) for specific regulation.

The cabin environment and effect on one's body

For doctors and passengers

Aircraft cabin pressure is regulated by a pressurization device at between 0.7-0.8 bars (10.2psia to 12psia), which is equivalent to that at an altitude of 2000-2500 meters. However, significant changes in cabin pressure can occur 15-30 minutes after takeoff and before landing.

As air pressure becomes lower in the cabin, normal internal gases present in the human body expand. These expanded gases not discharged from the body may put pressure on wounds or internal organs, possibly causing pain or breathing difficulties.

The cabin pressure drops oxygen density to 70-80% of that at sea level.

Respiratory organs, the heart, blood vessels in the brain and serious anemia can all be adversely affected by low oxygen concentrations. Moreover, this may also affect women in late stages of pregnancy and newborn babies.

In principle, passengers with Class 1, 2 or 3 infectious diseases, new types of influenza, other new infectious diseases, or other serious acute infectious diseases that could be transmitted to other passengers by boarding the aircraft are not allowed to board.

Person's condition which is not fit to travel

A person who is prohibited from attending school by Japanese Law ("Act on School Health and Safety") (*1) shall not be allowed to travel by air unless a physician confirms that there is no risk of the disease being transmitted from person to person.

(*1)

The name of a disease	Period during which Attendance is Prohibited
COVID-19	Until 5 days have passed after onset, and 1 day have passed after symptoms have become less severe.
Influenza	Until 5 days have passed after onset, and 2 days have passed after the fever has dropped
Whooping cough	Until the characteristic cough has suppressed, or until treatment with antibiotics has ended.
Measles	3 days after his/her fever has dropped
Mumps	After 5days of onset of the swelling on submandibular, sublingual and parotid gland, and major symptoms general condition recovered
Rubella	Until eruption disappears
Chickenpox	Until the eruption changes to scab
Pharyngoconjunctival	2 days after the main symptom disappears
Tuberculosis, Epidemic keratoconjunctivitis, Acute hemorrhagic conjunctivitis	Until a physician evaluates that the disease becomes non-contageous.

Person with other symptoms or conditions

Persons with the following conditions are generally considered unfit for air travel. However, if a physician certifies that the patient is stable, and that physician will be accompanying him/her on the entire journey, the airline may accept that individual for travel. Please contact ANA Disability Desk for further information.

- Those who have critical cardiac disease, severe heart diseases such a cardiac failure, cyanotic heart disease conditions, who have had an episode within the past 6 weeks are not acceptable for travel.
- Those who have unstable angina pectoris or acute myocardial infarction and who have had an episode within the past 2 weeks are not acceptable for travel.
- Those who have severe respiratory illness, severe respiratory failure, severe chronic obstructive pulmonary disease, or pneumothorax whose lungs are not fully inflated.
- Those who have repeated hemoptysis.
- Those with apoplexy who have had an episode within the past 4 weeks are not acceptable for travel.
- Those with lesions resulting in increased intracranial pressure, fracture of the skull, or those who underwent permanent wiring in the jaws for mandibular fracture.
- Those who have severe anemia.
- Those with lesions which may cause hematemesis, or melena, intestinal obstruction patients
- Those who have severe otitis media.
- Those who have not completely recovered from head, chest, or abdominal surgery, or women immediately after childbirth.
- Alcoholism or drug addiction
- Those who have residual air or other gas in his/her body after operation. (for example eye operation)
- Expectant mothers within 28 days of their due date must present a MEDIF issued within 7 days including the day of travel.
Depending on the travel date, an accompanying obstetrician may be required.
For flights until May 18, 2026:
【International Flights】 When boarding within 14 days of the expected delivery date
【Domestic Flights】 When boarding within 7 days of the expected delivery date
For flights on or after May 19, 2026:
【Both International and Domestic Flights】 When boarding within 14 days of the expected delivery date
- Newborn baby within the first 7 days of birth.

End

SNJ-260401

MEDICAL INFORMATION FORM (MEDIF) To be completed by the attending physician

Please submit this form via email or FAX (Japan). If submitted by FAX, we will contact you by phone or a short message (SMS).

FAX No.
0120-029-366 (toll-free)
03-6741-8710 (Tokyo)

Please fill out all checkboxes and fields from 1 to 9 below. Please provide full details of any symptoms, etc., prior to boarding the aircraft. Solaseed Air may contact the passenger for clarification if necessary.

PATIENTS			
NAME, INITIAL(S)			AGE
MEDICAL DATA			
DIAGNOSIS in detail (Including vital signs)	Please write so that non-medical personnel are able to understand.		
Date of first symptoms/ Diagnosis (Date of Operation)	Date: / /	For expecting mother (Estimated delivery date)	Date: / /

Diagnostic content			
1	PROGNOSIS for the flight(s) * Please consider the itinerary and its potential effect on the patient's state of health.	<input type="checkbox"/> Fit to Travel <input type="checkbox"/> NOT Fit to Travel	<input type="checkbox"/> Start of itinerary: / / <input type="checkbox"/> End of itinerary: / / <i>*For round-trip itineraries, please also enter the departure date of the last flight in the itinerary.</i>
2	Contagious and Communicable Disease?	<input type="checkbox"/> Yes →If Yes, may the disease be infectious to other persons? <input type="checkbox"/> No	<input type="checkbox"/> Yes <input type="checkbox"/> No
3	Can the patient sit upright with the seat belt fastened? (during take-off and landing)	<input type="checkbox"/> Yes →If No, is a Stretcher required on board? <input type="checkbox"/> No	* An extra stretcher fee is requested in addition to the applicable fare for both the passenger and escort. Necessary arrangements must be made with the airline. * Please note that stretcher services and incubators cannot be used on Solaseed Air flights. <input type="checkbox"/> Yes <input type="checkbox"/> No
4	Is the patient fit to travel unaccompanied? * Our staff cannot administer injections or medication, operate medical oxygen tanks, or provide assistance with meals or using the restrooms. Please note that due to security duties and in-flight services for other passengers, they are unable to accommodate specific passengers at all times.	<input type="checkbox"/> Yes <input type="checkbox"/> No, must be accompanied by a Physician or Nurse. <input type="checkbox"/> No, must be accompanied by a person who is approved by a Physician.	
5	Is oxygen required in flight?	<input type="checkbox"/> Yes If Yes, please enter the flow rate of oxygen. <input type="checkbox"/> No Liters per minute: <input type="text"/> /minute	
6	Is continuous oxygen required?	<input type="checkbox"/> Yes <input type="checkbox"/> No	
7	Does the patient require any medical equipment in flight?(e.g., ventilator, oxygen concentrator, etc.) * If you bring oversized medical equipment that cannot be stored under the seat in front, you may need to purchase an additional seat.	<input type="checkbox"/> Yes →If yes, please fill out the Medical Electronic Equipment Entry Sheet (Attachment). <input type="checkbox"/> No	
8	Does patient need any MEDICATION in flight?	<input type="checkbox"/> Yes →If yes, specify <input type="checkbox"/> No	
9	Specify more details, if necessary		

Prognosis as above. I will provide necessary information required by the airline's medical department for the purpose of determining his/her fitness to travel by air with consent of the patient.

Physician's Details	Print Name		Hospital Name	
	Signature		Phone No.	
	Address			
Issue date		Please be sure to enter the date of issue.		
Medical Certificate Validity (Excluding expectant mothers)		Please complete this section if you are diagnosed as fit to fly due to a stable medical condition, regardless of whether you are currently receiving ongoing treatment.		