

Train + Air

Form requesting assistance for a customer with a disability



INFORMATION ABOUT THE CUSTOMER WITH A DISABILITY WHO NEEDS ASSISTANCE

ONE APPLICATION PER JOURNEY

- Last name
- First name
- Date of birth
- SNCF travel file reference number:
- Customer's mobile phone number
- Airline email address
(Where the confirmation of assistance will be sent)

TYPE OF ASSISTANCE / Details regarding the disability

Simple assistance needs for assistance not involving a wheelchair (WCHS):

Details regarding the disability:

- Auditory (DEAF)
- Reduced mobility (RM)
- Mental (DPNA)
- Visual (BLND)

Simple assistance needs for a chair at the station (WCHS)

- Reduced mobility (RM)

Simple assistance needs for wheelchair at the station and for ramp (WCHR)

- Reduced mobility (RM)

Ramp / Lift Assistance (WCHC / WCBD / WCBW / WCLB): Need a wheelchair ramp or lift to access train/chair at the station

Details regarding the disability:

- Folding manual wheelchair user (FMPL)

⇒ The customer can be transferred and able to walk a few steps to their seat Yes No

- User of a non-folding manual wheelchair (FMNPL)

- Electric wheelchair user (EF)

⇒ Reception and assistance services can be booked up to 24 hours before the train's departure.

In addition to the document, call the customer and confirm that they are OK with the terms and conditions of the Accès Plus service (chair size + luggage, etc.) + our data storage rules.

Here below is an essential reminder of our terms and conditions of service:

- Go to the meeting point at the station at least **30 minutes before the departure** of your train.
- Be able to show your **valid ticket** for the journey for which assistance is required.
- Should you so wish, you can entrust us with a **single** piece of luggage weighing a **maximum of 15 kg** (no additional luggage can be carried).
- **Remain seated on board the train until the agent** responsible for providing assistance on arrival **arrives**.

The total weight of the wheelchair, its user and luggage should not exceed 300 kg for an electric wheelchair and 200 kg for a manual wheelchair. The maximum permissible dimensions of a manual or electric wheelchair are 70 cm wide and 120 cm deep, with a 1,500-mm turning lock.

The data collected by Accès Plus is used to organise assistance and to contact the customer by either telephone or e-mail if necessary, or to carry out satisfaction surveys. The data provided is collected and processed by SNCF Voyageurs (9, rue Jean-Philippe Rameau - 93200 Saint Denis, France) and is intended for the in-house services of SNCF Voyageurs or its subsidiaries in charge of managing your booking or assistance services, as well as for our service providers and subcontractors identified in our General Terms and Conditions of Use.

In accordance with Regulation (EU) 2016/679 of the European Parliament and of the Council of 27 April 2016, and Law No. 2018-493 of 20 June 2018, you have the right to query, access, rectification, restriction, portability, erasure, and object on legitimate grounds to all data concerning you by contacting our Data Protection Officer by e-mail (donneespersonnellesvoyages@sncf.fr) or by post at the following address SNCF Voyageurs – Data Protection Team – 2 place de La Défense (CNIT 1) – BP 440 – 92053 LA DEFENSE Cedex - France.

You also have the right to set out instructions on the storage, erasure and disclosure of your personal data after your death, in accordance with the applicable legal framework.

Please contact us should you need any further information.