

China Airlines 2026 Accessibility Plan

China Airlines is committed in making a difference

We are committed to providing a more user-friendly and accessible experience for all passengers. Our goal is to ensure that everyone accessing our website and digital services enjoys a seamless experience, including individuals with disabilities or those who rely on assistive technologies.

We continuously work to enhance accessibility by collaborating with international industry associations and accessibility organizations to develop safe and inclusive solutions that help reduce barriers to air travel. These collaborations include organizations such as the International Air Transport Association and the Rick Hansen Foundation. Our efforts are guided by internationally recognized best practices and legal standards, including the [Web Content Accessibility Guidelines](#) (WCAG) established by the World Wide Web Consortium.

Through these ongoing initiatives, we aim to support and promote consistent global accessibility standards as an essential step toward improving accessibility in air travel.

Need help or Feedback?

We welcome comments and queries about the accessibility of our sites and products. To request assistance related to a travel booking, please visit [Contact Us](#) for more information.

China Airlines Accessibility Plan Progress Report (Canada)

In accordance with applicable Canadian accessibility regulations, we publish our Accessibility Progress Report to outline ongoing improvements and commitments. You may access the report in your preferred language below:

[English Version](#)

[Version française](#)

China Airlines Accessibility Plan (Canada)

This Accessibility Plan or plan includes both an accessibility plan and a description of the feedback process, of China Airlines based on the requirement of Accessible Canada Act and Accessible Transportation Planning and Reporting Regulations (ATPRR). The plan complies with Accessible Canada Act (ACA) and the Accessible Transportation Planning and Reporting Regulations (ATPRR). The ATPRR apply to transportation service providers (TSPs- like China Airlines) that operate in the federal transportation network and that are required to comply with any Canadian Transportation Agency (CTA) accessibility-related regulations.

1. General

China Airlines is a foreign carrier operating daily service between Taiwan Taoyuan International airport and Vancouver International airport. Our Canada Branch office is in charge of the accessibility plan as well as the receipt and management of feedback from our customers and the public at large. The General Manager of China Airlines Canada Branch is designated to receive feedback on behalf of China Airlines.

1.1 Feedback Collection

Customers and members of the public may submit comments regarding accessibility using our Online Accessibility Feedback Form, including providing comments on any barriers you may have encountered or to request an alternate format of our Accessibility Plan. The feedback we receive will help us identify, prioritize, and address accessibility issues within China Airlines to improve employee and guest access.

This feedback form may be submitted anonymously.

Alternatively, China Airlines is happy to receive feedback and comments from our customers and members of the public using one of the following communication methods:

To request an alternate format of our Accessibility Plan, please use the below contact information:

- **Phone:**1-604-242-1168. Please use 1-800-455-9880 (TTY) for those who have hearing disability.
- **Email:** accessibility_canada@china-airlines.com
- **Fax:** 1-604-242-1166
- **Mailing Address (Canada Branch):**
CHINA AIRLINES CANADA BRANCH OFFICE
10451 Shellbridge Way #240,
Richmond, BC, Canada
V6X 2W8

1.2 Feedback Response

All feedback will be meaningfully considered. China Airlines allows anonymous feedback. We will respond to each feedback submission acknowledging receipt using the same communication method or by email for submissions received through our Feedback Form, except for submissions made anonymously. All feedback will be reviewed and responded in accordance with our applicable internal and external policies, including our [Privacy policy](#).

1.3 Alternate Format

You can download our Accessibility Plan in regular or large print formats or request a braille or audio version by completing our Accessibility Feedback Form External site which may not meet accessibility guidelines and/or language preferences or by contacting us through one of the communication methods provided above.

- Print: [Download as a PDF](#)
- Large Print: [Download as large print](#)
- Braille: please allow 45 days
- Audio: please allow 45 days
- **Phone:** 1-604-242-1168. Please use 1-800-455-9880 (TTY) for those who have hearing disability.
- **Email:** accessibility_canada@china-airlines.com
- **Fax:** 1-604-242-1166

- **Mailing Address (Canada Branch):**

CHINA AIRLINES CANADA BRANCH OFFICE

Attention: China Airlines Canada Branch Customer Service Agents

10451 Shellbridge Way #240,

Richmond, BC, Canada

V6X 2W8

2. Information and Communication Technologies (ICT)

China Airlines have been using the [Web Content Accessibility Guidelines \(WCAG\) 2 Level AA](#) success criteria as the design standard to improve the logical usability our website for those with disabilities. China Airlines also provides real time operation information and communication to customers and passengers by various ways, including:

(1). [China Airlines website](#)

(2). China Airlines Chatbot:



(3). China Airlines Mobile App:



(4). China Airlines Call Center Service: - Canada Branch: +1-604-242-1168 -
USA Branch: +1-800-227-5118

(5). China Airlines Call Center Email: Canada Branch: yvrsdci@china-airlines.com ; Los Angeles USA Branch: laxccci@china-airlines.com

(6). [Customer Feedback platform](#)

(7). Airport: If China Airlines faces any departure delays, gate or track assignments and schedule or connection changes, we will make public announcements by both audio and visual formats to all passengers at the check-in counter or boarding gate lounge.

3. Communication, other than ICT

China Airlines is committed to training our staff in accessible customer service, including educating our staff on the [Accessible Canada Act](#), [the Accessible Transportation Planning and Reporting Regulations](#), and [Canada Human Rights Act](#) that relate to persons with disabilities.

In addition, China Airlines will train all other service providers who provide services on behalf of the organization in accordance with China Airlines customer service principles and our China Airlines Passenger Service Manual. China Airlines customer service principles formulate a standard service procedure, which provides guidelines for our staff and service providers to facilitate a smooth and barrier free traveling process. This training ensures that staff and service providers are trained to be able to provide the same level of service in abnormal situations and ensure customers experience a high quality of service, regardless of their needs. Employees will complete training within 60 days of starting duties, and such training will be refreshed every three years.

Teletypewriter/test display device (TTY) – China Airlines provides TTY access service to ensure that our staff are able to communicate through type messages with those who can't or choose not to communicate verbally.

In-person interaction – Frontline agents and cabin crew members receive guest-centric sensitivity training, which focuses on engaging in a conversation with a passenger to determine their needs and provide tailored assistance and services in relation to those needs.

Aircraft – All aircraft are equipped with English passenger safety feature cards and braille formats are available upon request (available for Boeing 777, Airbus A350 and A321neo). Individualized briefings are also provided as a part of onboard orientation for information such as call button locations.

Assisting Actions

To ensure person with visual or hearing disability can receive publicly available information about China Airlines service or facilities in ways that are accessible to those travelers, China Airlines is able to provide information in alternative formats such as:

- Providing information or announcements in a clear and slow manner with good quality by using colloquial language. If necessary, these

communications can be rephrased remarks when passengers have difficulty understanding.

- China Airlines' cabin crew member will work to establish a communication method that suits the needs of the passenger and ensures that they have access to all information and announcements available to other passengers.

4. Procurement of Goods, Service and Facilities

China Airlines provides accessibility support through a combination of internal processes and contracted local ground handling service providers. These providers support the delivery of mobility assistance services, including wheelchairs and electric cart (golf cart) services, and assist with the loading and unloading of mobility aids for passengers in accordance with established operational procedures.

China Airlines incorporates accessibility considerations into procurement decisions for goods, services, and facilities, including self-service technologies, where operationally feasible. The accessibility-related performance of service providers is subject to ongoing review to support consistent and effective accessibility service delivery.

5. Design and Delivery of Programs and Services

China Airlines is committed to ensuring accessible service delivery through structured training, operational support, and continuous improvement measures for employees, contractors, and service partners.

5.1 Action and Timelines

Ongoing Actions

Training and Awareness

- Proper procedures for communicating with and identifying passengers with reduced mobility in accordance with standard protocols.

- Provide appropriate methods for interacting with individuals with disabilities who require the assistance of a service animal or a support person
- Provide initial and recurrent accessibility training to all customer-facing employees and ground handling contractors.
- Provide accessibility training to employees involved in the development of policies, procedures, and decision-making related to accessibility.
- Education on the purpose of the ACA and the ATPRR

Service Delivery and Support

- Ensure continued use and availability of accessibility equipment, including wheelchairs, electric carts (Golf Cart), and aisle chairs, to support service delivery.
- Maintain reinforcement of internal accessibility policies and service standards through ongoing training and communication.
- The contingency plan will be followed if a person with a disability is having difficulty accessing any of China Airlines' goods, services, or facilities.

Travelling with an Assistive Device

Passengers who require assistance devices due to their disability may use their personal assistive devices when accessing China Airlines goods, services or facilities. China Airlines will ensure our staff and our service provider personnel are trained and familiar with various assistive devices on site that may be used by customers with disabilities while accessing our good service or facilities.

If the mobility aid of a person with a disability is not retained by the person during transport and it is damaged, destroyed or lost during transport or is not made available to the person at the time of their arrival at their destination, China Airlines will provide a temporary replacement mobility aid.

Travelling with a Service Animal

When China Airlines cannot easily identify that an animal as a service animal, our staff may request documentation from a regulated health professional confirming that the individual requires the service animal for reasons relating to their disability.

5.2.2 Near-Term Actions

Accessibility Improvements

- Assess current equipment and processes for transferring persons with disabilities to and from aircraft seats in Canada, and identify improvement opportunities.
- Evaluate opportunities to enhance employee awareness and engagement regarding accessibility requirements and service expectations.
- Implement mandatory training on workplace accommodation processes for all management employees.

5.2.3 Long-Term Actions

Customer Service and Operational Accessibility

- Enhance accessibility training for customer-facing employees, management, and ground handling contractors, including expanded hands-on training for physical assistance and safe handling of mobility aids.
- Conduct regular analysis of accessibility performance and compliance outcomes to identify policy and procedural improvements.

6. Transportation

China Airlines provides mobility assistance to passengers who require additional support throughout their journey. The services primarily include wheelchair and electric cart (golf cart) transportation. Staffing and equipment are arranged in advance based on the number of passengers requesting assistance on each flight, while standby support remains available as part of regular operations.

Onboard wheelchair and mobility aid accommodation procedures will continue to form part of onboard accessibility support where applicable. Cabin flight attendants may provide assistance with boarding, deplaning, seating coordination, and limited in-flight mobility support where required. Procedures for the handling and transport of mobility aids, including wheelchairs and walkers, are coordinated in accordance with operational and safety requirements. Selected aircraft may also provide onboard storage

options for eligible mobility aids, subject to operational and aircraft requirements.

Support will continue to be provided at various points throughout the passenger journey, including guidance and mobility assistance at key service areas such as check-in, security screening, departure gates, primary inspection kiosks for passengers, and baggage claim areas during both arrival and departure operations. For connecting interline travel, ground agents will also assist passengers in reaching the next carrier's service point.

When providing services to a person with a disability, China Airlines will indicate in that person's travel reservation the services to be provided and include a written confirmation of those services.

Operational experience and customer feedback have informed adjustments to staffing levels and coordination with service partners, particularly during periods of higher demand. Service coordination will continue to be reviewed, with a focus on maintaining consistency and reducing wait times.

China Airlines operates international services and takes into account applicable accessibility-related regulations across different jurisdictions. These may include, where applicable, the U.S. Air Carrier Access Act (14 CFR Part 382) and European Regulation (EC) No 1107/2006 concerning the rights of persons with disabilities and reduced mobility when travelling by air.

Operational procedures are aligned, where applicable and practicable, with these regulatory frameworks to support a consistent and accessible passenger experience across our global network.

7. Built Environment

China Airlines is deeply committed to delivering exceptional service to all of our valued customers. We strive to ensure that individuals with disabilities have equal access to our services and facilities, and we uphold our commitments in compliance with the regulations set forth by the CTA regarding the built environment. In line with these regulations, we have taken proactive steps to ensure the built environment available to our

passengers ensures that it is easily accessible for passengers with disabilities.

Our dedication to inclusivity begins with the recognition that accessible transportation is essential for fostering an inclusive society. We believe that every individual deserves to travel with ease, comfort, and dignity. As such, we have implemented comprehensive accessibility measures across our operations, including our aircraft, airport facilities, airport terminals, passenger transportation, travel services, and customer service protocols.

<https://www.china-airlines.com/us/en>

In accordance with the CTA regulations, we have established specific guidelines and standards for accessibility within our organization. These guidelines encompass a wide range of aspects, such as ensuring accessible seating options, providing wheelchair assistance, implementing effective communication methods, and accommodating service animals. We have trained our staff to be knowledgeable about these regulations and to provide respectful and courteous assistance to customers with disabilities throughout their journey.

To ensure transparency and ease of access, we have made our commitments to customers with disabilities readily available. Our website:

<https://www.china-airlines.com/us/en/prepare-for-the-fly/special-assistance/medical-assistance?tab=MedicalAssistiveDevicesTab>

features a dedicated accessibility section where customers can find detailed information about the services and accommodations we offer. This section includes comprehensive descriptions of our accessibility policies, procedures, and available support, including the aspects of the built environment that are developed to help remove any barriers to travel. We are committed to regularly updating this information to reflect any changes or improvements to our accessibility initiatives and the built environment within which we operate.

China Airlines is fully committed to providing the highest quality of service to all our customers, including those with disabilities. We embrace the regulations set forth by the CTA and diligently work to comply with them in order to create an inclusive and accessible built environment. Through ongoing improvements, transparency, and active engagement with our customers and members of the public, we continuously strive to exceed expectations and make travel a seamless and enjoyable experience for everyone.

8. Provisions of CTA Accessibility-Related Regulations Introduction:

China Airlines' is subject to applicable sections of Part 2, Service Requirements Applicable to Carriers, of the Accessible Transportation for Persons with Disabilities Regulations (SOR/2019-244).

The purpose of this accessibility plan is to outline our commitment to meeting the provisions of CTA accessibility-related regulations and ensuring equal access for individuals with disabilities.

This plan is designed to promote inclusivity and remove barriers in our services, facilities, and communication methods.

By implementing this plan, we strive to create a positive and accessible environment for all customers.

- **Policy Statement:**
China Airlines is dedicated to providing accessible services and facilities to individuals with disabilities in accordance with the CTA accessibility-related regulations. We are committed to eliminating discrimination and ensuring equal opportunities for all individuals to participate in our programs, use our services, and access our facilities. This policy extends to all aspects of our operations, from customer service to physical facilities and digital accessibility.
- **Legal and Regulatory Framework:**
China Airlines recognize and adhere to the CTA accessibility-related regulations as the foundation for our accessibility initiatives. We are aware of the legal obligations outlined in these regulations and strive to meet or exceed their requirements. We stay informed about any amendments or updates to the regulations and adjust our accessibility plan accordingly.
- **Accessibility Goals and Objectives:**
China Airlines' accessibility plan establishes clear goals and objectives aligned with the CTA accessibility-related regulations. We aim to remove physical, communication, and digital barriers that hinder accessibility. Our objectives include providing equal access to transportation services, ensuring accessible facilities and amenities, and promoting inclusive communication practices.
- **Roles and Responsibilities:**
China Airlines assigns specific roles and responsibilities to individuals to oversee and implement the accessibility plan. All employees have a

responsibility to contribute to the successful implementation of accessibility initiatives.

- **Communication and Training:**

China Airlines communicates our accessibility commitments, policies, and procedures to employees, customers, and the public. We provide training programs to educate employees about disability awareness, inclusive customer service, and the use of assistive technologies. We ensure that communication channels and materials are accessible, including websites, information kiosks, and customer support services.

<https://www.china-airlines.com/us/en/prepare-for-the-fly/support/contact-us>

- **Monitoring and Continuous Improvement:**

We have established a monitoring system to track the implementation and effectiveness of our accessibility initiatives.

We conduct regular audits, evaluations, and customer feedback assessments to assess compliance and identify areas for improvement.

We embrace a culture of continuous improvement by actively seeking feedback from individuals with disabilities and customers and have set timelines for conducting future consultations to better improve our accessibility features and services.

We regularly review industry best practices, technological advancements, and customer needs to enhance our accessibility measures.

We adapt our accessibility plan accordingly, incorporating innovative solutions and strategies to improve accessibility continually.

9. Consultations

Commitment to Accessibility

China Airlines is committed to accessibility and inclusion, ensuring that every journey is treated as our customers' most important journey, with respectful, clear, and accessible communication for all passengers and employees.

The airline supports training in disability awareness, unconscious bias, and diversity and inclusion. It continues to enhance the travel experience for

persons with disabilities, with key focus areas including improving digital accessibility, strengthening frontline staff training, streamlining onboard medical accommodation processes, and enhancing staffing support during peak travel periods.

China Airlines is committed to engaging with diverse stakeholders, including persons with disabilities, disability advocacy groups, passengers, and employees, to gather accessibility feedback.

This input will be incorporated into the ongoing development of our Accessibility Plan, ensuring a continued commitment to a barrier-free employment and travel experience.

Who We Consulted

- China Airlines has engaged the Rick Hansen Foundation since 2023 to support its Accessibility Plan development.
- Collaboration opportunities have been identified with disability-focused organizations, including Universal Access Design and the Wavefront Centre for Communication Accessibility.
- Engagement with these organizations continues to support improvements in accessibility for passengers with disabilities.

What We Will Do Next

- Continue strengthening accessibility practices with guidance from professional organizations and accessibility advocates.
- Enhance accessibility training for employees in Canada, focusing on accessible communication and customer service.
- Use feedback to continuously improve the Accessibility Plan and support a barrier-free travel.