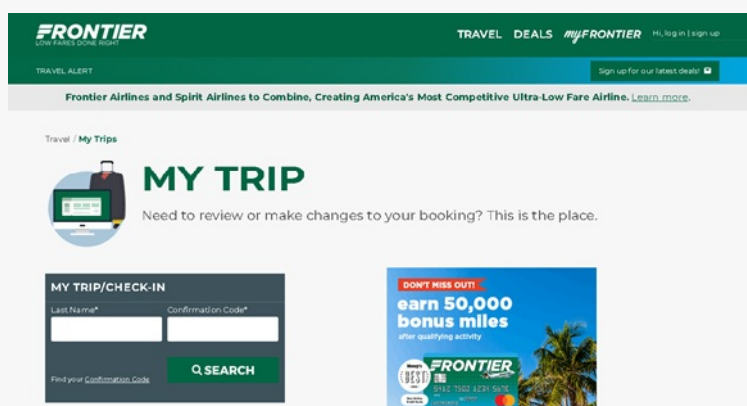


Hard of Hearing or Vision Assistance

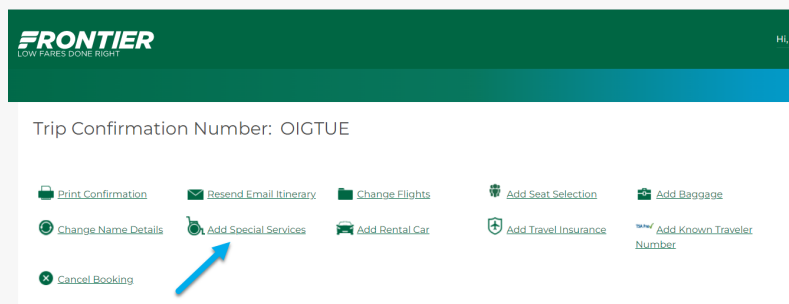
If you need assistance for a customer who is **deaf/hard of hearing**, or is **blind/sight impaired**, please let us know how we can help. Please identify yourself to our flight crew while onboard, so we can be sure to establish an acceptable means of communication to provide you with important flight information. If you need assistance at the airport, during boarding, or onboard the aircraft, let us know.

This information can be added to your reservation during your booking, or can be added after by following the steps below.

Go to "**My Trip/Check-In**" and enter your "**Last Name**" and "**Confirmation Code**", then press the "**search**" button.



Then click "**Add Special Services**" from your Trip Confirmation screen.



Scroll down to the bottom of each passenger section, there is a "**Special Services**" option. Click the "**Special Services**" button.

Passenger1 *Required Fields
[Notice of Collection of Personal Information](#)

FRONTIER Miles™ # [Sign Up](#)

Passenger Type

First Name*

Middle Name

Last Name* Suffix

Gender*

Date of Birth* (mm/dd/yyyy)

Add Additional Services & Information

Special Services [1] Cabin Pet [1] Redress Number [1] Known Traveler Number/TSA Pre✓® [1]

Select the needed options (which include wheelchair services, vision impairment, hearing impairment, cognitive or developmental disability, or a trained service animal), then scroll down to the bottom of the screen and select **“Continue”** to save the changes.

We make sure to take care of passengers who need special assistance.
Select Special Service(s)

Wheelchair Services

Can walk some short distances/need help to/from gate

Can walk short distance/cannot use stairs/need help to/from gate

Aisle chair needed, transfer assist to/from aircraft seat

I have my own wheelchair

Special Assistance

Blind or Vision Impairment

Deaf or Hearing Impairment

Cognitive or Developmental Disability

Request Trained Service Animal

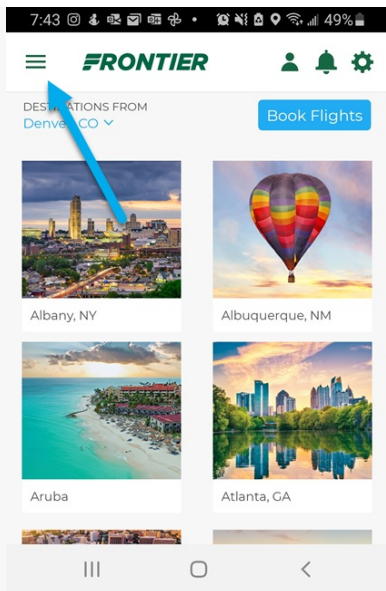
For more information about special services at Frontier, please visit our [special services](#) page.
Please Note: For safety reasons, passengers must be able to sit upright (unassisted) during taxi, take-off and landing to travel on Frontier Airlines.

To use the Frontier Airlines mobile app to add Special Services:

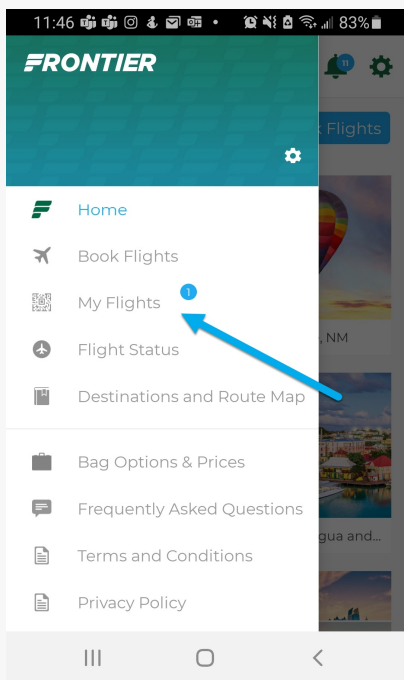
The app can be added to your mobile phone and is available for [Android](#) or [iOS](#).

Once you have the app loaded on your phone, access the app.

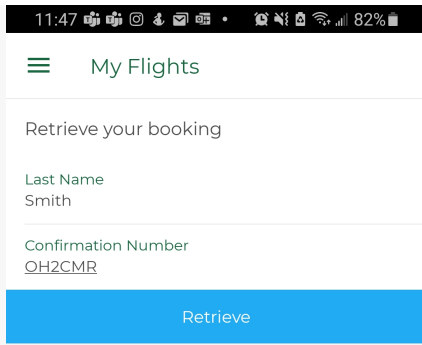
Tap on the **“3 bars”** on the top left of the screen.



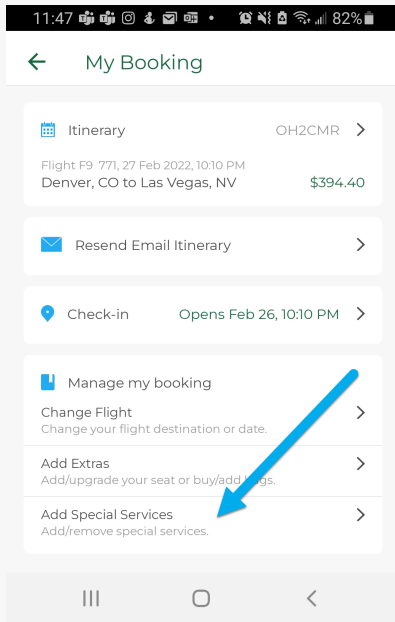
Tap **“My Flights”**



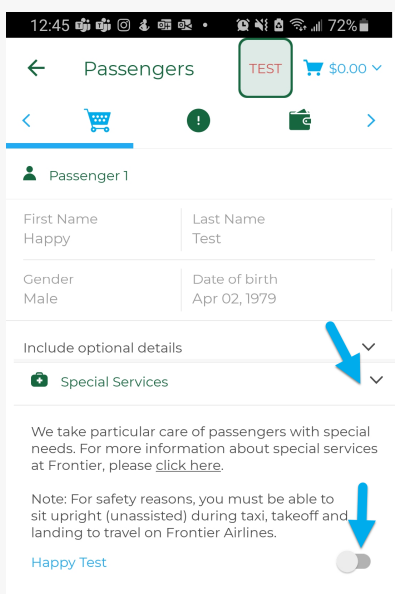
Key your **“Last Name”** and **“Confirmation Code”**. Then tap the **“Retrieve”** button to display your booking.



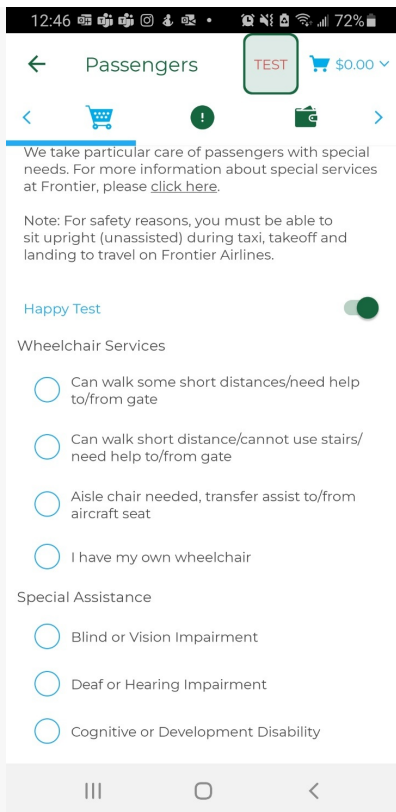
Tap “Add Special Services”



On the Passenger screen **scroll down** to “**Special Services**” and **select** the slider next to customer name that needs to add a Special Service.



Choose the special service by “**selecting the button**” next to the service.



Continue through the prompts for “**Next**” and “**Save**”.