

Accessibility Feedback 2024

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1. Introduction

At Middle East Airlines we are committed to provide a safe and accessible travel experience for all passengers, including passengers with disabilities. We understand that every passenger is unique and may have different needs and requirements. To ensure that your needs are met and are provided with the best possible service, we encourage you to send feedback on your travel experience.

2. Feedback Process

After your flight, we would like to hear your feedback on your experience. Your feedback will help us to improve our services and ensure that we continue to meet the needs of passengers with disabilities.

To provide feedback, please:

Contact our Customer Relations section at custrel@mea.com.lb or through our website <https://www.mea.com.lb/english/support/contact-us> after your flight.

Provide us with your flight details, including your flight number and date of travel. Share your feedback with us, including any positive or negative experiences you had during your flight.

3. Support Team

If you have any special request during your travel, please let us know at least 48 hours prior to your scheduled flight, by contacting our Support Team.

Our Support Team is available 24/7 to assist you with any questions or concerns you may have. They can be contacted at [+961 1 629999](tel:+9611629999) or specialsvcs@mea.com.lb

4. Acknowledgement of Receipt and Response Time

Upon submission of your feedback, you will receive an automatic acknowledgment of receipt, confirming that we have received your comments.

Our response time adheres to the regulatory requirements, ensuring a reply within 15 days from the receipt of the request.

5. Airline Accessibility Features

At Middle East Airlines, we offer a range of accessibility features to ensure that our passengers with disabilities have a safe and comfortable travel experience. Some of these features include:

- Wheelchair assistance
- Priority boarding
- Accessible seating
- Audio announcements in multiple languages
- Disability Awareness Training

Our cabin crew receive regular disability awareness training to ensure that they are equipped to assist passengers with disabilities. Our training includes topics such as:

- Communicating effectively with passengers with disabilities
- Understanding the needs of passengers with disabilities
- Providing assistance and support

6. Confidentiality

We respect your privacy and will keep your feedback confidential. We will not share your personal information with any third party without your consent.

7. Contact Us

If you have any questions or concerns about our support services or would like to provide feedback, please do not hesitate to contact us.

We are committed to provide a safe and accessible travel experience for all passengers.