

## **CARES important information** – We want you to travel safely with your child...

Dear customer,

first things first: any safety system can only work optimally if it is installed correctly. You can simulate buckling up once at home on a chair with an additional belt or strap to already know the procedure in the airplane.

### **Installing CARES (hints – use installation manual for full reference):**

- First, buckle the top red strap **DIRECTLY OVER THE SHOULDER** of the child around the back of the seat.
- Then loop the lap belt through the bottom loops of the CARES harness.
- **THEN** tighten the lap belt well. (Americans say "snuggly tighten...", child should still be able to breathe ;-))
- **THEN** only tighten the harness straps **SLIGHTLY**, so that the lap belt is not pulled up by the harness straps.

Pay particular attention to the last point. If your child's pants slip a lot on the airplane seat, use a non-slip pad if possible.

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We are sending you important information about your CARES for use on German airlines in particular. Please download the FAA circular from the U.S. Federal Aviation Administration here:

[http://cares.eu/mediathek/file/FAA\\_2015-09-24\\_AC-120-87C-Use-of-Child-Restraint-Systems-on-Aircraft.pdf](http://cares.eu/mediathek/file/FAA_2015-09-24_AC-120-87C-Use-of-Child-Restraint-Systems-on-Aircraft.pdf)

Pay particular attention to item 8 on pages 4-5 and item 14 on pages 11-12 of the circular.

+++ General information:

CARES is cleared by the U.S. Federal Aviation Administration (FAA) and is ideally suited for lap belt restraint in an aircraft seat.

It is important to note that the decision-making authority regarding the use of child restraint systems rests with the respective airline and flight crew. The FAA certification number is marked on the harness, on our website you will also find the link to the FAA information in English.

Designation on the belt system:

**FAA APPROVED in accordance with 14 CFR 21.305 (d), PNR 4082-1-021-8061 - Approved for AIRCRAFT USE only**

Unfortunately, we have made the experience with some German airlines that some hotline employees are not familiar with CARES or may give you information that differs from our information. The fact is that according to the certification the use of CARES should be possible and is also possible in practice according to the feedback we have received. If you receive contrary statements from the hotline, please contact the flight safety officer directly. But the situation is improving, as you can already see from most airline information:

+++++++ Here are the most important AIRLINE links and contacts. (please report broken links to us. Thank you!)

**TUIfly** <https://www.tui.com/service-kontakt/flug/baby-kleinkind/> Point a) applies here for child seats.

To register, please contact the TUIfly Service Center: [servicecenter@tuifly.com](mailto:servicecenter@tuifly.com) or call +49-180-6000120. They will send you a written confirmation for the use of CARES.

**EUROWINGS / GERMANWINGS** <https://www.eurowings.com/de/informieren/services/kinder.html>

CARES is listed as an approved system in the table "Child seats approved on board". Print the page with the table for the flight! Here a picture of the excerpt to CARES (state 06/2021)

### **Folgende Arten von Kinderrückhaltesystemen werden ebenfalls akzeptiert:**

- ✓ Oberkörperschutzgeräte der Marke „CARES - Kinder fliegen sicher“ (Gewichtsbegrenzung: 10-20kg (22-44lbs), Höhenbegrenzung: max. 1m (40 inches).

ATTENTION: CARES does not have TÜV approval "for use in aircraft" and this is not required. It has FAA certification for use in aircraft only. This is affixed to the CARES harness.

**CONDOR** <https://www.condor.com/de/fliegen-geniessen/besondere-betreuung/familien-kinder/autokindersitze-und-buggys.jsp> Eye-catching point 1 applies here for CARES as a child restraint system.

**Der Kindersitz muss eine der folgenden Zertifizierungen haben:**

- Zertifizierung von einer Behörde eines EU-Mitgliedstaates, der FAA (Luftfahrtbehörde der USA) oder Transport Kanada (auf der Grundlage einer national technischen Norm) für die ausschließliche Verwendung in Luftfahrzeugen.
- Zertifizierung gemäß der UN-Norm ECE R 44, -03 oder einer neueren Version für die Verwendung in Kraftfahrzeugen.
- Zertifizierung gemäß der kanadischen CMVSS 213/213.1 für die Verwendung in Luftfahrt- und Kraftfahrzeugen.
- Zertifizierung gemäß der US-amerikanischen Norm FMVSS Nr. 213 für die Verwendung in Kraft- oder Luftfahrzeugen, die am oder nach dem 26. Februar 1985 gemäß der Norm hergestellt worden sind. Diese Kindersitze müssen mit einem der folgenden Aufkleber versehen sein:
  - 1) "THIS CHILD RESTRAINT SYSTEM CONFORMS TO ALL APPLICABLE FEDERAL MOTOR VEHICLES SAFETY STANDARDS" oder
  - 2) "THIS RESTRAINT IS CERTIFIED FOR USE IN MOTOR VEHICLES AND AIRCRAFT"

To register the CARES Download the child seat form there under "Child car seats on board".

[https://www.condor.com/de/fileadmin/dam/user\\_upload/de/3\\_fly/3\\_special\\_care/01\\_kids\\_and\\_families/2\\_Car\\_Safety\\_Seats\\_Bassinets\\_Buggies/Anmeldeformular\\_Kindersitz\\_deutsch.pdf](https://www.condor.com/de/fileadmin/dam/user_upload/de/3_fly/3_special_care/01_kids_and_families/2_Car_Safety_Seats_Bassinets_Buggies/Anmeldeformular_Kindersitz_deutsch.pdf)

When filling out, enter "AmSafe" for manufacturer and "CARES Kids fly safe" for model name on page 2 and check the first eye-catching item "by [...] FAA [...] for exclusive use in aircraft" for approval.

Also, check off the line "The child seat has approval for a two-point harness system (lap belt)."

(Strictly speaking, this should read child restraint system and not child seat) If you have also entered the personal data and information on the optional seat reservation, send the form to [sonderreservierung@condor.com](mailto:sonderreservierung@condor.com)

**LUFTHANSA** <https://www.lufthansa.com/de/de/Sicherheit-fuer-Kleinkinder-an-Bord>

We have to give you a little more background info on Lufthansa: Lufthansa developed the AEROKID system in 2008 <https://www.lufthansa-technik.com/aerokid>. It has also participated in studies that critically examine the use of child seats and child restraint systems from various aspects. And I agree with the dedicated people at Lufthansa that an Aerokid offers a significantly higher safety standard than CARES. But I have not seen a seat with an Aerokid on any Lufthansa flight and Lufthansa provides parents with a loop belt for small children as standard, which again offers NO safety standard, but was forbidden for child restraint for many years and is rather dangerous for children. I.e. here a CORRECTLY INSTALLED CARES offers a much higher safety standard for most dangerous situations occurring in the aircraft (turbulence and take-off aborts). And with some child seats, especially in economy class, there is a rarely considered danger due to the forward movement of the seat, which does not exist with CARES. So as you see, I invite here to an informed consideration and to prefer the simply feasible clearly "safer" to a rigid rejection before the goal of a perfect security (which, however, is not offered).

Lufthansa contradicts itself in its customer communication.

On the overview page it states: (as of 2021/06)

## Nutzungsbedingungen für die Verwendung von Kinderrückhaltesystemen und so genannten "Comfort Devices"

Mit der Mitnahme eines geeigneten Kinderrückhaltesystems an Bord bestätigen Sie, dass

- Sie die Allgemeinen Geschäftsbedingungen zur Kenntnis genommen haben.
- das Kinderrückhaltesystem ein von Lufthansa akzeptiertes Produkt ist. Bei Nutzung von nicht aufgeführten Kinderrückhaltesystemen besteht keine Gewähr, dass das System eingesetzt werden kann. Kinderrückhaltesysteme, die nur aus Gurten bestehen, die über und/oder um die Rückenlehne des Sitzes befestigt werden, können an Bord nicht eingesetzt werden. Das Kinderrückhaltesystem muss sich ausschließlich mit dem Beckengurt des Sitzes befestigen lassen.

→ [Tabelle der Kinderrückhaltesysteme als PDF](#)

In contrast, on the linked table, page 5 (US child seats) below:

Direct link: [https://www.lufthansa.com/content/dam/lh/documents/prepare-for-your-trip/travelling-with-children/kids-babys-on-board/security-on-board/child-restraint-systems\\_DE.pdf](https://www.lufthansa.com/content/dam/lh/documents/prepare-for-your-trip/travelling-with-children/kids-babys-on-board/security-on-board/child-restraint-systems_DE.pdf)

In addition to the listed child restraint systems, "FAA" (Federal Aviation Administration) or "CAA" (Civil Aviation Authority) certified child restraint systems are also permitted, provided they can be properly secured to the passenger seat.

This is the text directly applicable to CARES.

The practical experience of many parents shows that a discussion with the service center is difficult, as is the case with many airlines, but that a larger proportion of the boarding personnel are positively disposed to a restraint with CARES. Therefore, we cannot make an explicit recommendation, but must leave it up to your decision how to deal with the issue if you would like to or have to fly with Lufthansa with your child and CARES.

Here is also a positive statement from the Lufthansa service center. However, I don't know if this helps.

The screenshot shows a social media post from Lufthansa. The post is from a user named 'C' and is dated 'vor 9 Stunden'. The text of the post reads: 'Danke für die Antwort. Auf der 3. Seite der Tabelle steht: Neben den aufgelisteten Kinderrückhaltesystemen sind außerdem "FAA" (Federal Aviation Administration) oder "CAA" (Civil Aviation Authority) zertifizierte Kinderrückhaltesysteme zulässig, der CARES ist FAA zertifiziert und darf trotzdem nicht an Bord genutzt werden?'. Below the post is a reply from Lufthansa, dated 'Vor 1 Stunde', which says: 'Hallo C, wenn der CARES FAA geprüft bzw. zertifiziert ist kann er mitgenommen werden. /Nina'. The Lufthansa profile picture is visible next to the reply.

This refers to the text that is now on page 5 of the chart and is from the Lufthansa chat about 4 years ago....

**AUSTRIAN AIRLINES** <https://www.austrian.com/at/de/faq-reisen-familie>

Lists CARES as explicitly approved and gives instructions on how to register the seat belt system.

**Kann ich einen Auto-Kindersitz oder ein eigenes Rückhaltesystem benutzen?** ^

Ja, für mehr Sicherheit dürfen Sie einen Auto-Kindersitz oder ein eigenes Rückhaltesystem mitbringen. Bei einem eigenen Rückhaltesystem informieren Sie sich bitte vorab über zugelassene Größen und Gewicht unter [KIDS FLY SAFE VON CARES](#).

Wenn Sie Ihre eigenen Kindersicherheitsgurte an Bord benutzen möchten, benachrichtigen Sie uns bitte im Voraus per E-Mail an [specialcases@austrian.com](mailto:specialcases@austrian.com).

The link doesn't work, if in doubt go to [www.cares.eu](http://www.cares.eu) or [kidsflysafe.com](http://kidsflysafe.com) for more info.

**SWISS AIR** <https://www.swiss.com/ch/DE/vorbereiten/spezielle-betreuung/flugreisen-mit-kindern>

Und <https://www.swiss.com/ch/de/prepare/special-care/children-travelling/with-children-on-board>

CARES is explicitly listed as approved. See also: <http://www.cares.eu/zertifizierungen/index.php>

**RYANAIR** <https://www.ryanair.com/de/de/nutzliche-infos/service-center/haufige-fragen/Reisen-mit-kindern/Sie-reisen-mit-einem-kleinkind> and <https://help.ryanair.com/hc/de/articles/360017825078>

## Amsafe CARES Kinderrückhaltesystem

Dieses Rückhaltesystem ist speziell zur Verwendung im Flugzeug für Kinder ab einem Jahr mit einem Gewicht zwischen 10 und 20 kg konzipiert. Die Halterung muss gemäß den Anweisungen des Herstellers verwendet werden (Gewicht, Höhe, Befestigung).

CARES is explicitly listed as approved (for children up to 23 months, a separate seat must be booked through the fee-based call center. For children 24 months and older, reservations can be made through the website. However, seat assignment must also go through the call center).

CARES lists on the page Travel with Children below by child seats as an approved system. It must be registered.

Falls Sie für Ihr Kind einen Sitzplatz für einen KLM-Flug gebucht haben, können Sie an Bord auch ein Kinderrückhaltesystem (Child Aviation Restraint System (CARES)) verwenden, falls Sie folgende Anforderungen erfüllen:

- Ihr Kind und das Kinderrückhaltesystem (CARES) müssen gemäß den Anweisungen des Herstellers gesichert werden.
- Das Kinderrückhaltesystem darf keine Schäden aufweisen und muss, laut eines sichtbar angebrachten Hinweises, für die Verwendung an Bord zugelassen sein.
- Die Benutzung Ihres Kinderrückhaltesystems muss im Voraus reserviert werden. Bitte kontaktieren Sie das KLM-Kundenkontaktcenter oder Ihr KLM-Ticket Office.

From **IBERIA** we have an approval text in Spanish as an image file.

In the FAQ we did not find any information about child restraint systems.

#### A.1. Otros dispositivos de retención para menores

Como sistema alternativo de retención de menores que pesen entre 10 y 20 kg (22 a 44 lbs), la F.A.A. ha aprobado un nuevo tipo de dispositivo denominado Aviation Child Safety Devices (ACSD) cuya utilización solo está permitida en el transporte aéreo de pasajeros.

Dentro de este tipo de denominación, se encuentra el AmSafety Child Restraint System - CARES tm, certificado por la F.A.A. (STC Nº ST01781LA). Asimismo, EASA (European Aviation Safety Agency) ha revisado este dispositivo de retención y ha determinado su aceptación de acuerdo con EU-OPS 1.730.

IBERIA permite su utilización durante todas la fases de vuelo, incluidos despegue y aterrizaje, en butacas que miren hacia adelante, siempre que sea portado por el acompañante del menor y que lleven las siguientes etiquetas:



Etiquetas de los dispositivos de retención.pdf

El dispositivo de retención se compone de un cinturón adicional que se sujeta al respaldo del asiento con arneses para los hombros cuyos extremos se fijan al cinturón de la butaca.

No se situarán en las filas de las salidas de emergencia ni en las adyacentes. La colocación preferida es una butaca próxima a una ventanilla. Pueden colocarse también en los grupos centrales, pero no en las butacas situadas junto al pasillo.

At **BRITISH AIRWAYS** information can only be found on the English pages and the CARES is called **AmSafe system** because, AmSafe is the manufacturer. Since some customers have already searched, here is the link:

<http://www.britishairways.com/en-de/information/family-travel/getting-ready-to-fly> or

<https://www.britishairways.com/en-de/information/family-travel/seating>

#### AmSafe Child Aviation Restraint System (CARES)

If you have your own AmSafe Child Aviation Restraint System, you can use this on board in economy seats for infants and children who weigh between 10-20kg.

The AmSafe System is not suitable for use in first class, business class, Club Suite or premium economy and cannot be used in the rows before, after or on an emergency exit.

**Please note:** If you have paid for a separate seat for your infant and you don't bring a child seat or AmSafe System, your infant must sit on your lap using an extension seatbelt during taxi, take-off, landing and turbulence (when the seatbelt sign is on). The cabin crew will provide the extension seat belt and show you how to use it.

At **SAS-Scandinavian** there was once the following reference for CARES and Crelling (belts for special needs)

- You can reserve a suitable seat onboard when you travel with an **assistant** or if there is need for an extra seat for comfort. Contact SAS Customer Contact Center.
- The majority of seats next to the aisles have **moveable armrests**. However, this is not applicable for the seats in the first row onboard.
- Due to **safety regulations**, we cannot seat you in emergency exit rows or the seats in rows leading to a floor-level exit.
- **Harnesses** that are approved for use onboard:
  - Crelling Harness
  - CARES Airplane Safety Harness for Children

But it can't be found anymore, child seats are generally approved...

### **+++ Tips for other airlines**

With many international airlines the use of the CARES is possible without any problems due to its approvals by FAA, Transport Canada, the British Aviation Authority CAA etc. However, we cannot guarantee this, as each airline and on-board personnel has the decision-making authority in each case on the aircraft.

### **+++ Your feedback for us...**

Did you receive further important information or direct contact persons at YOUR airline. Who helped you competently? Let us know! Thank you!

### **+++ Even more INFO and TIPS**

For the safety of children:

CARES is, after all, only approved from 1-4 years, although technically it could serve well for longer. However, with 4 year olds, the size, weight and stability of the pelvis is usually such that securing them with the lap belt should also be sufficient.

In contrast, lap-holding (whether with or without the life-threatening loop belt) is not acceptable. The loop belt was even banned in Germany for many years before it was reintroduced by EU regulations in 2008. In the USA, it is still banned for small children. It is usually used as an extension belt for passengers with large girths.

In this respect, I HIGHLY recommend putting an infant or small child in their own seat and securing them with CARES. Whether you book your own seat (to be safe) or (with a child under 2 years old) speculate that you can "free" or keep a seat free on the plane, you have to decide for yourself and of course it also depends a lot on where you are flying to, with which airline, how much a seat costs, how booked up the plane is presumably, etc.

On our Facebook page you will find more interesting information, such as the principle of reversal of responsibility, if you should ever encounter stubborn boarding personnel. Fortunately, this is the exception, most flight attendants are very friendly and helpful and also happy when small children travel well secured.

### **+++ Seat choice and reservations and seat belts**

Seat reservation for short-haul flights: best is the last row or the row BEFORE the emergency exits above the wings. With these rows, you don't have a rear seat neighbour or typically there are no tables in the seatbacks. Depending on the type, you may be able (in which case it won't interfere) or may not be able to place the CARES under the table (in which case the rear seat neighbour wouldn't be able to unfold his table).

Seat reservation on long-haul flights: On wide-body aircraft, there are always sectors where there are "last rows" with no direct rear seat neighbours. These are a total of 20-40 seats in a plane that are eligible. We recommend that you choose these. Mostly there are online type plans of the different aircraft types of an airline, so that you can see in advance which seats you like...

### **The seats must NOT have an integrated AIRBAG!**

#### **Installing CARES (hints – use installation manual for full reference):**

- First, buckle the top red strap DIRECTLY OVER THE SHOULDER of the child around the back of the seat.
- Then loop the lap belt through the bottom loops of the CARES harness.
- THEN tighten the lap belt well. (Americans say "snuggly tighten...", child should still be able to breathe ;-))
- THEN only tighten the harness straps SLIGHTLY, so that the lap belt is not pulled up by the harness straps.

Pay particular attention to the last point. If your child's pants slip a lot on the airplane seat, use a non-slip pad if possible.

Have a good flight and take CARES ;-)) If you have any questions, please feel free to contact us.

If you are satisfied with CARES and with our service, please share and like us on Facebook.... Thank you!

<https://www.facebook.com/CARESkidsflysafeEurope/>

CARES-Vertrieb [www.cares.de](http://www.cares.de) [www.cares.eu](http://www.cares.eu) [www.kinder-reisen-sicher.de](http://www.kinder-reisen-sicher.de) Tel. +49 - 2224 - 940540

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