



# EUROPEAN AIR AMBULANCE (EAA)

WEBSITE: [www.air-ambulance.com](http://www.air-ambulance.com)

European Air Ambulance  
a brand of Luxembourg Air Ambulance S.A.

Luxembourg Airport - Gate E13

B.P. 24  
L - 5201 Sandweiler  
Luxembourg

VAT No: LU17596310

Register No: R.C. Luxembourg B 65837

All aircraft are operated & registered on the AOC # L-07 of Luxembourg Air Ambulance S.A.

## **Quotes & Missions**

EAA Mission Control Centre  
Office Hours: (24h / 7d / 365 d)

**Tel.: +352 26 26 00**  
**Fax: +352 26 26 01**

**Email: [alert@air-ambulance.com](mailto:alert@air-ambulance.com)**

All quoted prices are fixed, firm and fully inclusive.

EAA missions are always crewed with a specialised medical team of 1 physician and 1 flight nurse.

The quoted price does not include the ground ambulance, unless specified. EAA will organise ground ambulances on customer's request. The fees for the supply of ground ambulances will be billed separately, based on the real cost. The client will get a separate invoice for the supply of ground ambulances upon EAA's reception of the subcontractor invoice. EAA's mark-up fee for this service is fixed at ten percent.

All EAA missions are subject to the EAA Terms & Conditions:  
<https://www.air-ambulance.com/services/terms-and-conditions>

## **CONTACTS**

### **Main General Contact**

Olivier FAURIS  
COO & Head of Control Centre  
Tel: +352 48 90 06 313  
Email: [olivier.fauris@air-ambulance.com](mailto:olivier.fauris@air-ambulance.com)

### **Data Protection / GDPR**

Jérôme PIN  
Data Protection Officer  
Tel: +352 48 90 06 347  
Email: [dataprotectionoffice@air-ambulance.com](mailto:dataprotectionoffice@air-ambulance.com)

### **Accounting**

Rui RODRIGO  
Senior Accountant  
Email : [accounting@air-ambulance.com](mailto:accounting@air-ambulance.com)  
Tel: +352 48 90 06 220  
Fax: +352 48 90 06 255

## **BANK DETAILS**

Preferred method of payment: Bank Transfer

### **Bank relation:**

Banque Internationale Luxembourg (BIL)  
69, route d'Esch / L-2953 Luxembourg

**IBAN** : LU76 0028 1842 8880 5800

**BIC/Swift** : BILLLULL

## FLIGHT OPERATIONS & FLEET

Aircraft operator and owner is Luxembourg Air Ambulance.  
All aircraft are dedicated air ambulance with pressurised cabins.

Operator	Luxembourg Air Ambulance
AOC	L-07
Aircraft Base	Luxembourg / ELLX
Registration	LX-xxx

Aircraft Type	Serial Number	Registration	Stretcher
Challenger 605	605-5784	LX-RHC	Double
Learjet 45XR	45-321	LX-EAA	Double
Learjet 45XR	45-308	LX-LAA	Double
Learjet 45XR	45-342	LX-ONE	Double
Learjet 45XR	45-362	LX-TWO	Double
Learjet 45XR	45-398	LX-RSQ	Double

	Amount of Pilots	Average Flight Hours of Pilots	Minimum Flight Hours required
Captain	12	8.050	1.500
First Officer	8	4.200	200

Air Ambulance missions performed per year: +/- 800

Area of Operations: Worldwide

Additional Passengers: Yes, up to 3 additional passengers depending on aircraft and configuration

Further Information on the aircraft including aircraft configuration and technical specificities:  
<https://www.air-ambulance.com/fleet>

## MEDICAL

### Structure of EAA medical department:

Head of Medical department: Manager with medical background and extensive experience with air ambulance transportation who is responsible for the management of the medical department assisted by a team of Medical Supervisors who are responsible for the pure medical aspects. All Medical Supervisors are licensed physician with extensive experience in acute care and aviation medicine and actively involved in the air ambulance repatriations.

Head of Medical: Didier DANDRIFOSSE // Chief Flight Nurse: Patrick ADAMCZUK  
Medical Supervisor: Dr. Jörn ADLER

EAA missions are always crewed with a specialised medical team of: **1 physician and 1 flight nurse** other specialised medical crew can be called upon, depending on the patient's medical requirements.

### Medical staff on EAA missions must fulfil the following requirements:

#### **Physician:**

Specialist status in anaesthesiology, internal medicine or general/trauma surgery or emergency medicine. At least one year of full-time intensive care experience and practice in an ICU. Continuous medical education.

#### **Flight Nurse:**

Minimum 4 years of experience as a registered nurse working in intensive care and/or anaesthesia and/or emergency room. Continuous medical education.

#### **Continuous medical education:**

All staff are continuously trained for the special medical requirements of air ambulance transports. This means postgraduate professional education in:

- Flight Physiology
- Advanced Cardiac Life Support
- Advanced Paediatric Life Support
- Trauma Life Support
- Critical Care Medicine
- Critical Care Transport Medicine
- Crew Member Training
- Infectious diseases and hygiene
- Travel medicine

We offer regular, full-scale-simulator-based CRM-training (Crew Resource Management) for all medical crew members.

We also offer fellowships with hospitals and ground ambulance operators.

EAA has close co-operations with well-known hospitals and institutions specialised in cases of infectious/tropical diseases, paediatrics and organ assist system transports.

#### **Multilingual skills:**

Many crew members speak several languages, English and German or French are mandatory, additional languages are Spanish, Italian, Portuguese, Greek, Dutch and Luxembourgish.

#### **Special cases:**

Depending on the age or medical condition of the patient, other specialists like paediatricians, neonatologists, gynaecologists, obstetricians, surgeons, are available if required.

Further information: <https://www.air-ambulance.com/medical>

## PROVIDER DOCUMENTATION RECORD

Luxembourg Air Ambulance (LAA)

Documentation	Limit of Cover/Aircraft	Date of Expiry
Aircraft Insurance Certificates	All Aircraft	05.10.2022
Air Worthiness Review Certificate	LX-RHC	30.06.2022
	LX-RSQ	24.07.2022
	LX-EAA	12.05.2022
	LX-LAA	28.04.2022
	LX-ONE	10.03.2022
	LX-TWO	31.05.2022
Learjet 45XR Combined Single Limit	50 million €	05.10.2022
Challenger 605 Combined Single Limit	125 million €	05.10.2022
Air Operator Certificate or relevant equivalent, including any variances and dispensations	All Aircraft	none
Medical Malpractice Insurance	5 million €	31.12.2021

All valid insurances and certificates can be downloaded on this site:

<https://www.air-ambulance.com/about-eaa/docs>

All EAA clients are automatically included as additionally insured for each mission, there is no need for the insurance to add each client separately.

### CERTIFICATIONS & AFFILIATIONS:

- ISO 9001:2015
- FSF – Flight Safety Foundation