



# **Finnair Local Irregularity Procedure Manual**

**LIP**  
**Revision: 31MAR25**

**Station: MUC**



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# 1. General information

## 1.1 Purpose

The purpose of the Local Irregularity Procedure (LIP) is to document local information, procedures and reporting templates in irregularity/disruption situations. This document shall be in line with the instructions stated in AY GOM 1.5 and Annex A regarding Finnair customer service irregularities/disruptions. In case there is any discrepancy between GOM and LIP, the procedures and instructions stated in GOM apply.

To provide uniformed performance of a station and data required by Finnair quality system, disruption situations shall be handled and documented by using check lists.

## 1.2 Responsibility

The Finnair Ground Service Delivery Manager (formerly known as Area Manager) is responsible for preparing LIP to meet the local procedures. LIP shall be prepared and maintained for all scheduled Finnair stations. Each LIP shall be reviewed once a year and revised whenever a change occurs.

## 1.3 Policy

Finnair will take care of its customers regardless of the source of the disruption. It is important to remember that good care of the customers and the airline's legal responsibility are not the same thing. The principle of taking good care of the customer means looking after one's welfare, irrespective of whether the company has a legal obligation to do so or not. Customer will be managed at the first point of contact at airport. Information regarding the company's responsibilities is available in the General Conditions of Carriage.

As an EU member state carrier, Finnair follows the EC Regulation no 261/2004 that sets the common rules for all EU member state carriers. The aim of the regulation is to strengthen passenger rights and to ensure that air carriers operate under harmonized conditions in the liberalized market (for measures set by the regulation *see GOM 1.5.1 and GOM Annex A: 8.2*).

Coordination of all disruption arrangements, customer care and information shall be provided by the handling agent at the station concerned in cooperation with Finnair Operations Control Center (OCC) and Finnair Service Recovery as stated in *GOM 1.5 and GOM Annex A: 8*. Updated plan for handling of flight disruptions, share of responsibilities and contact numbers shall be found in this document. Finnair Disruption Policy can be found in Partner Hub / Airports. It is best to check up to date policy from there first. The policy and instructions are also included in GOM.



## 2. Contact information

### 2.1 Finnair/HEL Key Contacts

[Operational Contacts](#) in Partner Hub / Airports.

| OCC (24h) Operations Control Center   |  |
|---|--|
| Tel.  | +358 9 818 5851/5852   |
| Fax   | +358 9 818 2409  |
| E-mail  | <a href="mailto:OCC@finnair.com">OCC@finnair.com</a>                           |
| SITA  | HELWWAY  |
| Service Recovery (working hours up to date in Partner Hub)                  |  |
| Tel.  | +358 9 818 1999  |
| Fax   | +358 9 818 31876   |
| E-mail  | <a href="mailto:service.recovery@finnair.com">service.recovery@finnair.com</a> |
| SITA  | HELTAY   |
| OSC&S (working hours up to date in Partner Hub) Operational Systems Control |  |
| Tel.  | +358 9 818 5708  |
| Fax   | +358 9 818 5349  |
| E-mail  | <a href="mailto:OSC@finnair.com">OSC@finnair.com</a>                           |
| SITA  | HELKUAY  |
| HCC (3-22h UTC) Hub Control Center  |  |
| Tel.  | +358 9 818 0701  |
| Fax   | +358 9 818 5907  |
| E-mail  | <a href="mailto:hccdutymanager@finnair.com">hccdutymanager@finnair.com</a>     |
| E-mail  | <a href="mailto:hcccustomer@finnair.com">hcccustomer@finnair.com</a>           |
| SITA  | HELWBAY  |
| Finnair Ticketing Helpdesk (24h)  |  |
| Tel.  | +358 9 818 31911   |
| Fax   | N/A  |
| E-mail  | <a href="mailto:aytkthelpint@finnair.com">aytkthelpint@finnair.com</a>         |
| SITA  | HELTRAY  |
| Helsinki Border Control (24h Duty Office)                                   |  |
| Tel.  | +358 29 541 2660   |
| Document  | +358 29 542 6650   |
| E-mail  | <a href="mailto:hkv@raia.fi">hkv@raia.fi</a>                                   |

**Departure message shall be sent to:**



1. **HELWMAY**
2. **HELRMAY**
3. recipients of diversion message in case where diversion warning or a diversion message has been sent.

Note: Departure messages sent to **HELWMAY** will be automatically distributed to relevant addresses, such as next station ahead and required operational systems.

## 2.2 Local Station Key Contacts

For local station contact information please see up-to-date contacts in Station Info tool or Partner Hub. [Partner Hub / Airports / Station Information list / Stations Abroad](#). This link takes you to a list of contacts and LIPs for all Finnair network stations.



## 3. Flight disruption arrangements

### 3.1 Information to customers

Priority service shall be given to PRM, UM, families with children and Finnair and oneworld top tier members.

Following topics are described in GOM Annex A: 8.2.2:

- Information to passengers
- Information channels to passengers
- Who does the informing
- Information to other parties
- Timing the information
- Passenger messages in the event of an irregularity
- Change of a route or A/C type
- Leaving the airport during waiting time
- Reliability

### 3.2 Refreshment/meal arrangements

Subject to the duration of the flight delay or other circumstances of the disruption, customers shall be offered refreshment / meal while waiting for the departure. Refreshment / meal service shall be timed according to the nature of the disruption, and they must not cause additional delay to the flight. More detailed instructions, f. ex in which scenarios vouchers are being used, can be found in *GOM Annex A: 8.2.3*.

Finnair uses a categorized model in refreshment / meal voucher values. There is only one value per station in use for a refreshment/meal voucher. Finnair Service Recovery has set the categories to 5 different values that should cover the costs of a warm meal with a non-alcoholic drink. This is based on the results of the questionnaire to all our network stations in fall 2023. The station-based value is evaluated and set in cooperation with Finnair representative. The values are

| Category          | Value                                     |
|-------------------|---|
| <b>Category 1</b> | 9,00 EUR or equivalent in local currency  |
| <b>Category 2</b> | 14,00 EUR or equivalent in local currency |
| <b>Category 3</b> | 17,00 EUR or equivalent in local currency |
| <b>Category 4</b> | 26,00 EUR or equivalent in local currency |
| <b>Category 5</b> | 32,00 EUR or equivalent in local currency |

At this station the category and voucher value used is



| Category          | Value   |
|-------------------|---|
| <b>Category 2</b> | 15,00 EUR (2 to 4h delay)<br>25,00 EUR (from 4h delay)<br>Information from DCS ALTEA CM |

Preferred food and beverage or other service providers

| Vendor / Service provider            | Contact information |
|--------------------------------------|---------------------|
| <b>Allresto</b>                      | 089 975 93163       |
| <b>Airbräu Munich Airport T1</b>     | 089 975 93177       |
| <b>MC Donalds, between T1 and T2</b> | 089 975 93140       |
|                                      |                     |

### 3.3 Accommodation

Please always refer to the latest hotel accommodation policy found in Partner Hub / Airports [Disruption Policy](#).

When disruption occurs, customer care may require accommodation with appropriate transportation and meals. The hotel accommodation shall be offered to all customers with confirmed booking and for non-resident ID-passengers who are already accepted on the flight. (For ID-travel see GOM Annex A: 7.12).

Customers who refuse the accommodation offered by Finnair must be informed that Finnair will not cover expenses arising from accommodation arranged privately. More detailed instructions in GOM Annex A: 8.2.4. This applies in a scenario, where a common hotel and transportation to hotel is arranged by the ground handling agent and exceptions are stated in Partner Hub disruption news.

All information regarding services paid by Finnair in the hotel, such as type of accommodation, meals, telephone calls etc. must be stated in Hotel Accommodation Order (HAO, Finnair 282) or similar form of the handling company.

#### Preferred hotels with special agreement and rates

|                |  |
|----------------|--|
| <b>Hotel</b>   | NH Hotel   |
| <b>Address</b> | Lohstrasse 21  |
| <b>Phone</b>   | 0049 8122 9670   |
| <b>Email</b>   | <a href="mailto:Nhmuenchenairport@nh-hotels.com">Nhmuenchenairport@nh-hotels.com</a> |
| <b>Rates</b>   | No special agreement   |



|                                  |  |
|----------------------------------|--|
| <b>Distance from the airport</b> | 5km  |
| <b>Transportation details</b>    | Shuttle Bus every 20min from the Airport to the hotel available                            |
|                                  |  |
|                                  |  |
| <b>Hotel</b>                     | NOVOTEL Munich Airport   |
| <b>Address</b>                   | Nordallee 29, 85356 München  |
| <b>Phone</b>                     | 0049 9705130   |
| <b>Email</b>                     | <a href="mailto:H6711@accor.com">H6711@accor.com</a>                                       |
| <b>Rates</b>                     | Kostenübernahme accepted   |
| <b>Distance from the airport</b> | 2km  |
| <b>Transportation details</b>    | BUS  |
|                                  |  |
| <b>Hotel</b>                     | Moxy Hotel Munich Airport  |
| <b>Address</b>                   | <a href="http://Eichenstrasse%201,%2085445%20Oberding">Eichenstrasse 1, 85445 Oberding</a> |
| <b>Phone</b>                     | <a href="tel:08122553610">08122 553610</a>   |
| <b>Email</b>                     | N/A  |
| <b>Rates</b>                     | No special agreement   |
| <b>Distance from the airport</b> | 3kms   |
| <b>Transportation details</b>    | BUS  |
|                                  |  |
| <b>Hotel</b>                     | Hilton Munich Airport  |
| <b>Address</b>                   | Terminalstr. Mitte 20, 85356   |
| <b>Phone</b>                     | +49 (0)89 97 82 25 30  |
| <b>Email</b>                     | <a href="mailto:info.munichairport@hilton.com">info.munichairport@hilton.com</a>           |
| <b>Rates</b>                     | No special agreement   |
| <b>Distance from the airport</b> | At the airport   |
| <b>Transportation details</b>    | Walking distance   |

### 3.4 Ground transportation

In disruptions, substitute transportation (e.g. taxi, bus, train or ferry) may be used. Stations must always have sufficient and up-to-date plans and readiness for arrangements at short notice. More detailed instructions in *GOM Annex A: 8.2.6*.

#### Ground transportation (e.g. bus company) with special agreements: contacts and rates

| Name           | Contact information | Rates                |
|----------------|---------------------|----------------------|
| Autobus Linner | 004981223153        | No special agreement |

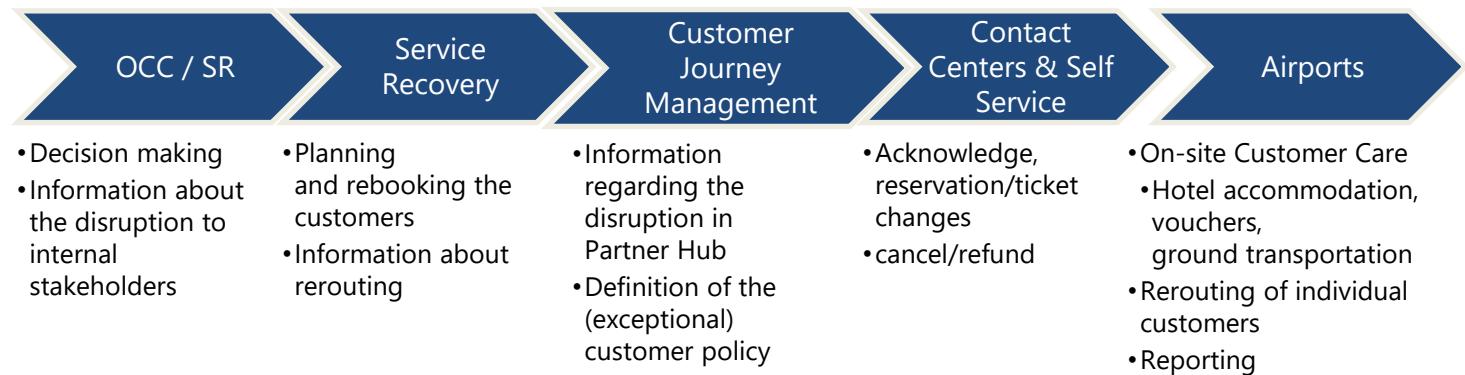


|                        |                   |                      |
|------------------------|-------------------|----------------------|
| Autobus Oberbayern     | 0049 89 32304231  | No special agreement |
| Autobus Brettschneider | 0049 89 907783914 | No special agreement |
| Fürst Reisen Omnibus   | 0049 89 87139350  | No special agreement |

### 3.5 Re-routing/rebooking of customers

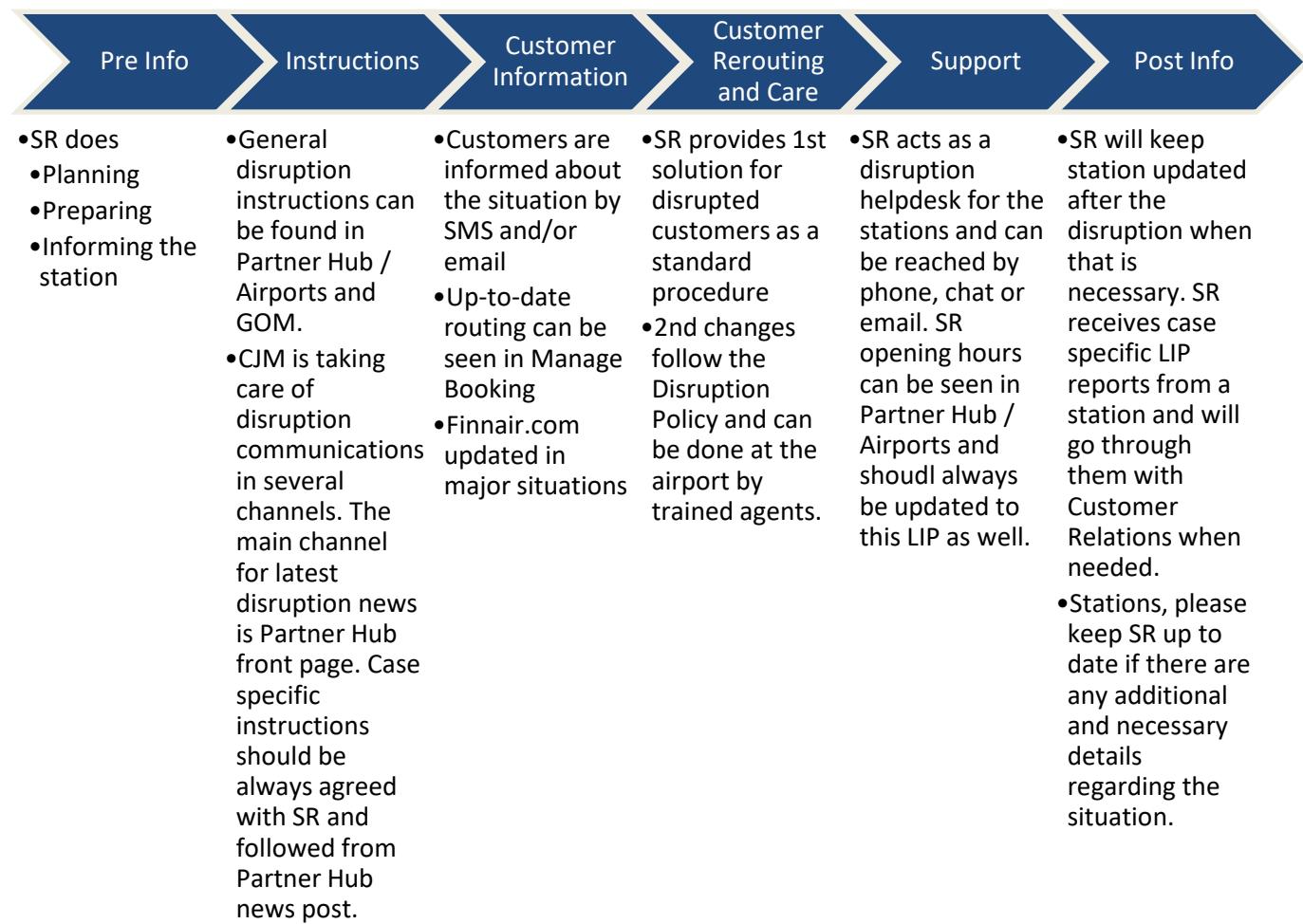
In principle, all customer rerouting and rebooking are managed by or in cooperation with Finnair Service Recovery. As a standard procedure, Service Recovery will give the first rebooking solution to a disrupted customer unless otherwise stated in news published in Partner Hub or discussed with the affected airport/stakeholder. Those handling agents, who have been trained to use the Altea CM Disruption Transfer tool in AY environment, can make second changes as per the disruption policy; given that there is actually a very good reason for additional voluntary change to an involuntary change. First solutions can be made only if agreed with Service Recovery separately. Up-to-date Disruption Policy with rerouting policy can be found in Partner Hub / Airports. More detailed instructions in GOM Annex A: 5.2.5. Finnair Service Recovery can assist in decision-making.

#### 3.5.1 Basic roles and responsibilities between the stakeholders





### 3.5.2 Service Recovery support for the stations





## 4. Flight overbooking

Rights of passenger in the event of denied boarding (DB)

When there is a risk for denied boarding because of an overbooked flight, the ground handling personnel shall primarily call for volunteers. This is not only the company policy but also mandated by the lawful regulation (EC No 261/2004). Finnair policy is to seek volunteers at the flight check-in. This is done via all check-in channels; WEB, kiosk and check-in desk.

Customers have a right to

- compensation
- choose between rerouting / reimbursement
- customer care

Finnair Service Recovery has preliminary processes in place to reduce overbooking situations occurring at the airport. For further reading about these processes, kindly head to Partner Hub / Airports and more specific information at GOM 1.5.5 and GOM Annex A: 8.6.2.

### Voluntary Customer Compensation

When a customer is rerouted to the destination and the new arrival time is not later than the original one, no compensation is offered.

In preliminary customer volunteer search cases Service Recovery and Customer Journey Management may use higher volunteer compensation amounts but the amounts below are the ones that are inserted in Altea CM and in general use.

| Flight distance | Gift Card voucher<br>(for Euro currency country residents) | Finnair Plus points<br>(for Finnair Plus members only) | Cash |
|-----------------|--|--|------|
| < 1500 km       | 188 €  | 20 000 pts   | 125€ |
| 1500-3500 km    | 300 €  | 40 000 pts   | 200€ |
| > 3500 km       | 450 €  | 60 000 pts   | 300€ |

### Involuntary customer compensation

| Flight distance | Gift Card voucher (re-routed arrival not later than 2h*/3h**/4h***) | Cash<br>(re-routed arrival not later than 2h*/3h**/4h***) |
|-----------------|---|---|
| < 1500 km       | 375 € (188€*)   | 250 (125€ *)  |
| 1500-3500 km    | 600 € (300€**)  | 400 (200€ **)   |



|           |                 |                |
|-----------|-----------------|----------------|
| > 3500 km | 900 € (450€***) | 600 (300€ ***) |
|-----------|-----------------|----------------|

## 5. Checklists

Checklists have been prepared for various types of disruptions and they are found in Finnair Partner Hub / Airports. The purpose of the check lists is to support the handling agent during the disruption situation. Check lists also form the frame for reporting disruptions as required by Finnair Quality System. The up-to-date checklists are:

- LIP Checklist Delay
- LIP Checklist Cancellation
- LIP Checklist Overbooking
- LIP Checklist CM Outage