



## Ground Handling Procedure Alert

Effective date: 06MAR2025

### GROUND HANDLING ALERT 04 - SEAT SELECTION AT CHECK-IN WILL CHANGE TO CHARGEABLE – ADDED INFORMATION

The below information has been sent out in the latest Bulletin. There are some changes for PCR tickets. See added information in **yellow below**.

Effective **05MAR2025**, seat selection at check-in will change to chargeable.

Customers exempted from charge at check-in are:

- **Cabin/service class C and Y:**  
All customers in cabin/service class C (short- and longhaul)  
All customers in cabin/service class Y (longhaul)
- **Cabin/service class M + FQTV:**  
SAS EuroBonus all tier levels and,  
SKY Team Elite Plus in cabin/service class M (all seats in cabin M)
- **SkyTeam Elite in cabin/ service class M**  
(Standard seats in rear part of the cabin only)
- **Passengers traveling on the following ticket types:**  
PCR (Passive Crew) **in booking class M\***  
S1  
S2  
IDR1  
IDR2

**\* SAS PCR (Passive Crew) in booking class M and cabin M, need to add Eurobonus number via SAS APP to be exempted for charge. This due to current system limitation. A permanent solution is under investigation.**

**SAS**

**Note:** If Passive crew don't select a seat during check-in, the system will select a seat for passive crew without cost.

**The following apply:**

Seats are sold in SAS APP and on SAS website.

Customers that are exempted from charge can select seat in SAS APP and on SAS website.

Kiosk and Altea CM are at this point not open for sale of seats.

Seat selection in kiosk will be available for customers in cabin/service class C and Y.

When flight Acceptance status turns to Closing or Closed the sell and change of seats is no longer available in the SAS APP and on the SAS website.

The Altea CM seat map will remain 'chargeable' until departure.

Dollar icons will be displayed but no excess will be created if seats are allocated manually.

Airport agents can still assign seats as today, but this should be avoided until the flight is closing/closed.

Block of seat should be limited to offer as many seats as possible for sale.

**Note:**

Block of seat due operational requirements may still be performed.

A neutral (on flight level) Altea CM seat map will show free seats with dollar icon.

The theoretical seat allocation is still shown with 'L' but these seats are available for sale:

M	8	9	10	↑	↑	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	↑		
F																										
E																										
D																										
C																										
B																										
A																										
	8	9	10	↓	↓	14	15	16	17	18	19	20	21	22	23	24	25	26	27	28	29	30	31	↓		

A customer centric seat map (with customer in focus) in Altea CM will at this point not indicate if customer is exempted from charge or not.

This will be implemented at a later stage.

Seat next to high tier customers is still protected with 'R' if capacity will allow:

C		↑			1	2	3	4	5	6	7
F	🍴🍴		🍴🍴		☹️	☹️	☹️	💰	💰	💰	💰
E					☹️	☹️	☹️	💰	💰	💰	💰
D					☹️	☹️	☹️	💰	💰	💰	💰
C					💰	💰	💰	💰	💰	💰	💰
B					💰	☹️	☹️	💰	💰	💰	💰
A	👤👤		👤		💰	☹️	☹️	💰	💰	💰	💰
		↓			1	2	3	4	5	6	7

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