



## Ground Handling Information Alert

Effective date: 22APR2024

### **GROUND HANDLING INFORMATION ALERT – BOARDING GROUP 3 FOR PASSENGERS IN EMERGENCY EXIT ROWS SHORTHHAUL**

Effective **23APR2025** we will start boarding passengers seated in Emergency Exit rows in Boarding Group 3 on all Short Haul flights. As an additional measure to avoid delays, this change is made to ensure that passengers seated on Emergency Exit rows have enough time to place their cabin baggage and belongings in the overhead bins before it become too full.

**The following apply:**

- Altéa CM is updated accordingly, and Boarding Group 3 will be printed on the Boarding Cards (incl. Kiosk, Web, App) for affected passengers.
- EBG and SkyTeam Elite Plus will still board in Boarding Group 1, regardless of where they are seated.
- If SAS Plus is large enough to extend over Emergency Exits, they will of course belong to Boarding Group 2.
- There are no changes for EBS and SkyTeam Elite passengers, since they already belong to Boarding Group 3.

**Note:** everyone in a group of up to five passengers will be assigned boarding Group 3, even if only one in the reservation is seated in an Emergency Exit seat row.

*Susanne Birge,  
STOQA-D*

**SAS**