

SK HNCO ADDITION PROCEDURE

	Area	Name	Date	Versione	Note
Written by	Loyalty	SK HNCO – HON Companion Addition Procedure	15/04/2026	3	-Specific exclusions for EU Light Fares -Specific exclusions for Intercontinental Business/Premium Economy Light fares -Handling of different PNRs

As part of the Miles&More programme, from April 30th, 2026, HON Circle members may designate up to 8 travelling companions on the same itinerary (on the same PNR) to whom the following benefits will be granted:

- Fast Track
- Priority Boarding (Group 1)
- HON e Priority Bag Tag
- Free of charge seat selection (same seating area as HON Circle Member)

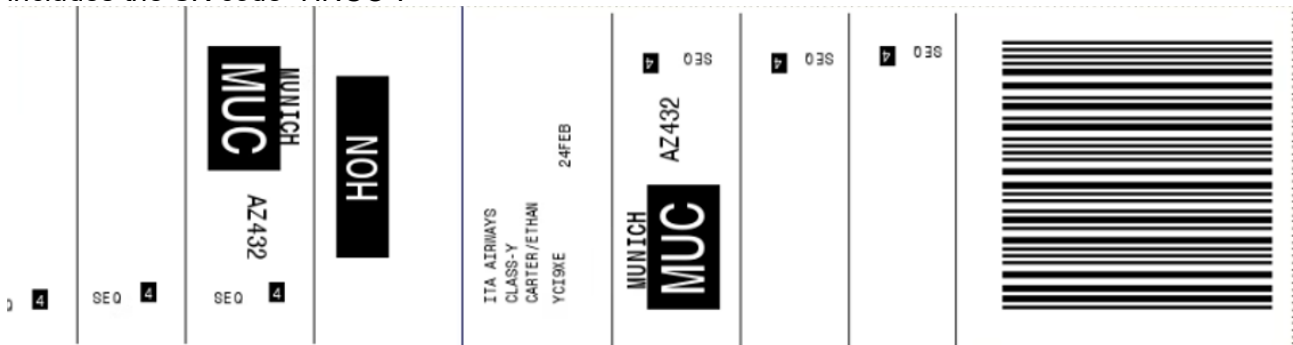
This service applies to all fare brands **with the exception of Light fares in Europe and Light Intercontinental fares in both Business and Premium Economy.**

These benefits are granted manually entering the SK element "HNCO", either via "ARD Web" (reservation) platform or via "ALTEA CM" (check-in).

The SK code "HNCO" will be automatically printed on the boarding pass too following its entry into Ardweb or Altea CM.



Below copy of the HON Bag tag that will be printed by the system for passengers whose booking includes the SK code "HNCO":



Please note: the SK element "HNCO" does not prevent from entering a Miles&More card number (or another programme's card number) for the companion travelling with the HON Circle cardholder. Consequently, the companion will receive the benefits (including mileage accrual) provided by both their own tier and the SK element.

ARD WEB

To add the SK “HNCO”, on the booking details page, click on “Add / Delete Special Keyword”.

The screenshot shows the Amadeus interface for a booking. The top navigation bar includes 'File', 'Calculate & Convert', 'Tools', and 'Links'. Below this, there are options to 'Create New: Session', 'Create New: PNR', and 'Group PNR', along with a search filter set to 'PNR'. The main content area is divided into several sections: 'NEW PNR 2', 'FLIGHT SEARCH', 'PRICING', 'TST', 'E-TICKET', 'TSM', and 'EMD'. The 'FLIGHT SEARCH' section displays a table with columns for Segment, Class, Date, Day, Dep. Location, and Arr. Location. Below this, there are sections for 'Non-Air Bookings' (Add Insurance), 'Services' (Add Service, Price Services, Create TSM, Update Service Status), and 'Remarks, Other Service Information(OSI), Special Keyword (SK)'. The 'Remarks, Other Service Information(OSI), Special Keyword (SK)' section is highlighted with a red box, showing the 'Add / Delete Special Keyword' link. Below this, there is a table for 'Remarks (1)', 'OSI (0)', and 'SK (1)'. The 'Remarks (1)' table has columns for Passenger, Sector, Type, and Details. The 'Remarks (1)' table shows one entry with Passenger 'ALL', Sector 'ALL', Type 'Generic (RM)', and Details 'NOTIFY PASSENGER PRIOR TO TICKET PURCHASE & CHECK-IN: FED'.

Click on the drop down menu “Type” and select “OTHER”.

The screenshot shows the 'Special Keywords' dialog box. The 'Airline' is set to 'AZ'. The 'Type' dropdown menu is open, showing a list of keywords including 'HNCO'. The 'Passenger Association' field is set to '1. MARIO / Miccoli'. The 'Sector Association' field is empty. The 'Special Key' field is empty. The 'Passenger' field is set to '1. MARIO / N'. The 'Type' dropdown menu is open, showing a list of keywords including 'HNCO'. The 'Status' dropdown menu is set to 'HK 1'. The 'Information' field is empty. The 'Delete All' and 'Delete' buttons are visible. The 'OK' button is at the bottom right.

In the “Type” field, type “HNCO” and confirm by clicking “Add Special Keyword” and then “OK”.

Special Keywords

Information Message

- Information message (68200)
 - TICKET RECONCILIATION NEEDED (23951)

Airline

AZ

Type

OTHER

Passenger Association

1. MARIO / Miccoli

Sector Association

Other Special Keyword

Type: HNCO

Status:

Number In Party 1:

Details:

Add Special Keyword

Special Keywords Summary

OK

Once the item has been added, it will appear in the “Remarks, Other Service Information (OSI), Special Keyword (SK)” section of the booking.

Remarks, Other Service Information(OSI), Special Keyword (SK)

[Add / Modify / Delete Remarks](#) [Add / Modify / Delete Other Service Information](#) [Add / Delete Special Keyword](#)

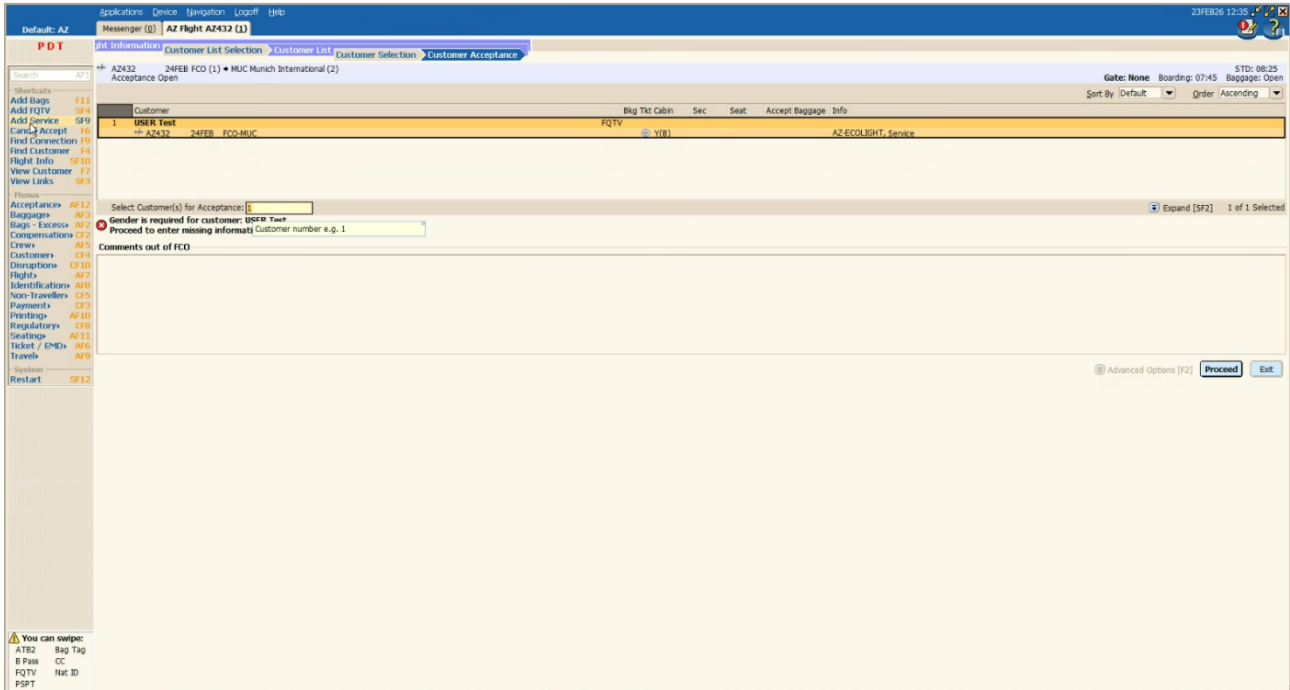
RM | ? Add

Remarks (1)
OSI (0)
SK (1)

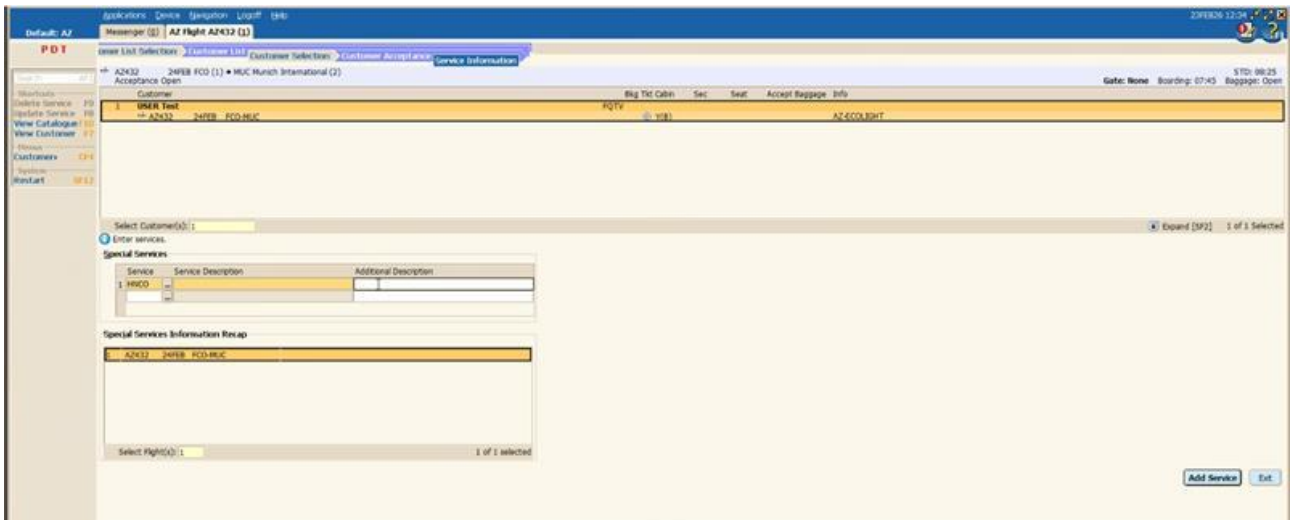
Passenger	Sector	Airline	Type	Status	Information
1 MARIO / Carmine	ALL	AZ	HNCO	HK 1	

ALTEA CM

Search for the flight on which the passenger is travelling and select them from the passenger list that appears.



Once selected, click on “Add Service” in the left-hand column of the screen: a table will appear at the bottom where you should enter the code “HNCO” in the first column on the left labelled “Service”, then click “Add Service” at the bottom right.



Q&A

1) Who can request HON Companion benefit?

The HON Companion benefit can be requested by either the HON status holder or the Companion. If the HON Companion is included in the same booking, simply ensure that the number of Companion passengers does not exceed 8.

In exceptional cases, as a temporary courtesy measure¹, this benefit may be granted even if the Companions are travelling on different PNRs. The fare exclusions described in the procedure remain valid.

In order to confirm the inclusion of the SK HNCO, the applicant must provide the following information: itinerary (date, flight number, booking class), the HON member's PNR, their frequent flyer number and the ticket holder's name.

2) How many HON Companions can grant these benefit?

HON Circle Member can add up until 8 Companions on the same itinerary (same flight).

3) Do Companions need to stay on the same PNR?

Yes they do, Companions must be on the same PNR as the HON Circle member, although the service may be provided on different PNRs only in exceptional cases and as a temporary courtesy measure².

4) Which benefits is the HON Companion granted?

Fast Track; Priority Boarding (Group 1); HON e Priority Bag Tag; Free of charge seat selection (same seating area as HON Circle Member)

5) How benefits are assigned?

By manually entering the SK code "HNCO" in the booking step or in Altea CM.

6) Where the SK 'HNCO' needs to be inserted?

Through ARD Web (reservation) o ALTEA CM (check-in).

7) Does the HNCO code is visible to the customer?

Yes it does, it is printed automatically on the boarding pass.

8) Does HNCO code replace frequent flyer number?

No it does not, It can be combined with a Miles&More account (or another loyalty programme), and the passenger will receive the benefits of both.

9) Is it needed to check whether the passengers are on the same PNR?

Yes it is, passengers must be on the same PNR, although the service may be provided on different PNRs only in exceptional cases and as a temporary courtesy measure³.

10) When this procedure will be live?

From April 30th, 2026.

¹ As per JRTP manual (LHG Joint Reservation & Ticketing Policies). Please review section "HON / SEN seating"

² As per JRTP manual (LHG Joint Reservation & Ticketing Policies). Please review section "HON / SEN seating"

³ As per JRTP manual (LHG Joint Reservation & Ticketing Policies). Please review section "HON / SEN seating"