

## SIL Issue 02/2025 Passenger handling

Effective from 07.03.2025

Dear partners,

As the summer season approaches, airBaltic would like to remind you of Denied Boarding procedure for overbooked flight handling.

The key point is to **look for volunteers** at the check-in and the gate to ensure that denied boarding is agreed upon with the passenger and smooth flight handling during the boarding.

Denied boarding compensation shall be offered to **any passenger** (except C class, VIP and EXECUTIVE) at check-in for an overbooked flight. If passengers do not agree, make a note in the DCS with a comment at the passenger level, indicating their refusal to be a volunteer.

In flight level banner you are informed regarding amount of compensation at the Check-in

✈ BT101 16JUN RIX → ARN Stockholm Arlanda (5)		Acceptance Open		Gate: None		STD: 07:55
Look for volunteers // compensation 150EUR						Boarding: 07:25
Customer	Bkg	Tkt	Cabin	Sec	Seat	Accept Baggage
1 SMITH John Mr						Info
✈ BT101			RIX-ARN		Y(E)	Service

At the gate passengers shall be informed that flight is overbooked and we are **looking for volunteers** with amount of compensation shown in flight comment field.

**Comments out of DXB**

- ✳ FLT oversold -1;check-in vol-eur400;gate vol-eur500;gate invol-eur600
- ✳ FLT oversold -1;check-in vol-eur400;gate vol-eur500;gate invol-eur600
- ✳ If upgrade necessary - according to the Upgrade priority list.

Announcement to be read:

*Attention to all airBaltic passengers traveling to XXX!*

*Your flight BTXXX is overbooked and we are looking for volunteers who are willing to change their travel plans. If you agree to receive compensation XXX EUR and take flight at a later time, please contact our gate agent.*

*Thank you for understanding*

The denied boarding process shall be followed if no free seats are left in C or Y class. If a free seat is available in C class, the passenger shall be upgraded.

Handling of denied boarding passengers:

1. Complete Volunteer Denied boarding form (BT GOM A.6.4)
2. Insert comment in DCS at the passenger level
3. Immediately inform the outstation coordinator at +371 67280440 to accommodate the passenger (compensation, next flight, hotel, meal voucher, etc)