


AIRBALTIC PASSENGERS HANDLING

airBaltic

**BT Ground Operations
March, 2023**



OPERATIONAL CONTACTS

- CLC operational issues
05:00 – 18:00 UTC
E-mail: BTclc@airbaltic.com
Phone: +371 6720 7401
- DCS Support Centre + CLC Supervisor
24/7
Phone: + 371 2944 2260
SITA: RIXKHBT
E-mail: CLChelpdesk@airbaltic.com
- Outstation helpdesk– for irregularities
24/7
Phone +371 6728 0440
E-mail: atoirr@airbaltic.com
- Security (office hours 9-18)
Mobile: +371 2561 4431
E-mail: security@airbaltic.com
- Operations Control Centre
24/7
Phone: +371 6720 7206
E-mail: Opscontrol@airbaltic.com
- Travel document check (05:00 – 00:00)
Phone: +371 67130810
E-mail: traveldoc@airbaltic.com
 +371 28603096

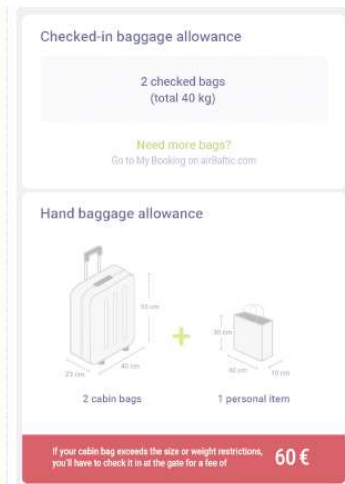
EMERGENCY RESPONSE

- **In case of emergency immediately inform:**
airBaltic Operations Control Center (OCC)
Phone: + 371 6720 7206
Mobile: + 371 2911 3413
email: Opscontrol@airbaltic.com
- Ensure **local authorities** are informed
- Secure all available **documentation** about the flight and send to email or fax
- DO NOT give any statements to **media**

PASSENGER HANDLING

CHECK-IN OPTIONS

- Air Baltic offers online and mobile checkin, as well as kiosk options
- An average of 85% passengers use self-service channels
- Airport check-in at the desk



CHECK IN POLICIES, REQUIREMENTS

INFORMATION TO PASSENGERS

- AirBaltic logo
- DG information / security questions
- Baggage policy info (if allowed to placed on desk)

SERVICE

- Qualified staff in uniform
- Personal attention to each customer
- Separate desks for Business (always open) and Economy
- Screen logos by airline

CHECK IN DEADLINES

- Open 2h before, close 40min before STD economy and 30min – business (or as agreed)

MUST HAVE MATERIALS

- Stock materials as per GOM procedures;
- For stock orders contact: CLChelpdesk@airbaltic.com
- For new station will be sent with 1st flight or as arranged by Area Station Manager



PASSENGER CHECK IN

CUSTOMER AT THE CHECK-IN DESK:

- Meet the passenger
- Identify passenger
- Travel documents (valid passport; visa, if required)
- Flight documents (e-ticket, boarding pass)
- Seat allocation
- Boarding pass issuance
- Baggage acceptance
- Dangerous goods (DGR) questions
- Is this your baggage?
- Have you packed your baggage yourself?
- Have someone given anything to take on board your flight?



AIRBALTIC FARES

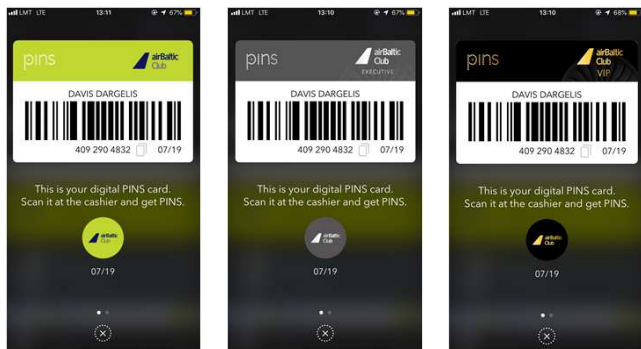
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	ECONOMY GREEN	ECONOMY CLASSIC	BUSINESS
CABIN BAG	YES	YES	YES
CHECKED BAG	€	YES 1PC/23KGS	YES 2PC/total 46KGS
SPORTS EQPMNT	€	€	YES
PRIORITY CHECK IN	NO	YES	YES
FAST TRACK	NO	NO	YES (where available)
SEAT RESERVATION FREE OF CHARGE	YES	YES	YES

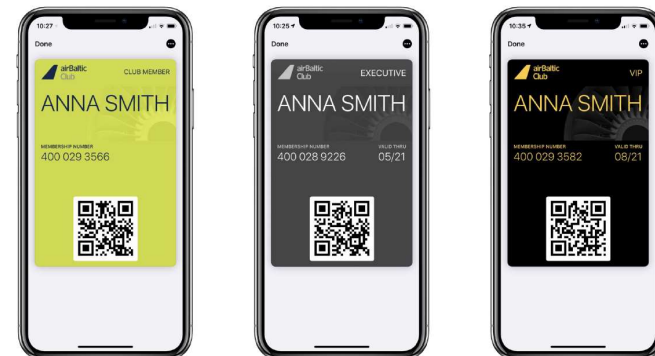
AIRBALTIC CLUB CARDS



Digital cards (in *pins* app)



Club Apple Wallet and Android Passbook cards



AIRBALTIC CLUB TIER LEVEL BENEFITS

RULES AND BENEFITS	 CLUB	 EXECUTIVE	 VIP
ADDITIONAL BENEFITS			
Advance seat request online	-	-	Free
Seat selection online c/i	-	-	Free
Priority c/i with basic ticket	-	Yes	Yes
Security fast track	-	In Riga	In Riga + 1 guest
Lounge Access	-	-	Yes + 1 guest and children up to 12 yrs
2nd cabin bag free of charge	-	-	Yes
Heavy cabin baggage	-	Yes	Yes
CHECKED BAGGAGE ALLOWANCE			
Green	-	+1 item up to 23 kg	-
Green Classic	-	-	+2 items up to 46 kg; +1 piece of sports eqpmnt
Business	-	-	+2 items up to 46 kg;

REMARKS IN CUSTOMER SCREEN INFO

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- If **CKBG** remark displayed in “**Info**” section – passenger has prepaid baggage;
- If **CKFE** remark displayed in “**Info**” section – airport check-in is FREE of charge;
- If **FAST** remark displayed in “**Info**” section – Fast Track applicable;
- If **PRIO** remark displayed in “**Info**” section – Priority check in and bag drop applicable;
- If **HAND** remark displayed in “**Info**” section - Heavy hand baggage 12kg;
- If **UPGR** remark displayed in “**Info**” section – passenger has prepaid Upgrade to C class at Web Ckin;
- If there is the **remark** of special baggage in “Info” section, e.g., WEAP, SPEQ, etc., it means - it **has been paid** for;

PASSENGER CATEGORIES

- **Child** CHD 2-12 years of age; accompanied by adult
- **Infant** INF 0-2 years of age; accompanied by adult
- Unaccompanied Minor **UMNR** child 5-11 years / 12-17 optional; travelling alone
- Passengers with **reduced mobility** and special needs – WCHC, WCHS, WCHR, DEAF, BLND, DPNA
- **Medical** transportation - stretchers NOT available. MEDA, Pregnant passenger restrictions, oxygen restrictions
- **DEPU, DEPA, INAD** - acceptance and check strictly according to BT procedures
- **Unruly** Passengers
- **Staff/ID** passengers

UMNR

- #### Sample of Handling advice for UMR

<h1 style="margin: 0;">airBaltic</h1>		Handling Advice for Unaccompanied minor (UMNR) Informācija par bērnu (UMNR), kas ceļo bez pavadītāja	
A. PERSONAL DATA OF MINOR - THIS SECTION IS FILLED OUT BY THE PARENTS			
Family Name/Vārds	Given Name/Vārds	Age Vecums	Sex/Dzimums <input type="checkbox"/> M/M <input type="checkbox"/> F/F
B. ROUTING - THIS SECTION IS FILLED OUT BY THE TICKET-BOOKING AGENT			
From No	To/To	Flight No./Reiss Nr.	Date-Datums
0			
0			
Issuing office/Izdoš		Agent/Agents	Booking Reference /Rezervācijas Nr.
C. PERSON MEETING ON ARRIVAL (AUTHORISED BY PARENTS) - THIS SECTION IS FILLED OUT BY THE PARENTS			
Family Name-/Name	Address-/Adrese	Telephone 0	Telephone 0
D. CONFIRMATION - THIS SECTION IS FILLED OUT BY THE PARENTS			
Family name-/Name of parent/guardian/Vēstneša/vārds/pardotājs, vārds	Date-Datums		
Address-/Adrese	00 00		
<p>I confirm that I have assigned that minor named above (being unaccompanied) to accompany all the airport registrations and to proceed to the destination airport by the above mentioned means. Three persons will remain at the airport until the flight has departed unless he/she is available at the scheduled time of arrival. Right to fly. Should the minor not be sent as stated above, I undertake the company to take whatever action they consider necessary to ensure the safety of such included person of minor to airport of departure, and I agree to indemnify and reimburse the carrier(s) for the necessary costs and expenses incurred by them in taking said action. I certify that the cause is in possession of all travel documents (passport, visa, health insurance, etc.) required by applicable law. I understand power of guardian of the person mentioned herein, upon to send and accept the transportation contract of the minor named above and certify that the information provided is accurate.</p> <p>In apliecinājumu, ka esmu noteikusi/mazuliņam uzdevu (būsim neapvienoti) ierīkoto visu lidmašīnas reģistrāciju un turpināt ceļojumu līdz galamērķim ar šādām minētajām transportlīdzekļu. Trīs personas paliks gaidījumā lidostā, kamēr būs izveidota lidmašīna, kuras laikā mazulis varēs pievienoties lidmašīnai. Taisni ceļot uz galamērķi. Ja mazulis netiek nosūtīts kā paredzēts, es uzņemu atbildību par nepieciešamo pasākumiem, lai nodrošinātu drošību mazulim, un es pieņemu lēmumus par nepieciešamajiem pasākumiem, kas jāveic, ja mazulis neatbilst prasībām, kas ir noteiktas likos. Es apņemas atbildību par nepieciešamajiem dokumentiem (pasvīti, vizas, veselības insurancija, utt.), ko nepieciešams mazulim. Es saprotu pilnvarotāju tiesības uz mazuli nosūtīt uz galamērķi, un es pieņem lēmumus par nepieciešamajiem pasākumiem, ja mazulis neatbilst prasībām, kas ir noteiktas likos. Es garantēju, ka informācija, ko esmu sniegusi, ir pareiza.</p> <p>Please read the above I.A.R.C. and D.V.I. before signing. Lūdzu lasiet iepriekšminēto saturu (A, B,C un D) pirms paraksta.</p>			
SIGNATURE(S)/PARAKSTĀS			
E. ESCORTING - THIS SECTION IS FILLED OUT BY STAFF IN CHARGE OF MINOR WHILST IN THEIR CUSTODY			
Active representative during departure	Full name	Signature	
Cabin crew #1 upon handover	Full name	Signature	
Active representative in transfer	Full name	Signature	
Cabin crew #1 upon handover	Full name	Signature	
Active representative in transfer	Full name	Signature	
Cabin crew #1 upon handover	Full name	Signature	
Active representative upon arrival in final destination	Full name	Signature	
Person meeting on arrival at final destination			
Full name (must match with section C above)			
Signatures (for release of minor from airlines custody)			
FORM PROCESSING			
Yellow copy: When receiving office.			
Yellow copy No.1: Destination prepaid staff has to hand UMNR to cabin crew, and get it back after the flight.			
Yellow copy No.2: To be used in case of Transfer. Destination prepaid staff has to hand UMNR over to cabin crew, get signature on form. Form must be kept in Station arrival file.			
Green copy: Issued in UMNR wallet.			
Red copy: This is destination form copy shows names of all persons here to sign. Arrival event in UMNR handler or Person signing UMNR or final destination has to add the signature on form. Form must be kept in Station arrival file.			

Reference for agents: <http://www.iaiafor.com/publications.asp> and IPM chapter 4.1.2 Unaccompanied Minor (UMNR)

PASSENGER CATEGORIES

PREGNANT PASSENGERS

See summary of the policy below:

Pregnancy stage in weeks	Pregnancy details	Medical Certificate / Pregnancy passport
Up to and including 27th week	All pregnancies	No, but it is recommended to have a pregnancy passport to prevent delays at airport
Beginning of 28th week up to end of 31th week	All pregnancies	Yes
Beginning of 31th week up to end of 36th week	Single Pregnancy	Yes
Beginning of 32th week and beyond	Multiple Pregnancy	airBaltic cannot accept expectant mothers with multiple pregnancies in their 32th week of pregnancy or beyond.
Beginning of 37th week and beyond	All Pregnancies	airBaltic cannot accept expectant mothers in their 37th week of pregnancy or beyond for travel.

Apliecinājums lidojumiem
grūtniecības laikā

airBaltic

Pregnancy statement for air travel

Pasažieres vārds, uzvārds Name of passenger		Dzimšanas datums Date of birth
<input type="text"/>		<input type="text"/>
Ārstniecības iestāde Place of treatment		
<input type="text"/>		
Grūtniecības nedēļa Weeks of pregnancy	Paredzamais dzemdību datums Due date	
<input type="text"/>	<input type="text"/>	
<input type="checkbox"/> Grūtniecība bez sarežģījumiem, nav ierobežojumu lidojumiem Normal pregnancy, no restrictions for air travel		
<input type="checkbox"/> Grūtniecība ar sarežģījumiem, lidojumi nav ieteicami Risk pregnancy, air travel is not recommended		
Vieta un datums Place and date		Ārsta paraksts un zīmogs Signature attending physician and stamp
<input type="text"/>		<input type="text"/>
Lidojums turp Outbound flight		Lidojums atpakaļ Inbound flight
Maršruts Routing		Maršruts Routing
<input type="text"/>		<input type="text"/>
Lidojuma nr. Flight No.		Lidojuma nr. Flight No.
<input type="text"/>		<input type="text"/>
Datums Date		Datums Date
<input type="text"/>		<input type="text"/>
Pasažieres kontaktinformācija Passenger's contact information		
Tālruna nr. Phone		E-pasta adrese Email
<input type="text"/>		<input type="text"/>

PASSENGER CATEGORIES

- **DISABLED PASSENGERS AND PASSENGERS WITH REDUCED MOBILITY**

- BLND – blind passenger
- DEAF – passenger, who is deaf or deaf without speech
- DPNA – disabled passenger needing assistance
- WCHR – passenger requires wheelchair to/from aircraft
- WCHC – passenger requires wheelchair to / from the aircraft, and needs to be carried up or down the steps and into or from cabin seat
- WCHS – passenger requires wheelchair for distance to / from aircraft. Must be carried up / down the steps, but is able to make his own way to / from the cabin seat

PASSENGER CATEGORIES

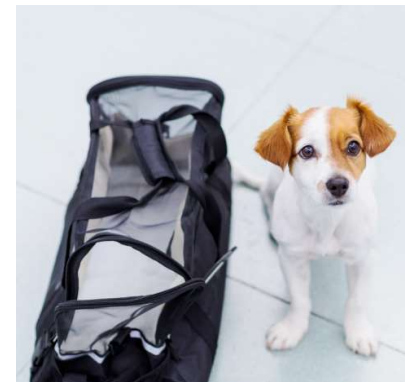
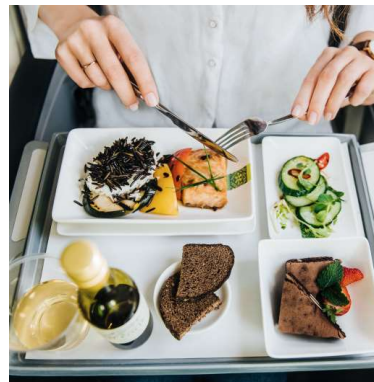
UNRULY/INTOXICATED PASSENGERS

- Monitoring during the boarding
- If evaluated as unruly – respective of possible causes, medical personnel to be called for examination
- Make sure unruly passengers are stopped before boarding

— ANCILLARIES

ANCILLARIES/PRODUCTS

PRODUCT	CHARGE PER DIRECTION
CHECK IN FEE	€
CHECKED BAG	€
HEAVY BAG	€
SPECIAL BAGGAGE	€
PET IN CABIN	€
PET IN HOLD	€
UPGRADE AT CKIN	€



CHECK – IN FEE

- Check-in fee is applicable for passengers using airport check-in for airBaltic operated regular flights
- Check-in fee does not apply to passengers checked in via airBaltic Web, Mobile or self-check-in services and dropping baggage at the airport. Checked-in passengers requiring a Boarding Pass reprint also shall not be charged

EXEMPTIONS OF CHECK IN FEE

- Passengers with CKFE and PRIO remarks, as well as C class passengers
- VIP and Executive airbaltic Club members (if no CKFE – card must be presented)
- Codeshare passengers
- Group PNRs (G booking class)
- Interline transfer passengers
- Involuntary rebooked passengers
- Passengers with special services/assistance, medical requirements and MEDA passengers
- Passengers with infants and children booked separate from their parents
- Passengers with identical name/surname in one PNR (technically not possible check in online)
- ID/AD (staff) passengers

SELLING UPGRADE AT CHECK-IN

- Upgrade shall only be offered to flights where Business class seats are available.
- Upgrade to Business class entitles passenger to:
 - *Business class check-in free of charge;*
 - *Business class lounge;*
 - *Priority boarding;*
 - *Seating in front of cabin with free seat next to passenger;*
 - *Meal on board*
 - *Upgrade Does Not include extra baggage allowance.*
- After collection of payment Upgrade to Business Class shall be performed in Altea DCS via Manual Regrade functionality. Regrade to C cabin reason Marketing and Sales Initiative shall be indicated.
- Pre-defined comment PAID UPGRADE need to be added in case of upgrading passengers;

BT SPECIFIC PASSENGER COMMENTS

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- *****STAFF***** for C class staff to be printed on BP
- **NOT PAID UPGRADE** used for Flight Oversold Upgrade to be printed on Onboard Service List;
- **PAID UPGRADE** used when Upgrade is sold at Check-in counter, to be printed on Onboard Service List;
- **STAFF UPGRADE** used when Pilots are Upgraded to C class, to be printed on Onboard Service List;

Pre-defined Comment	
1	***STAFF***
2	NOT PAID UPGRADE
3	FAST
4	PAID UPGRADE
5	STAFF UPGRADE

Select Comment:

BAGGAGE HANDLING

HAND BAGGAGE POLICY

Each passenger except infants may carry cabin baggage under following circumstances all airBaltic flights:

- 1 cabin bag (55x40x23 cm) + 1 personal item (30x40x10 cm) with a Basic or Premium ticket;
- 2 cabin bags (55x40x23 cm each) + 1 personal item (30x40x10 cm) with a Business ticket or airBaltic Club VIP card.



BAGGAGE PIECE CONCEPT

Piece Concept

- Each bag remark CKBG 1pc grants up to 23kg allowance
 - PC1 = 23KG
 - PC2 = 46KG
 - PC3 = 69KG
- Maximum allowance for commercial passenger - No limits
- airBaltic staff allowance – 3 bags, Other airline staff allowance – 1 bag;
- Baggage weight summing up is allowed within 1 PNR;

Heavy baggage fee

- Heavy baggage – weight from 23kg up to 32kg

BAGGAGE ALLOWANCE

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	Customer	Bkg	Tkt	Cabin	Sec	Seat	Accept	Baggage	Info
1	SMITH Johns Mr	BT223		RIX-MUC		Y			



	Customer	Bkg	Tkt	Cabin	Sec	Seat	Accept	Baggage	Info
1	SMITH Johns Mr	BT223		RIX-MUC		Y		CKBG	



	Customer	Bkg	Tkt	Cabin	Sec	Seat	Accept	Baggage	Info
1	SMITH Johns Mr	BT223		RIX-MUC		Y		HAND	



	Customer	Bkg	Tkt	Cabin	Sec	Seat	Accept	Baggage	Info
1	SMITH Johns Mr	BT223		RIX-MUC		Y		HAND, CKBG	



Checked baggage



Cabin baggage combined with personal item

BAGGAGE ALLOWANCE IDENTIFICATION **airBaltic**

- **Excess baggage calculator will be activated only in situations when payment need to be collected.**
- Excess calculator will **not be activated** if;
 - Baggage allowance is included in ticket;
 - EMD is issued for excess baggage;
 - Baggage is prepaid in web page.
- Excess calculator **will be activated** if;
 - Baggage in not prepaid and not included in ticket. In this scenario payment needs to be collected according to BT policy

BAGGAGE ALLOWANCE IDENTIFICATION

- Pax without baggage allowance

BT301 27OCT RIX → HEL Helsinki Vantaa (1)		STD: 09:50	
Acceptance Open		Gate: None Boarding: 09:20	
Customer	Bkg Tkt Cabin	Seat	Accept Baggage Info
1 SMITH John Mr	BT301 RIX-HEL		✖ Y(Y)
Select Customer(s) for Acceptance: 1			
Expand [SF2] 1 of 1 Selected			

- If bag is added system will insert \$ sign!!

1 SMITH John Mr	BT617 RIX-AMS	✖ Y(Y)	8F	✓	🧳	\$
-----------------	---------------	--------	----	---	---	----

- Baggage must be PAID or WAIVED
 - (system will not allow pax to board with \$ sign)

BAGGAGE PAYMENT

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- **PAYMENT** (Use Bag Receipt) must be recorded in system with invoice / receipt or BT baggage cpn Nr. as shown below:

Carrier	From	To	Excess	Rate	Charge	Invoice Document No.
BT	RIX	HEL	1PC	EUR40.00	EUR40.00	1234567

Record Payment

- Enter Invoice Document number, please use same number as in sales report, record payment.
- Baggage **WAIVING** (Waive Excess) is allowed only in cases listed in “Reasons for waiver”

Enter excess baggage waiver details.

Excess Baggage Waiver Details

Waive: Full Amount: Pieces Heavy Charges: Free Text Comment:

Authoriser: Reason for Waiver: 1PREPAID

1PREPAID
2CODESHARE
3SPEQ
4IRR
5GATE
6OTHER

Waive Excess Exit

SPECIAL BAGGAGE

- **Sporting equipment**
 - Bike, Golf, Skis, Snowboard, Scuba, Fishing equipment, Windsurf equipment, Surfboard, Kite board, Ice hockey equipment (2 baggage pieces - 1 bag + sticks (several sticks permitted))
 - Weight allowance 23kg (except for bike 25kg)
- **CBBG**
 - Musical instruments
 - Fragile items
- **Weapons (WEAP)**
 - Ammunition separately from firearm and not exceeding 5kg
- **Bulky items**
 - Any baggage dimensions exceeds L100xW50xH80

SPECIAL BAGGAGE

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- When accepting special baggage (SPEQ, BULK, BIKE etc.) always select **Yes** in the **Is this a special bag?** field.

Enter baggage weight for next piece.

Baggage

Additional Hold Baggage: / 20 KG

Is this a special bag? **Yes**

Current Baggage

Hold Baggage: 0 / 0 KG

If applicable, enter details for each bag.

Tag Number	Wt	From	To	Acc	Class	Owner	Tag Type	Info	Spl. Bag	
<input type="text"/>	... 20	RIX	FRA	<input type="button" value="v"/>	<input checked="" type="checkbox"/>	<input type="text"/>	<Select Customer> <input type="button" value="v"/>	Auto	<input type="text"/>	<input type="text"/>

0 Bags

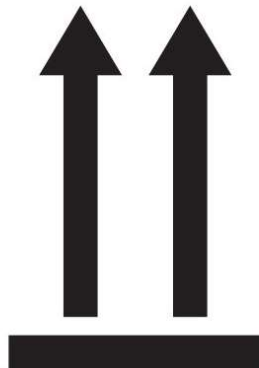
Add Special Bag Details

BAGGAGE ACCEPTANCE PRACTICES

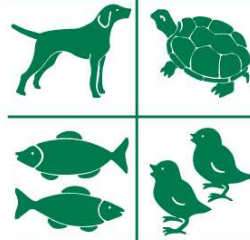
- Pooling only within one PNR
- Add transfer pax bag tags at gate if missing
- Accept bag till final destination even if IATCI fails
- Accept bag till specific dowlane station
- In case collecting payment: Pay Excess and mark invoice number
- Able to Waive excess if required (select correct reason)

ANIMALS ON BOARD

- PETC – Pet in Cabin
- AVIH – Live Animal in Cargo hold
- SVAN – Passenger with Service Animal in cabin
- Only cats and dogs are accepted in passenger baggage
- Acceptance checklist of Animal has to be filled, stickers used:



LIVE ANIMALS



CONTENTS:

airBaltic

LIVE ANIMAL ACCEPTANCE CHECKLIST

FLIGHT: _____ ROUTE: _____

1. INFORMATION ON THE FLIGHT:

	YES	NO*	N/A
Flight Details:	<input type="checkbox"/>	<input type="checkbox"/>	
Ticket Number:	<input type="checkbox"/>	<input type="checkbox"/>	
Date:	<input type="checkbox"/>	<input type="checkbox"/>	
Origin:	<input type="checkbox"/>	<input type="checkbox"/>	
Destination:	<input type="checkbox"/>	<input type="checkbox"/>	
If the shipment is part of an interline agreement has the passenger/shipper confirmed that all arrangements are in place for interline sector?	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. INFORMATION ON THE OWNER:

Name:	<input type="checkbox"/>	<input type="checkbox"/>
24 - hour contact number:	<input type="checkbox"/>	<input type="checkbox"/>

3. QUESTIONS TO CONSIDER:

Is species of animal provided?	<input type="checkbox"/>	<input type="checkbox"/>
Is all necessary documentation provided? (e.g. health certificate)	<input type="checkbox"/>	<input type="checkbox"/>
Is the animal clean and does it appear to be fit to travel?	<input type="checkbox"/>	<input type="checkbox"/>
Documentation proving animal is at least 8 weeks old?	<input type="checkbox"/>	<input type="checkbox"/>
Has the owner confirmed the animal is not sedated?	<input type="checkbox"/>	<input type="checkbox"/>

4. QUESTIONS ON THE CONTAINER TO CONSIDER:

Is the size of container suitable for the animal?	<input type="checkbox"/>	<input type="checkbox"/>
Does the consignment weight/size comply with the carrier's policy?	<input type="checkbox"/>	<input type="checkbox"/>
For cats and dogs:		
Can animal sit stand, turn around and lie down in natural position?	<input type="checkbox"/>	<input type="checkbox"/>
Does the container have at least 16 % ventilation of the 4 sides?	<input type="checkbox"/>	<input type="checkbox"/>
Is the container leak and escape proof?	<input type="checkbox"/>	<input type="checkbox"/>
Is container clearly labelled with a live animal label?	<input type="checkbox"/>	<input type="checkbox"/>
Does the container fully comply with IATA LAR standards?	<input type="checkbox"/>	<input type="checkbox"/>

I hereby certify that all the above information is true and necessary governmental, customs and health formalities for transportation of the above animal has been complied with, and agree to indemnify airBaltic in all respects with regard to any costs or delays arising from non-adherence to such regulations

Submitted by passenger/shipper _____ Signature _____

Received by acceptance agent _____ Signature _____

Date: _____

***IF ANY QUESTION IS ANSWERED WITH "NO", DO NOT ACCEPT THE ANIMAL**

BAGGAGE – DAA PROCEDURE

- Only Baby trolleys and WCH is counted as DAA Baggage!
- DAA bag is checked in as regular baggage using the manual DAA tag.
- Tag number and weight must be reported in DCS.

Delivery at aircraft Tag sample and usage:

DELIVERY AT AIRCRAFT (DAA) CAN BE USED ONLY FOR:				airBaltic 8 657 013397		airBaltic 8 657 013397
FLIGHT B T	DATE					
PAX NAME						

1. Main part of tag



2. Passenger part of tag



BAGGAGE – CREW BAG, RUSH BAG

- CREW, RUSH baggage accepted in hold at check-in counter using Baggage application;
- System Bag tag with CREW/RUSH indicator;

The screenshot shows the 'Baggage Identification' window with the 'Rush and Crew Bags' tab selected. The interface includes the following elements:

- Baggage Information:** Baggage Type is set to 'Crew' and Responsible Customer is 'SMITH'.
- Hold Baggage:** Set to 1 / 15 KG.
- Manual Itinerary:** A table with columns: Flight, Date, From, To. The first row is circled and contains: BT, 139, 16JAN, RIX, CPH.
- Buttons:** 'Accept' and 'Exit' buttons are at the bottom right.

Flight	Date	From	To
BT	139	16JAN	RIX CPH

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CREW

COPENHAGEN

CPH

BT139 16JAN 18:25



airBaltic

RUSH

RIGA AIRPORT

RIX

BT246 30JAN 19:15



BAGGAGE IRREGULARITIES

- Report in World Tracer
- NO cash compensation on the spot.
- Info update about the progress
- Information to passengers/ leaflets
- Poster for passenger to use online file creation

Dear Passenger,


We truly regret that we have mishandled your baggage. Please follow these guidelines for additional information.

<https://www.airbaltic.com/en/delayed-lost-damaged-baggage>




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IN CASE OF BAGGAGE DELAY
OR OTHER ISSUES,
USE OUR SELF-SERVICE PORTAL



Submit report




AVOID QUEUES AND CROWDS



SUBMIT REPORT ONLINE

! Please note the report must be submitted immediately upon arrival.



FLIGHT IRREGULARITIES

FLIGHT IRREGULARITIES

- In case of irregularity, instructions will be given by BT Outstations Coordinator Team
- The traffic irregularity shall be announced as soon as possible and not later than 15 minutes prior – reason and durations of the irregularity shall be announced
- Passengers should be informed of the reason and duration of the irregularity at least every 30 min
- AirBaltic representative shall be available at gate or check in (or both, if check in still open, but some passenger checked in already)
- Information of where are the meal vouchers handed out (if applicable) to be shared to atoirreg@airbaltic.com

*Care as per GOM and Outstation Coordinator team instructions

*Call Centre 24/7 Helpline for passengers +371 672 80 422

*Irregularities Helpdesk 24/7 contact Supervisor

FLIGHT IRREGULARITY HANDLING

airBaltic

- Involuntary passenger rebooking and e-ticket reissue will be done by airBaltic Outstation Coordinator team.
- Passenger Itinerary with new flight details will be prepared and sent directly to passengers E-mail or Mobile device.
- Ground handler must provide passengers with actual information, meal cards, hotel reservations and ground transportation according to airBaltic Outstation Coordinator team instructions.

FLIGHT IRREGULARITY HANDLING

airBaltic

- Upgrade is done by Gate agent according to Customer list -**17 Upgdare Priority**
- For oversale upgrades to C cabin use Predefined comment `NOT PAID UPGRADE` to be printed on ONBOARD Service List;

```
.....  
Y CABIN                                TOTAL PAX 001  
003A/HEL                               name/surname  
                                NOT PAID UPGRADE  
  
003C/  
003D/  
003F/
```

FLIGHT IRREGULARITY HANDLING

- In case of irregularity, wait for **Instructions** from RIX Irregularity Coordinator team
- General guidelines and actions to be taken will be added in Flight Information screen

Comments out of BRU

- ATT CI OPEN LIST 18 and SEND TO TKT DESK FOR CI FEE
- ** ATTN FC: SEND ACC PAX + ACC PAX INCL ETKT to PAXLISTS !! **
- Look for volunteers - compensation EUR 150; Overbooking -1;
- If no pax at the ckin pls read announcement at the gate;
- At the gate compensation EUR 250;
- If no volunteers, please offload:
- If -1: SURNAME/NAME MR
- Rbk to: 17MAR BT604 BRU RIX 1910 2230 +HOTAC

FLIGHT IRREGULARITY HANDLING

airBaltic

- Volunteer search is a must
- Flight banner with compensation amount* applicable will be assigned by BT RIX:

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

**the amount offered for Volunteer may be increased at the gate, please see the Flight comments.*

- Assign voluntary customer in dcs:



Customer Services > Update Volunteer status

Select Voluntary Denied boarding status as Volunteer > Set :

✈ BT101 16JUN RIX → ARN Stockholm Arlanda (5)		Gate: None		STD: 07:55							
Acceptance Open				Boarding: 07:25							
Customer	Bkg	Tkt	Cabin	Sec	Seat	Accept	Baggage	Info			
1 SMITH John Mr	✈ BT101	RIX-ARN		Y(E)				Service			
Select Customer(s): 1						Expand [SF2] 1 of 1 Selected					
Add to or remove from Volunteer list.											
Choose Volunteer Status											
Voluntary Denied Boarding Status:			Volunteer	Voluntary Downgrade Status:							
Advanced Options [F2]						Set	Exit				

DENIED BOARDING PROCEDURE

- After Volunteer passenger is offloaded Volunteer Denied boarding form need to be completed by passenger and agent, passenger phone number and signature need to be collected.
- Received data need to be added to Customer record in DCS as Add Comment.

LV	EN
Cien. pasažieri,	Dear passenger,
Vēlamies Jūs informēt, ka uz lidojumu	We would like to inform you that your flight
Reisa numurs _____	Flight number _____
Izīdo no _____	Flying from _____
ir pārdots vairāk biļešu nekā sēdvietu reisā.	is overbooked.
Saskaņā ar vispārpieņemtu praksi aviācijas nozarē, aviokompānijas pārdod vairāk aviobiļešu nekā pieejamo vietu skaits lidmašīnās, lai nodrošinātu maksimālu reisu piepildījumu. Šī prakse ir saistīta ar to, ka samērā liels pasažieru skaits, nebrīdinot aviokompāniju, neierodas uz reisu. Izsakām nožēlu, ka šīs nepatīkamās situācijas dēļ Jums, iespējams, būs jāmaina savi ceļojuma plāni.	It is a common practice for airlines to sell more tickets than there are seats in the aircraft to ensure maximum fulfillment. Based on experience, it is associated with a relatively large number of passengers who without prior notice do not show up for the flight. We regret that due to this unpleasant situation you might not be able to travel as planned.
Pasažieriem, kuri brīvprātīgi piekrit atteikties no rezervētās sēdvietas, piedāvājam	For passengers who voluntarily agree to give up their seat, we offer
_____ EUR	_____ EUR
kompensāciju un ātrāko iespējamo alternatīvu nokļūšanai galamērķī, kā arī gaidīšanas laikā nepieciešamības gadījumā nodrošinām ēdināšanu, transportu un izmīnāšanu viesnīcā.	compensation and rebooking to earliest possible flight(s) to reach final destination, as well as offer meal vouchers, transportation and hotel if becomes necessary.
Ja esat iegādājies biļeti airBaltic mājaslapā, mūsu Zvanu centra darbinieki sazināsies ar Jums pa tālruni, ko norādījāt rezervācijā. Savukārt, ja Jūsu biļete ir pirktā citās tirdzniecības vietās, mēs lūdzam Jūs sazināties ar Zvanu centru pa tālruni	Please note that if you have purchased ticket for this flight on airBaltic webpage, our Call Centre agents will contact you via phone you provided. However if your ticket is purchased elsewhere, we kindly ask you to contact Call Centre by phone.
+371 67280422	+371 67280422
Ja piekritat brīvprātīgi atteikties no rezervētās sēdvietas, lūdzam norādīt savu kontaktinformāciju un parakstīt veidlapu:	If you agree to volunteer, please provide your contact details and sign the form:
<div>Pasažiera vārds, uzvārds Passenger's name, surname Vorname, Name des Fluggastes Имя, фамилия пассажира</div>	
<div>Mob. tālr. numurs Mobile phone number Handynummer Номер мобильного телефона</div>	
<div>airBaltic pārstāvja paraksts airBaltic representative signature Unterschrift des Vertreters von airBaltic Подпись представителя airBaltic</div>	

DENIED BOARDING PROCEDURE

airBaltic

- If you need to deny boarding:
 - Check the passenger in
 - Then Cancel Acceptance: set status to Not travelling – Denied boarding



Enter the cancel acceptance details for this customer

Cancel Acceptance Details

Update Status to: Not Travelling ▼ Other Reason:

Reason: Denied Boarding ▼

- Always choose correct reason when canceling acceptance.
- !!! Always Onload or Offload SBY before complete boarding

MANUAL CHECK- IN

airBaltic

PREPARE	USE	INFORMATION TO BE COLLECTED
Seatplan	Limited release tags, baggage to be checked in till final destination	Surname/Name
Booked passenger list	Manual boarding passes (inform security and border control)	ADL/CHD/INF
Pax with special services booked		Class of travel (C/Y)
Pax with onward flights		Special service (mention)
		Number and weight of bags
		Baggage tag numbers, onward flights and final destination of bags

Phone nbr. BT Irregularities Coordinators: +371 672 80 440

CUSTOMER RELATIONS

- **Customer claim forms** can be found on BT Ground operations web site
- AirBaltic Customer relations handle claims for passengers **after completion of travel.**
- Customers are welcome to submit all claims via **www.airbaltic.com**
- In case of irregularities please hand out BT leaflets of assistance



DIVIDERS AND SEATING

DIVIDERS AND SEATING

- Mandatory seating rules set in BT seatmaps
- Seatmap configured according to safety regulations (CHD, INF, UMR, WCH*, DEPA etc. restrictions)
- Jumpseats – available (confirmed with Captain and CLC)
- Seats blocked/changed manually by CLC due to W&B
- Dividers monitored by BT CLC and outstations
- DIV change can be requested to to BT CLC (+371 67 207 401)
- Info to cabin crew about divider position before boarding (C/Y seats), if requested
- In business class middle seats are blocked for comfort

1

[illegible]

CHILD SEATING

- Children, Infants and Unaccompanied minors may not be seated in Emergency and exit row seats.
- For the comfort of Business class passengers it is advised to seat children and infants booked in Economy class in the middle and rear part of the economy cabin
- This general recommendation does not apply to «C» class pax

Sample seatmap with targeted zone for infant and children seating



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 **BOARDING**

BOARDING

- Gate ready for boarding -40min STD
- Announcement as per BT GOM
- Pre-boarding in bridge or bus where possible
- Boarding of special passenger groups (UM, Escorted, PRMs)
- Priority lane, where airports infrastructure allows that
- Passengers boarded by scanning their boarding cards
- Re-print boarding card, if seat changed and alarmed during boarding
- Passport check only, if required by local authorities (not requested by BT from EU)
- Gate has to be closed according to local deadlines if no other information given;
- Missing passengers to be cancelled from flight and bag tags reported to ramp staff for bga offload no later than -10min ETD

BOARDING

If an automated boarding announcement is used, it shall contain:

- Greeting
- Information about boarding procedure
- Flight number and destination
- Invitation to C class, VIP and Families with small children to board at any time
- Local and English languages to be used only

BOARDING

airBaltic

- Boarding starts -30min ETD
- Prepare for boarding
 - F9 Ineligible to board list (issues, gate comments etc)
 - Specials (No. 3 and No. 6)
 - Standby list (No. 10)
 - Possible incoming pax list (No. 7)
 - Baggage details (No. 5) etc.
- Crew Information: **will be obtained by themselves via acars**
 - Divider Position
 - Cheked in pax number C/Y
 - Pax with service codes MEDA, WCHS, UMNR, etc
 - Upgrade passengers

NOTE! Passengers whos bags will not be waived or paid (if applicable) will not be possible to board.

BT CUSTOMER LIST

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List Type	Additional Information
1 All Customers(ALL)	All Customers Display List
2 Accepted(AC)	All accepted customers
3 Special requirements(ASSIST)	WCH*, BLND, DEAF, DEPA, DEPU, AVIH, PETC, EXST, CBBG, MEDA etc. special requirements
4 Prebooked bag list(BAGS)	Prebooked bag list
5 Baggage details(EBAG)	Baggage tags, pieces and weight
6 INF, CHD and UMR(INFCHDUM)	Infants, children and UMR
7 Possible incoming pax(INPAX)	Not accepted passengers with incarrriage flight
8 Not accepted and Not travelling(NA)	All Not accepted and Not travelling customers
9 VIP(PINS)	airBaltic Club VIP
10 Standby(SBY)	Standby customers
11 Staff(STAFF)	Staff customers
12 TICKET LIST(TKT)	All accepted passengers with tkt
13 Incarrriage baggage(WBAGS)	Transfer passengers with baggage
14 Web and mobile check-in(WEBMOB)	All web and mobile check-in passengers
15 Waived baggage(XBAG)	Waived excess baggage with bag tags and SSR codes
16 Onload priority(XONLOAD)	Onload priority recommendation sorting
17 Upgrade priority(XREGRADE)	Upgrade priority order
18 Ccheck-in fee(XSCKIN)	Passengers have to pay check-in fee
Select List: 1	

STAFF PASSENGER HANDLING

STAFF PASSENGERS

airBaltic

- Priority codes in 95% cases come from booking
- If Onload / Regrade priority info is missing, use codes with applicable cabin:
C or Y
 - For Bookable staff Regrade priority is 04
 - For Space Available staff Regrade priority is 03
- Codes can be found in: GOM Chapter A.4.7

i Regrade Information	
All Selected Flights	Onload/Regrade Priority: 34Y/Y04 Reason: Staff Authoriser: None Type: Involuntary

STAFF PASSENGERS ACCEPTANCE IN JUMP SEAT

airBaltic

- To ensure that correct information is delivered to Commander, Gate agent has to print passenger list 11 – Staff. Collect information from staff passengers with SBY status:
 - Company (BT or other airline);
 - Position*;
 - Date of employment;
 - For non-employee passengers* - relation with Staff (mother, children, friend etc.)
- *Staff ID card is not mandatory to be presented at the gate.

LIST OF: PDF-STAFF				C0 Y6 TOTAL 6	
BT317	21NOV	RIX	STD1825	BOARD 1755	AO
1.		M	RIX TLL YN A 020D	HK STF-BK	
				01Y/Y04	
2.		F	RIX TLL YN A 006C	HK STF-BK	
				01Y/Y04	
3.		M	RIX TLL YN S 071	HL STF-BK	BT CABIN CREW, 10APR2010
				01Y/Y04	
4.		M	RIX TLL YN S 063	HK STF-BK	OTHER AIRLINE - LH, MANAGER
				01Y/Y04	
5.		F	RIX TLL YN A 007F	HK STF-BK	
				01Y/Y04	
6.		M	RIX TLL YN A 020F	HK STF-BK	
				01Y/Y04	

UPGRADE FOR PILOTS

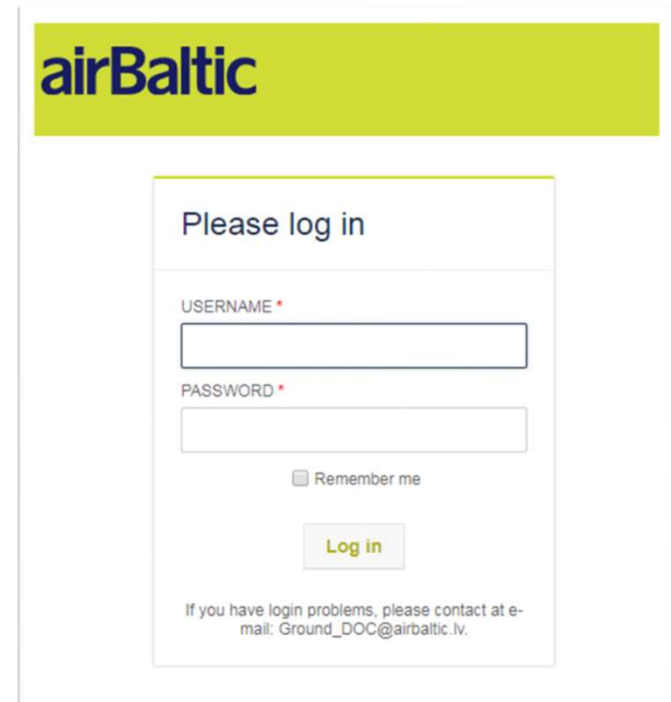
- Captains and First Officers traveling on any of airBaltic flight as staff on duty or leisure may request and may be upgraded **free of charge** , if:
 - Presents themselves at the gate in full airBaltic uniform:
 - Presents a Crewmember certificate:
- Upgrade to Business Class shall be performed in Altea DCS via **Manual Regrade functionality**. Regrade to C cabin reason Staff shall be indicated.
- Pre-defined **comment STAFF UPGRADE** need to be added;

COMMUNICATION CHANNELS

ACCESS TO BT MANUALS

airBaltic

- Electronic availability <https://groundops.airbaltic.com/>
- Only for BT and authorized partners;
- **Username, Password is unique for each station.**

A screenshot of the airBaltic login interface. At the top, there is a yellow header bar with the 'airBaltic' logo in white. Below this, the main content area has a white background. A central box contains the text 'Please log in' in a dark font. Underneath, there are two input fields: 'USERNAME *' and 'PASSWORD *', both with red asterisks indicating required fields. Below the password field is a checkbox labeled 'Remember me'. A yellow 'Log in' button is positioned below the checkbox. At the bottom of the login box, there is a small line of text: 'If you have login problems, please contact at e-mail: Ground_DOC@airbaltic.lv.'

UPDATES TO BT MANUALS

airBaltic

- Dedicated recipients will receive a notification from Ground_DOC@airbaltic.com, if there are NEWS published on groundops.airbaltic.com or NEW GOM revision published.

Dear Partners,

Please be informed that following updates are available on the "Ground Ops Web" portal:

New Revisions

[Click here to get access to document](#)

Please, log into your Station account

and approve it for download and inform your passenger/ramp handling personnel accordingly.

Sincerely yours
airBaltic Ground Operation team

Dear Partners!

Please be informed that the following updates are available on the airBaltic Ground Operations Web page.

[click here](#)

Please inform your personnel accordingly.

Respectfully
airBaltic Ground Operations Team

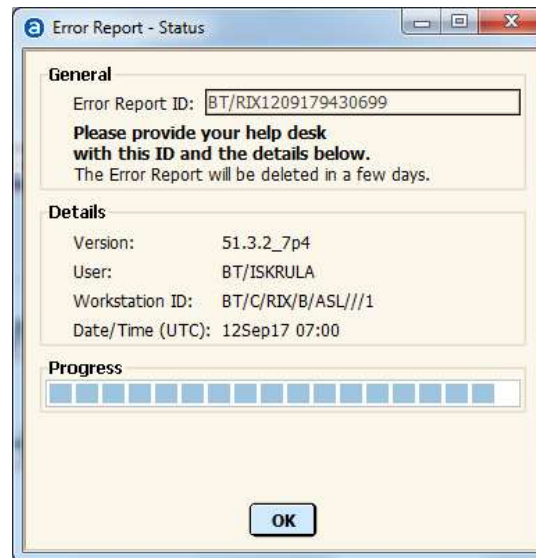
COMMUNICATION

- Operational 24/7 communication with RIXCLC through FM/CM messenger, or:
Phone: +371 294 42 260
E-mail: BTclc@airbaltic.com
- DCS errors, User IDs and passwords, training flight requests, device issues that are not time-critical:
E-mail: CLChelpdesk@airbaltic.com

ERROR REPORT IN DCS

airBaltic

- Help > Send Error report > OK



- Please provide details to BT, we will report issue to AMADEUS.

THANK YOU!

