

# AIRBALTIC PASSENGERS HANDLING

airBaltic

BT Ground Operations  
March, 2023

# OPERATIONAL CONTACTS

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

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# 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



Checked-in baggage allowance

2 checked bags (total 40 kg)

Need more bags? Go to My Booking on airBaltic.com

Hand baggage allowance

A diagram showing a cabin bag and a personal item. The cabin bag is 35 cm high, 23 cm wide, and 40 cm deep. The personal item is 35 cm high, 40 cm wide, and 10 cm deep.

2 cabin bags      1 personal item

If your cabin bag exceeds the size or weight restrictions, you'll have to check it in at the gate for a fee of 60 €

Folding instructions

A diagram showing three steps (1, 2, 3) for folding a travel bag. Step 1 shows the bag flat, step 2 shows it partially folded, and step 3 shows it fully folded.

Need help? Call +371 67280422 or contact our ground staff at the airport

Your travel checklist

- Check your documents: Make sure your passport and all necessary visas for your destination country are valid.
- Arrive at the airport: Plan enough time for security check and passport control to non-Schengen area, as there might be queues. Gates close 20 min. before departure.
- Your inflight meal: Order our great-value meal sets up to 1 hour before departure from Riga or 24 hours before departure from other airports via My Booking on airBaltic.com.
- Check in your baggage: If your ticket includes checked baggage, leave it at the baggage drop counter at Riga Airport or economy check-in counter at other airports.

## SUNNY WINTER DESTINATIONS

- ✈ ABU DHABI
- ✈ MADRID
- ✈ LISBON
- ✈ MALAGA
- ✈ NICE

# — 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: [CLHelpdesk@airbaltic.com](mailto:CLHelpdesk@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

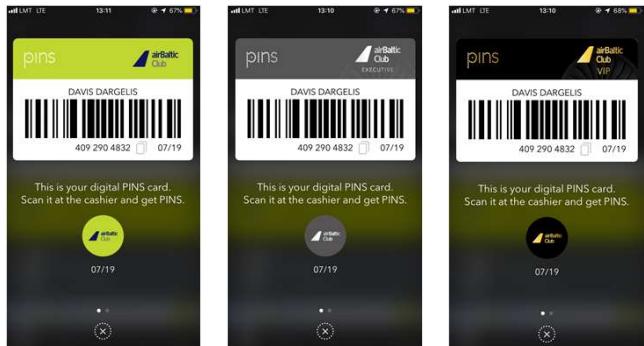
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	ECONOMY GREEN	ECONOMY CLASSIC	BUSINESS
<b>CABIN BAG</b>	YES	YES	YES
<b>CHECKED BAG</b>	€	YES 1PC/23KGS	YES 2PC/total 46KGS
<b>SPORTS EQPMNT</b>	€	€	YES
<b>PRIORITY CHECK IN</b>	NO	YES	YES
<b>FAST TRACK</b>	NO	NO	YES ( where available )
<b>SEAT RESERVATION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

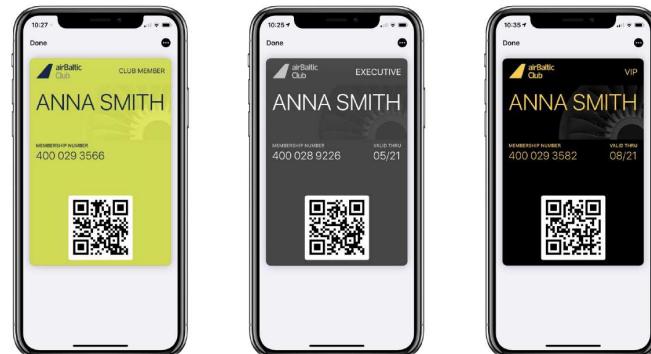
# AIRBALTIC CLUB CARDS



Digital cards (in *pins* app)



Club Apple Wallet and Android Passbook cards



# AIRBALTIC CLUB TIER LEVEL BENEFITS

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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



- 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 **PRIOR** 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

# PASSENGER CATEGORIES

UMNR

- Special form to be filled (separate for each UM)
- Inserted in UM BT wallet and placed with UM seeable
- Accompanied to/from gate to UMNR's meeters

# 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  
grūtniečības laikā

airBaltic

Pregnancy statement for air travel

Pasažieres vārds, uzvārds Name of passenger

Dzimšanas datums Date of birth

Ārstniecības iestāde Place of treatment

Grūtniečības nedēļa Weeks of pregnancy

Paredzamais dzemdību datums Due date

Grūtniecība bez sarežģījumiem, nav ierobežojumu lidojumiem

Normal pregnancy, no restrictions for air travel

Grūtniecība ar sarežģījumiem, lidojumi nav ieteicami

Risk pregnancy, air travel is not recommended

Vietu un datums  
Place and date

Ārsta paraksts un zīmogs  
Signature attending physician and stamp

Lidojums turp Outbound flight

Maršruts Routing

Lidojuma nr. Flight No.

Datums Date

Lidojums atpakaļ Inbound flight

Maršruts Routing

Lidojuma nr. Flight No.

Datums Date

Pasažieres kontaktinformācija Passenger's contact information

Tālruņa nr. Phone

E-pasta adrese Email

# 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

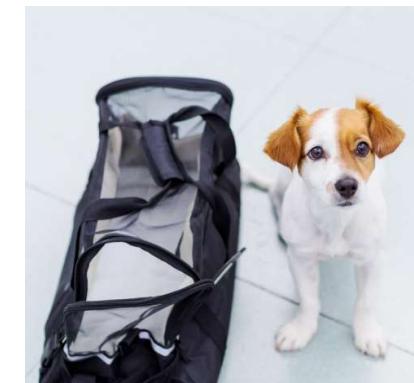
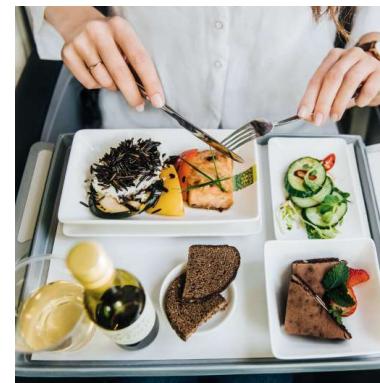
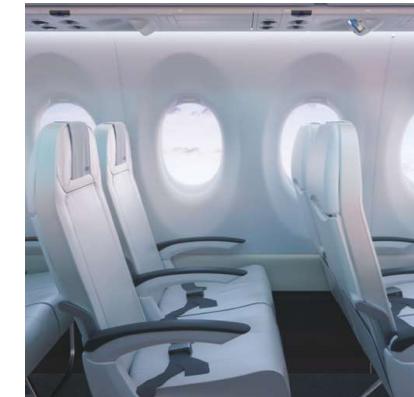
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# ANCILLARIES

# — 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:

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# 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;

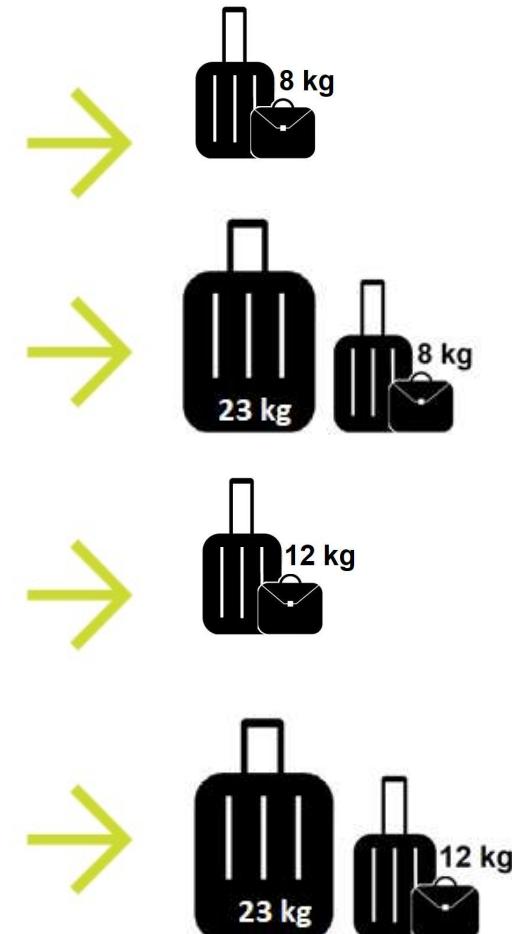
## Heavy baggage fee

- 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								



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

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

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



Checked baggage



Cabin baggage combined with personal item

# — BAGGAGE ALLOWANCE IDENTIFICATION

- 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)  
Acceptance Open

Customer	Bkg Tkt Cabin	Seat	Accept Baggage	Info
1 SMITH John Mr + BT301 RIX-HEL			<input checked="" type="checkbox"/> Y(Y)	

Select Customer(s) for Acceptance: 1  1 of 1 Selected

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



1 SMITH John Mr  
+ BT617 RIX-AMS

<input checked="" type="checkbox"/> Y(Y)	8F	<input checked="" type="checkbox"/>  \$
--	----	---

- 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:

Payment Details						
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 Free Text Comment

Heavy Charges:

Authoriser: Reason for Waiver: 1PREPAID  
1PREPAID  
2CODESHARE  
3SPEQ  
4IRR  
5GATE  
6GOTHER

**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.

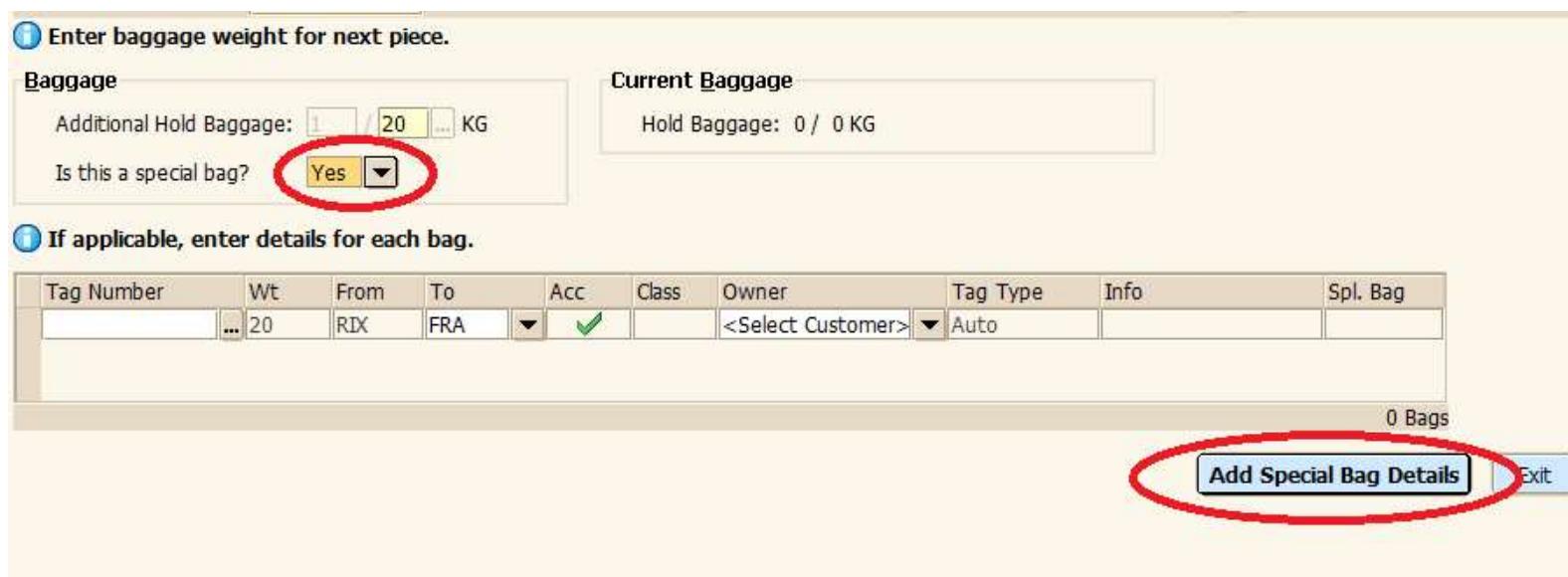
1 Enter baggage weight for next piece.

Baggage	Additional Hold Baggage: <input type="text"/> 20 <input type="text"/> KG	Current Baggage
Is this a special bag? <input checked="" type="checkbox"/> Yes <input type="button" value="▼"/>		Hold Baggage: 0 / 0 KG

2 If applicable, enter details for each bag.

Tag Number	Wt	From	To	Acc	Class	Owner	Tag Type	Info	Spl. Bag
...	20	RIX	FRA	✓		<Select Customer>	Auto		

0 Bags

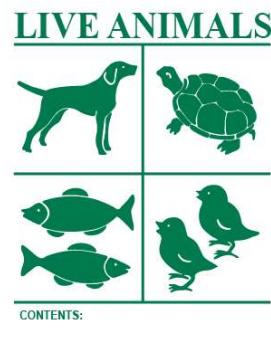
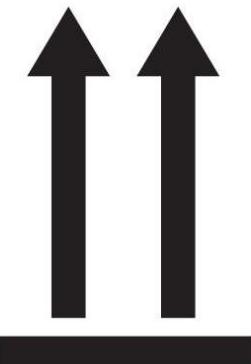


# BAGGAGE ACCEPTANCE PRACTICES

- 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 dowline 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:



## airBaltic LIVE ANIMAL ACCEPTANCE CHECKLIST

### 1. INFORMATION ON THE FLIGHT:

Flight Details:

Ticket Number:

Date:

Origin:

Destination:

If the shipment is part of an interline agreement has the passenger/shipper confirmed that all arrangements are in place for interline sector?

FLIGHT:  ROUTE:

YES  NO\*  N/A

### 2. INFORMATION ON THE OWNER:

Name:

24 - hour contact number:

### 3. QUESTIONS TO CONSIDER:

Is species of animal provided?

Is all necessary documentation provided? (e.g. health certificate)

Is the animal clean and does it appear to be fit to travel?

Documentation proving animal is at least 8 weeks old?

Has the owner confirmed the animal is not sedated?

### 4. QUESTIONS ON THE CONTAINER TO CONSIDER:

Is the size of container suitable for the animal?

Does the consignment weight/size comply with the carrier's policy?

For cats and dogs:

Can animal sit stand, turn around and lie down in natural position?

Does the container have at least 16 % ventilation of the 4 sides?

Is the container leak and escape proof?

Is container clearly labelled with a live animal label?

Does the container fully comply with IATA LAR standards?

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:



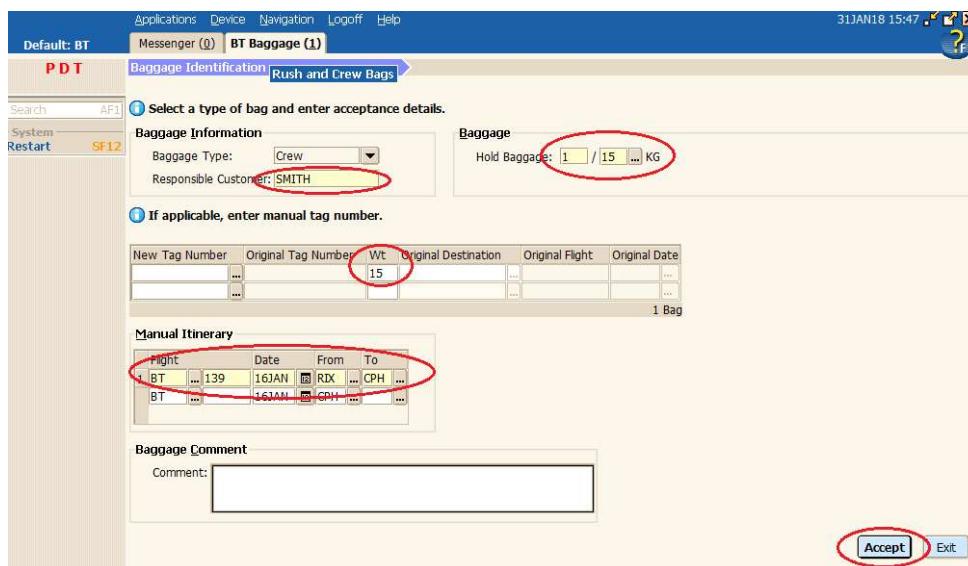
1. Main part of tag

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;



Default: BT Messenger (0) BT Baggage (1)

PDT SF12

Baggage Identification Rush and Crew Bags

Baggage Information

Baggage Type: Crew

Responsible Customer: SMITH

Hold Baggage: 1 / 15 KG

If applicable, enter manual tag number.

New Tag Number	Original Tag Number	Wt	Original Destination	Original Flight	Original Date
...	...	15	...	...	...
...	...	...	...	...	...

1 Bag

Manual Itinerary

Flight	Date	From	To
1 BT	139	16JAN	RIX
BT	...	16JAN	CPH

Baggage Comment

Comment:

Accept Exit

airBaltic

airBaltic

CREW

RUSH

COPENHAGEN

CPH  
BT139 16JAN 18:25

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



Self-service

AVOID QUEUES AND CROWDS



AVOID QUEUES AND CROWDS

SUBMIT REPORT ONLINE



SUBMIT REPORT ONLINE

Please note the report must be submitted immediately upon arrival.

airBaltic  
We Care

airBaltic

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# 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](mailto: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

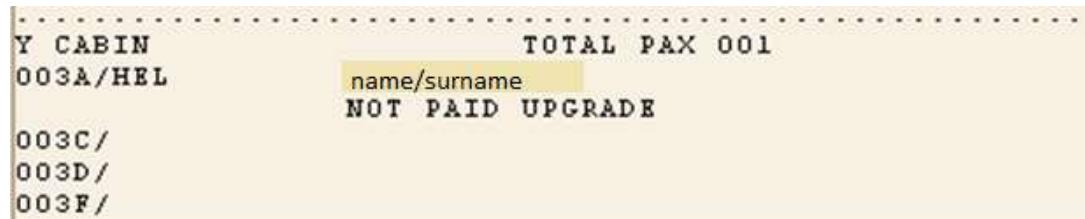


- Involuntary passenger rebooking and e-ticket reissue will be done by airBaltic Outstation Coordinator team.
- Passenger Itinerary with new flight details will be prepared and sent directly to passengers E-mail or Mobile device.
- Ground handler must provide passengers with actual information, meal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

# FLIGHT IRREGULARITY HANDLING

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- 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;



# 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
- \*\* ATT 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

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- 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	RDX-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)						STD: 07:55	
Acceptance Open						Gate: None	Boarding: 07:25
Customer	Bkg	Tkt	Cabin	Sec	Seat	Accept Baggage	Info
1 SMITH John Mr	BT101	RDX-ARN	Y(E)				Service
Select Customer(s): 1							
<input type="checkbox"/> Add to or remove from Volunteer list.							
Choose Volunteer Status							
Voluntary Denied Boarding Status: <input type="button" value="Volunteer"/>		Voluntary Downgrade Status: <input type="button"/>		<input type="button" value="Set"/> <input type="button" value="Exit"/>			
<input type="checkbox"/> Advanced Options [F2]							

# 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.

<b>LV</b> Cien. pasažieri, Vēlamies Jūs informēt, ka uz lidojumu Reisa numurs _____ Izloido no _____ ir pārdots vairāk bīļešu nekā sēdvietu reisā. Saskaņā ar vispārīgajiem praksmi aviācijas nozarē, avokompānijas pārdoši vairāk avobiļeju nekā pieejamo vietu skaita līmaņās, lai nodrošinātu maksimālu reisu pieplūdienu. Šī prakse ir saistīta ar to, ka samērā liels pasažieru skaits, nebrīdinot avokompāniju, neierodas uz reisu. Izsakām nozīmē, ka šī nepārīkamās situācijas dēļ Jums, iespējams, būs jāmaina savi ceļojuma plāni. Pasažieriem, kuri brīvprātīgi piekrīt atteikties no rezervētās sēdvietas, piedāvājam <b>EUR</b> kompensāciju un ātrāko iespējamo alternatīvu nokļūšanai galamērķi, kā arī gaidīšanas laikā nepieciešamības gadījumā nodrošinām ēdināšanu, transportu un izmītnišķu vienīcā. Ja esat iegādājies bīļeti airBaltic mājaslapā, mūsu Zvanu centra darbinieki sazināsies ar Jums pa tālruni, ko norādījāt rezervācijā. Savukārt, ja Jūsu bīļete ir pirkta citās tirdzniecības vietās, mēs lūdzam Jūs sazināties ar Zvanu centru pa tālruni. <b>+371 67280422</b> Ja piekrītat brīvprātīgi atteikties no rezervētās sēdvietas, lūdzam norādīt savu kontaktinformāciju un parakstīt veidlapu:  <input type="text" value="Pasažiera vārds, uzvārds"/> <input type="text" value="Passenger's name, surname"/> <input type="text" value="Vorname, Name des Fluggastes"/> <input type="text" value="Имя, фамилия пассажира"/>  <input type="text" value="Mob. tāl. numurs"/> <input type="text" value="Mobile phone number"/> <input type="text" value="Handynummer"/> <input type="text" value="Номер мобильного телефона"/>  <input type="text" value="airBaltic pārstāvja paraksts"/> <input type="text" value="airBaltic representative signature"/> <input type="text" value="Unterschrift des Vertreters von airBaltic"/> <input type="text" value="Подпись представителя airBaltic"/>	<b>EN</b> Dear passenger, We would like to inform you that your flight Flight number _____ Flying from _____ is overbooked. 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. For passengers who voluntarily agree to give up their seat, we offer <b>EUR</b> compensation and rebooking to earliest possible flight(s) to reach final destination, as well as offer meal vouchers, transportation and hotel if becomes necessary. 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 <b>+371 67280422</b> If you agree to volunteer, please provide your contact details and sign the form:
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# DENIED BOARDING PROCEDURE

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- 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

Reason: Denied Boarding

Other Reason:

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

# MANUAL CHECK- IN

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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

airBaltic

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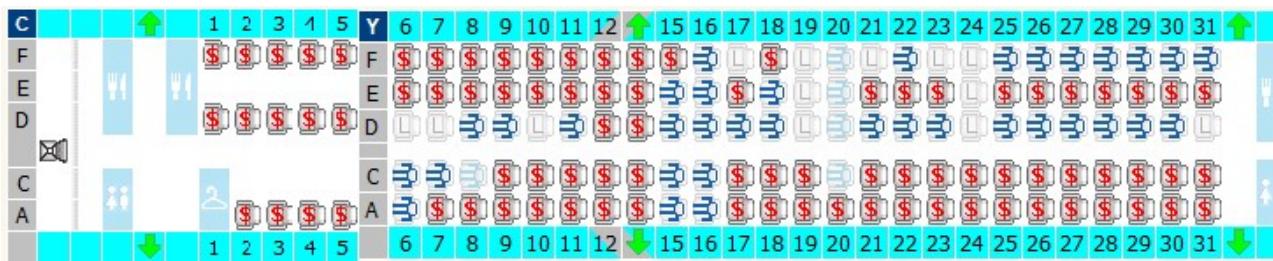
## DIVIDERS AND SEATING

## — DIVIDERS AND SEATING

- Mandatory seating rules set in BT seatmaps
- Seatmap configured according to safety regulations (CHD, INF, UMNR, 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

# SEATMAP

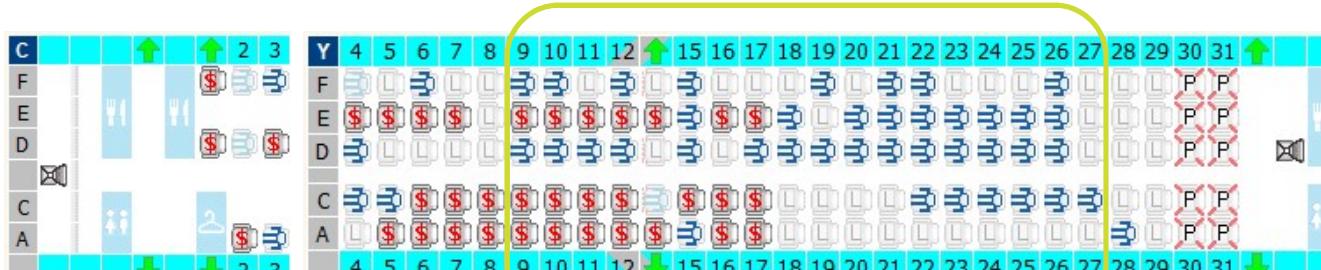
## ■ A220 – 300



# 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, Escored, 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



- 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
  - Checked in pax number C/Y
  - Pax with service codes MEDA, WCHS, UMNR, etc
  - Upgrade passengers

NOTE! Passengers whose 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 UMNR(INFCHDUM)	Infants, children and UMNR
7 Possible incoming pax(INPAX)	Not accepted passengers with carriage 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 Incarriage 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 Check-in fee(XSCKIN)	Passengers have to pay check-in fee
Select List:	<input type="text" value="1"/>

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# STAFF PASSENGER HANDLING

# STAFF PASSENGERS

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- 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

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

## 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;

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# 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.**



The image shows a screenshot of the airBaltic login page. The page has a yellow header with the 'airBaltic' logo. Below the header, the text 'Please log in' is displayed. There are two input fields: 'USERNAME \*' and 'PASSWORD \*'. Below these fields is a 'Remember me' checkbox. At the bottom of the form is a 'Log in' button. A note at the bottom right of the form area states: 'If you have login problems, please contact at e-mail: Ground\_DOC@airbaltic.lv.'

# — UPDATES TO BT MANUALS



- Dedicated recipients will receive a notification from [Ground\\_DOC@airbaltic.com](mailto:Ground_DOC@airbaltic.com), if there are NEWS published on [groundops.airbaltic.com](http://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

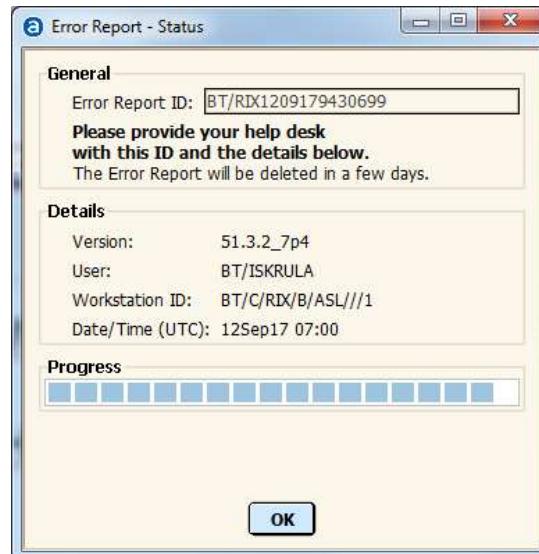
# — COMMUNICATION

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

# — ERROR REPORT IN DCS

airBaltic

- Help > Send Error report > OK



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

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# THANK YOU!

