

Dear Partners,

This is to remind you about airBaltic flight irregularity procedure according to GOM A.7 Passenger Irregularities:

RETURN TO RAMP/ DIVERSION

- Be at the GATE 30min before STD
- Announcement every 30min
- Meal voucher after 2h delay
- Rebooking done by BT, contact Call Centre*
- Compensation via BT

DELAY

- Be at the GATE 30min before STD
- Announcement every 30min
- Meal voucher after 2h delay
- Rebooking done by BT, contact Call Centre*
- Organize Hotel/Ground Transport
- Compensation via BT

CANCELLATION

- Be at the GATE 30min before STD
- Announcement
- Distribute Flight Cancellation leaflets
- Meal voucher
- Organize Hotel/Ground Transport
- Rebooking done by BT, contact Call Centre*
- Compensation via BT

OVERBOOK

- Be at the GATE 30min before STD
- Announcement
- Look for Volunteers
- Accept Commercial passengers according Flight comments in Altea DCS
- Accept Staff/ID passengers according list 11 in Altea DCS
- Accept in Jump seat- contact Captain
- Rebooking done by BT, contact Call Centre*
- Compensation via BT

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

***Outstation Helpdesk 24/7 contact Supervisor**