

STATION INFORMATION LETTER (SIL)

APPLICABILITY	Passenger handling		
SUBJECT	Denied boarding recommendations		
ISSUED BY	BT Ground Operations		
REF. NUMBER	KK-04-11/SIL-67		
REF.TO PUBLICATIONS	SPM 9.6		
ISSUED ON	26.07.2016	EFFECTIVE FROM	01.08.2016

Dear Partners,

Please be informed that starting from 01.08.2016 airBaltic will turn off Onload list.


Denied boarding recommendations will be reflected in the DCS Flight Information screen in flight comment section.

BT Irregularity team will provide recommendations.

Involuntary Denied Boarding procedure remains unchanged according to BT SPM 9.6.

ID-passengers shall be denied boarding before revenue passengers.

In case of Denied Boarding, aircraft is not allowed to leave with empty seats.

- Estimated rebooking options will be provided in flight Comment section, for actual rebooking options please contact BT Irregularity team by phone +371 672 80 440;
- Unblock Protected  seats in case of overbooking;
- If there is no business class passengers on flight, divider must be removed. Dividers are monitored and changed by BT CLC +371 294 42 260;
- Upgrade and Regrade priority performed on the basis of Customer list No 17;
- Please add pre-defined comment NOT PAID UPGRADE in case of upgrading passengers;