

## STATION INFORMATION LETTER (SIL)

APPLICABILITY	Passenger Handling, Airport Ticket offices of stations		
SUBJECT	<b>Upgrade to Business Class</b>		
ISSUED BY	Ground Operations		
REF. NUMBER	KK-04-11/ <b>SIL-74</b>		
REF.TO PUBLICATIONS	Commercial Department documentation		
ISSUED ON	<b>25.01.2016</b>	EFFECTIVE FROM	<b>01.02.2017</b>

Dear Partners,

As of February 1<sup>st</sup>, 2017 Air Baltic introduces a new product **Upgrade to Business Class** at Check-in Counters of all stations:

**Upgrade fee for any airBaltic operated flight from outstations is 99.00 EUR**

**Upgrade fee for any airBaltic operated flight out of Riga is 149.00 EUR**

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 (Business class meal on flights out of Riga)*

Upgrade Does Not include extra baggage allowance.

Upgrade shall only be offered to flights where Business class seats are available.

**Upgrade should be offered to all Economy class passengers at check-in or bag-drop before departure only as a "special offer for this particular flight and this time only".**

Particular upgrade should not be the cause of Denied Boarding for any other passengers.

Divisor change shall be requested from RIX CLC.

### Suggested offer text:

*"We have a special offer today for your flight; upgrade to Business class for just 99EUR (149EUR for RIX)! You will be able to enjoy Business class check-in, Business Lounge ambience, Priority boarding, Business Class seat in the front rows with one free seat next to you and also served meals and beverages, newspapers and magazines during your flight. Would you be interested in our special offer?"*

Fee to be collected at the Check-in counters or Airport Ticketing offices. Passengers shall receive a cash register receipt or credit card receipt (if paid by card).

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;

The screenshot shows a software interface for adding comments. On the left, under 'Pre-defined Comment', there is a list with four items: 1. \*\*\*\*STAFF\*\*\*\*, 2. FAST, 3. PAID UPGRADE (highlighted in orange), and 4. NOT PAID UPGRADE. Below this list is a 'Select Comment:' field with the number '3' entered. On the right, under 'Free Text Comment', there is a large text area, a dropdown menu for 'Action this Comment:' with '<Select Type>' selected, and a 'Priority:' dropdown with 'High' selected. At the bottom right, there is a red-bordered button labeled 'Add Comment' and a smaller 'Exit' button. A status bar at the very bottom indicates 'Advanced Options [F2]'.