

RIDEABLE BAGGAGE

TO : ALL STATIONS
FROM : GROUND OPERATIONS

Dear Partners,

All **rideable baggage** containing Lithium ion batteries and derivatives will not be accepted on our flights.

Until further notice, guests arriving on our flights with rideable baggage, if they cannot leave or do not want to dispose of their battery, we can provide the following additional rights in ticket transactions.

- You may offer change to an open ticket free of charge,
- You may offer change the flight date without penalty (Only no penalty will be charged, if there is a fare difference between the two tickets, this difference will be charged).
- For guests who are denied boarding due to rideable baggage, a check-in SSR is created with the remark 'Not accepted to the flight due to rideable baggage,' and the guest is directed to the Call Center.

