

## Involuntary Seat Change – Standards Station Information Document

### Rules and Acceptances

#### 1. “Not Suitable For The Exit Seat” Involuntary Option:

If the seat change is made using this invol option, and the new seat assigned to the passenger is one of the emergency exit seats, such seat change will **not be accepted and will be subject to review.**

#### 2. “VIP- Executive Approval” Involuntary Option:

If a seat change is made using this invol option, and the person whose seat has been changed does not have a VIP SSR, such seat change will **not be accepted and will be subject to review.**

#### 3. “Special Services Request” Involuntary Option:

If the seat change is made using this invol option, and the passenger does not have a WCH/DEAF/MUTE/UMNR SSR code, or is not over 65 years old, such seat change will **not be accepted and will be subject to review.**

#### 4. When seats are changed for accompanying reasons between passengers under different PNRs, the “Special Services Request – Accompanying Passenger” involuntary option must be used, and the accompanying passenger’s PNR number must be entered in the notes section. If the accompanied passenger does not hold a WCH/DEAF/MUTE/UMNR SSR code or is under the age of 65, the seat change **will be subject to review.. (This option will become effective as of January 2026. Until that date, a note stating “XXX PNR accompanying passenger” must be entered under the “Sitting Together Request” involuntary request.)**

#### 5. “Balance Setting” Involuntary Option:

If the seat change is made using the “Balance Setting” invol option, and the flight load factor is 90%, and the total number of seat changes made on that flight is five passengers or fewer, or the changed seats are located within the same section of the aircraft, such seat change will **not be accepted and will be subject to review.**

#### 6. For seat blockings made for WCH and PETC, if the selected seats are not in columns A or F, such seat change will **not be accepted and will be subject to review.**

#### 7. Seat changes made to fill emergency exit seats may only begin once 30 passengers remain uncheck-in for the flight. Any seat changes made before this point for this reason will **not be accepted and will be subject to review.**

#### 8. Seat changes made solely for overweight passengers will **not be accepted.** Passengers should be reminded that they have the option to purchase two adjacent seats if they wish. Unless an extra seat is purchased, no seat change will be made at the counter; any necessary changes should be left to the discretion of the cabin crew.

#### 9. Seat changes made solely on the basis of a language barrier will **not be accepted.**

#### 10. Before check-in begins, counter staff must pre-block two consecutive rows on the aircraft to allow parents and children to sit together. Seat changes made by moving other passengers for the purpose of parent-child seating will **not be accepted.**

**NOTE:** The note entry field has been activated for all reasons in which an involuntary seat change is performed.