

ODMOWA PRZEWOZU PASAŻERA – RAPORT ZE ZDARZENIA /
 RAPORT ZE ZDARZENIA NA POKŁADZIE SAMOLOTU W CZASIE LOTU *

REFUSAL PASSENGER CARRIAGE - ON-GROUND DISTURBANCE INCIDENT REPORT / FLIGHT
 DISTURBANCE INCIDENT REPORT *

*Wypełnia Dowódca Statku Powietrznego/członek Personelu Pokładowego lub osoba podejmująca decyzję
 odmowy przewozu pasażera w 1 egz.*

Has to be filled in by the Captain/Cabin Crew Member or person responsible for refusal carriage in 1 copy

* niewłaściwe skreślić / delete not applicable

Data / Date	Nr rejsu / Flight No.	Lotnisko/Trasa / Airport/Route	Nr PNR/miejsca / PNR/seat No.
Imię i nazwisko pasażera, rodzaj i numer dokumentu tożsamości oraz narodowość / Passenger's full name and Travel Document details and nationality _____			
Nr PESEL (jeśli n/d - data i miejsce ur.), adres (jeżeli znany) / PESEL number (if n/a - birth date and place), address (if known) _____			
Imię i nazwisko Dowódcy Statku Powietrznego lub osoby podejmującej decyzję o odmowie przewozu / Full name of Captain or person responsible for passenger boarding refusal from the flight _____ Stanowisko służbowe i jednostka organizacyjna / Position and organizational unit _____			
Krótki opis przebiegu zdarzeń (w tym podjęte środki). Jeśli jest to konieczne proszę dołączyć ciąg dalszy opisu na kolejnej stronie / Incident brief description (including measures taken). Use additional page if required. _____ _____ _____ _____ _____ _____			
Świadkowie zdarzenia: pracownicy/pasażerowie (imię i nazwisko, nr miejsca, adres, nr tel. i dok. tożsamości) – jeśli to możliwe / Witnesses: employees/passengers (Full name, seat No., address, phone number, Travel Document details) – if possible _____ _____ _____ _____			
Interwencja służb lotniskowych lub państwowych / Airport or State Services intervention ☐ NIE / NO ☐ TAK / YES - proszę doprecyzować nazwę służby – jeśli dotyczy / please indicate name of the service if applicable _____			
Podpis Dowódcy Statku Powietrznego lub osoby podejmującej decyzję o odmowie / Captain's signature or signature of person responsible for barring the passenger from the flight _____			

INSTRUKCJA UŻYTKOWANIA

1. Refusal passenger carriage – on-ground disturbance incident Report / Flight disturbance Report might be use in following situations:
 - a) when passenger is not allowed to be board because of his/her behavior which may endanger the flight;
 - b) when it is necessary to apply means of coercion and/or to call the Airport/State Security Services to de-board unruly passenger
2. The decision might be taken by:
 - a) Pilot-in-Command;
 - b) Station Manager/LOT's Airport Service Manager at the airport or designated person in cooperation with Pilot-in-Command;
 - c) Authorized handling agent at the Airport where LOT's representative is not present, in cooperation with Pilot-in-Command.
3. Carriage refusal of passenger who's behavior may endanger the flight is an obligation of ground handling personnel. It is obligatory when passenger:
 - a) causes the threat towards own health/life or towards health/life of people around;
 - b) disturbs public order;
 - c) gives cause for depravation/offence in public place;
 - d) creates the suspicion of being under influence of alcohol, drugs or other substances;
 - e) creates the suspicion that may endanger the flight or health/life of crew members and/or passengers (e.g. because of the aggressive behavior)
4. In the description of occurrence, it is necessary to include following elements:
 - a) occurrence characteristic (verbal aggression, physical aggression, sexual harassment, moral offence, depravation in public place, public order disturb, insubordination to flight attendant commands or Pilot-in-Command order, etc.);
 - b) occurrence circumstances (occurrence between passenger and crew member, between passengers, with use of weapon of dangerous item, property damage, safety threat, health/life threat);
 - c) cause of occurrence (if known; e.g.: alcohol/drugs/other substances, cabin baggage, use of cell phone or other electronic devices against commands of crew, disregard of smoking ban, disregard of sign "fasten your seat belts", etc.).
5. If, despite the warnings, passenger does not subordinate to crew member commands, Pilot-in-Command makes decision to apply available means of coercion to eliminate negative behavior (threat) and to call the Airport/State Services to de-board unruly passenger (regardless of the situation occur before take-off or during a flight and regardless of the necessity of changing the flight plan (landing at the nearest possible Airport) or not).
6. **Person who makes decision of carriage refusal/Pilot-in-Command fulfill the report with capital letters.**
 - a) **If the decision was made by ground handling personnel, the original of report should be kept, and within 24hrs, send a copy/scan to: lot.security@lot.pl.**
 - b) **Copy of the report may be given to Service which intervent (if applicable) upon request.**
 - c) **If the decision was made by Pilot-in-Command, PIC is obliged to deliver the Report do Operation Center (from where will be pick up by aviation security unit employee, then registered and passed to legal unit.**