

OPERATIONAL MEMO



Memo #	OM194
Title	Activation of SSDP for Overnight Delays – Hotel Room Only
Date of Issue	27 May 2025
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Reason for Issue

To inform Ground Crew of the new procedure for handling Overnight Delayed Flights with SSDP activation.

Details

SSDP activation for Overnight Delayed Flights – Hotel Room Only

Starting from 0600 AM, on the 28th of May 2025, customers experiencing an overnight delay will have the ability to self-serve and book a hotel through SSDP.

Section 13 of the “Connected Guidance - Self Service Disruption Portal” document has been updated to detail the new process Ground Crew must follow when handling Overnight Delays.

Please find a copy of the updated guidelines on the Connected Portal (**Connected Guidance - Self Service Disruption Portal**

<https://prod.ezy.s4a.aero/shell#//doc//document/794174233>)