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OPERATIONAL MEMO

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| Memo # | 180 |
| Title | Light Refreshment Voucher (LRV) Amount Change Trial |
| Date of issue | 11/11/2024 |
| Written by | Iulia Cristescu |
| Reviewed by | Customer Ops team |

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Reason for Issue

To notify Ground Crew of the plan to double the LRV amount across our network, excluding BSL, GVA, and ZRH as a separate process is in place and for LTN and LGW the new amounts are already live.

Details

This trial will commence on 18th November 2024 and will be in effect until 29th March 2025.

The process for issuing LRVs will remain the same, it is only the amounts that will change.

New amounts per voucher

| | |
|-----|------|
| GBP | 6 |
| EUR | 9 |
| CSK | 250 |
| HUF | 2280 |
| MAD | 100 |
| DKK | 67 |
| PLN | 34 |
| TRY | 17 |
| ISK | 1324 |

For airports using manual (paper) LRVs, 2 paper LRVs will be issued per customer, to ensure the amount is doubled.

This interim measure will provide us with the necessary time to update our paper LRV templates.

The guidance material (Light Refreshment Voucher process) on the Connected Portal remains unchanged and must be followed for iCoupon and paper LRVs.