



# TUI Airline Ground Operations

## Safety Alert

### Infant Seating

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To: All stations  
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Dear partner,

There has been an increase in cabin safety reports relating to crews having to re-seat some customers, infants and PRM's once on-board the aircraft. It has been identified that this is partly due to an IT and system issue which is being addressed.

For safety reasons, passengers with disability, unaccompanied minors, and passengers with children and/or infants are not allowed to be allocated an emergency exit row seats. In addition, infants must not be seated on the row before or behind the emergency exit row. Please take note of the requirements regarding infant limits from GHM Part 1 Chapter 4.4.3.3:

B737-800: 20 infants

B737-8: 20 infants

Infants must either use loop belts connected to the safety belt of the accompanying adult seat and/or use a child restraint system.

The number of persons, including infants, seated per seat row block must not be higher than the number of oxygen masks provided.

**Therefore a maximum of 1 infant per 6-seat block is allowed (Seats A-F).**

**For aircraft with 189Y seats also a maximum of 1 infant is allowed in row 1 ABC.**

**Infants are not allowed on emergency exit seats.**

**Note:** Despite the fact that there is one additional oxygen mask per seat row block, one oxygen mask per seat row must be available for cabin crew.

The changing and re-allocating of pre-assigned seats is permitted to be actioned by the check in agent during the check in process if any infant is identified seated on the emergency exit row or on the row before or behind the emergency exit row (see GOTR23-019). Moreover, emergency exists shall always have an allocated person on the window seat. If these seats are empty, check-in staff shall assign a seat to a willing person as described in the GHM Part I Chapter 4.4.2.2:

It is mandatory for all handling agents to man the empty window seats of the emergency rows (B737-800/B737-8: rows 15/16) with qualified passengers during the check-in, in case the flight is not fully booked and the pre-seating did not distribute the emergency seats in advance.

**It is prohibited to leave the overwing emergency exits empty.**

- We recommend the following way of proceeding:
- Before check-in start please check the amount of booked passengers and have a look on the passenger seat distribution.
- If you find one or more of the 4 emergency windows (B737-800/B737-8) unoccupied, please instruct the check-in staff to find either one qualified, volunteer single traveller or a couple during the check-in process (please recall the requirements as stated above).
- Inform the selected passenger(s) about the requirements of this special seating and that they were selected randomly – therefore the seating is exceptionally for free.
- If you cannot find suitable passengers during the regular check-in for whatever reason, please inform the operating crew accordingly before boarding.

Please keep in mind that on fully booked flights this measure is not necessary as all passengers are pre-seated automatically by the system.

Thank you for your collaboration.

Kind regards,  
TUI Airline Ground Operations