



## Summer Holiday Readiness

Dear All

The holidays are just around the corner (04.07.-15.08.) and we would like to make sure that everyone is fully prepared. With this R&S I would like to highlight a few points as a refresher.

### **1. UM Handling**

1. Check if UM seats in emergency exit rows and change seat if this is the case
2. Check travel restrictions for UM as per operating airline procedures for Connecting flights.
3. Complete the Airlines UM form ensuring the responsible adult has signed the authorization and provided proof of identity.
4. Distribute and keep copies, as required.
5. Ensure the correct remarks and SSR codes are in the DCS.
6. Apply a handling fee, where applicable.
7. Issue "Permission to Pass" for the adult to escort the child to the boarding gate.
8. Inform the responsible adult to remain at the airport until the aircraft is airborne.
9. Inform the TRC
10. Keep the UM in safe custody and hand over to the cabin crew during boarding.
11. Advise/release the responsible adult once the flight is airborne.
12. In case of questions please contact your supervisor.

### **2. Live Animals (AVIH & PETC)**

PETC:

1. Check if PETC box meets requirements.
2. PETC shall not be seated in the first row and also the emergency exit rows within the cabin.
3. Complete the Live Animal Checklist Form
4. Distribute and keep copies, as required.
5. Apply a handling fee, where applicable.
6. Inform the TRC
7. In case of questions please contact your Supervisor

AVIH:

1. Check if AVIH box meets requirements.
2. Complete the Live Animal Checklist Form
3. Distribute and keep copies, as required.



4. Apply a handling fee, where applicable.
5. Label the kennel
6. Inform the TRC / OPS Backoffice
7. In case of questions please contact your Supervisor

### **3. EMA Handling**

1. Check the SSR code and the wheelchair in front of you
2. Let the passenger fill in EMA tag (if applicable)
3. Contact your supervisor for further checks and requirements
4. In addition to normal bag tag, attach EMA tag to the Wheelchair (if applicable)
5. Inform the TRC and OPS Backoffice agent about accepted Electric Wheelchair

### **4. OVB**

During the next weeks we will see more overbooked flights. Before opening the counters, please consult with the supervisor to go through the steps how the flight will be handled – for example looking for volunteers. Make sure you have passenger rights available at the check-in and later at the gate as well. Please do the check-in process as usual. Should a passenger get a standby boarding pass, please send them to the gate. If the airline has a standby tag (e.g. TUI) please attach it to the passenger's bag. At the end of the boarding if you have noshow, please always make a seat check to be 100% sure that the seat is available. If seats are available at the end, please accept the passengers in the right order. Should you need to deny any passengers because no seats left available, please inform the supervisor who will help you with the further steps.

### **5. Disruptive Passengers**

With the higher amount of flights and passengers, we will probably meet more frustrated/upset passengers as well. Please stay calm and respectful. If the situation escalates, please call the supervisor and inform the authorities to help you.

Lastly, please keep a proactive communication with your supervisors. During the next weeks, we might face increased issues with FRAcCares or any other 3<sup>rd</sup> party providers due to staff shortages. Please be patient with them, and please proactively inform your supervisors about these issues, so they can act accordingly – like informing the airline, or making adjustments to the roster.

+1: When you see that we are running short on any material, please inform your supervisors, so we can make new orders on time.

Thank you for your hard work and support!

Norbert