



## **LFI: Multiple Passengers With The Same Name & Double Bookings**

Dear All

Recently we have had incidents because we had several passengers with the exact same name and the wrong boarding pass was handed to the passengers; and because passengers had double bookings and at the gate both bookings were boarded.

### **Multiple passengers with the same name**

During the check-in process besides checking the booking against the travel documents and making sure that the name is 100% matching, **please make sure to ask where the passengers are flying to**. Some names are more popular, and it is possible that more than 1 person have the exact same name – especially at the common check-in counters, where passengers of multiple flights are being met.

We need to make sure that ALWAYS the right person receives the right boarding pass.

### **Double bookings**

Double bookings are not normal, and they cannot be ignored. On TUIfly we have had the case when a passenger had more than one booking, both checked in, and at the gate both boarded.

When you see that there are more bookings with the same name on the same flight, please speak with the customer and investigate it. If you can make sure that we don't have more passengers with the exact same name, and it is a double booking, please offload the double booking.

At the gate we don't manually board passengers that are not in front of us without investigating!

Please be vigilant and pay attention to these!

Thank you for your cooperation!

Norbert