

**READ AND SIGN****Revision: 0 | Issued: 27.10.2025**

Topic: Reminder – Document check

Dear all,

Since we have been experiencing numerous issues at the gates, including producing INAD cases, due to documents either not being thoroughly checked or not being checked at all, I would like to remind you of the following:

- Every travel document (passport, visa, onward flight) must be checked for each passenger, including group or family booking.
- Each passport must be swiped and verified in Timatic.
- If Timatic response is confusing/unclear Visa help team (where applicable) or Supervisor to be contacted for support.
- "Reprint boarding pass" may only be used after a full document check.

Thank you for your cooperation.

Elena