STANDARD OPERATING PROCEDURE_PAX004

Passenger Acceptance

Version/Rev	Date	Section	Amendment
V1/R1	11.03.2024	SOP Title	SOP Title changed from Passenger Check-in to Passenger Acceptance
V1/R1	11.03.2024	Procedure Steps	Procedure Steps revised
V1/R1	11.03.2024	Reference	Reference revised
V2	29.10.2025	Full SOP	Layout harmonised, Purpose/Objective revised, wording and terminology updated, Safety Notes added, GOM references added

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PURPOSE
This SOP defines the standard process for accepting passengers at check-in. It ensures that passengers are accepted in line with airline instructions, regulatory requirements, and safety considerations, including documentation, seating, and communication.

OBJECTIVE
- Ensure passenger acceptance is performed safely, consistently, and efficiently.
- Confirm the passenger is eligible and fit to travel (documentation, conduct, medical/other restrictions).
- Assign seats in accordance with airline procedures and safety-related seating restrictions (e.g. exit rows).
- Provide the passenger with all required travel information for their journey.

APPLICATION
Passenger Services Department:
Customer Service Agents, Customer Service Supervisors

ABBREVIATIONS & DEFINITIONS
DCS – Departure Control System (e.g. Altea, iPort)
SSR – Special Service Request code
PWD – Passenger with Disabilities
INAD – Inadmissible passenger

PROCEDURE STEPS

Passenger acceptance must follow operating airline procedures at all times.

Passenger Acceptance at Check-in

Step	Action
1.	Welcome and greet the passenger in a professional and friendly manner.
2.	Request the booking reference / itinerary and an official travel document (e.g. passport or national ID, as applicable). Verify validity and admissibility in line with Travel Document Verification (see SOP_PAX002 and GOM 1.1.5).
3.	Observe the passenger's general condition and behaviour. Identify any reasons why carriage may be refused (e.g. aggressive/unruly behaviour, clear signs of intoxication, visible illness without clearance). If refusal criteria may apply, follow airline procedures and escalate to the Supervisor.
4.	Locate the passenger in the DCS, accept the passenger for the flight, and assign/confirm the seat according to airline procedures. Respect any seating restrictions, including exit row limitations and special seating needs (refer to GOM 1.1.4.2 and 1.1.4.3).
5.	Handle waitlisted passengers in line with airline booking status rules and priority lists. Acceptance of waitlist passengers is subject to operating airline approval.
6.	Add / verify passenger data in the DCS, including SSR codes (e.g. assistance needs, special meals, medical requirements). Collect any applicable fees according to airline procedures.
7.	If an irregularity exists (e.g. overbooking / oversales), apply the airline's process for disruption handling. This may include searching for volunteers for denied boarding compensation, rebooking options, or alternative routings.
8.	If through check-in, return check-in, or connecting sectors apply, ensure boarding passes for all onward flights are issued where permitted.
9.	Issue the boarding pass(es) and clearly brief the passenger: departure gate, boarding time, seat number, and any irregularities or delays known at the time.
10.	Close the interaction in a professional way. Direct the passenger towards the correct security checkpoint / gate area.

SAFETY NOTES

- Passenger acceptance must not be completed if travel documents are missing, invalid, clearly falsified, or inconsistent with the booking. Refer to SOP_PAX003 and escalate to the Supervisor immediately.
- Do not assign exit row seating to passengers who do not meet the safety criteria (e.g. minors, PWD requiring assistance, passengers with infants). See GOM 1.1.4.3.
- Unruly or intoxicated passengers may be refused transport for safety reasons. Follow airline procedures and report immediately to the Supervisor (see GOM 1.4.10).
- Sensitive service cases (e.g. PWD, MEDA, DEPA/DEPU, INAD) require immediate Supervisor awareness and handling in line with airline and authority requirements.

REFERENCE FOR FURTHER GUIDANCE

DHS GOM, Chapter 1.1.4 – Passenger Acceptance
DHS GOM, Chapter 1.1.4.2 – Seating
DHS GOM, Chapter 1.1.4.3 – Exit Row Seating

DHS GOM, Chapter 1.1.5 – Documents Required for Travel / Verification
DHS GOM, Chapter 1.4.9 / 1.4.10 – INAD / Unruly Passenger Handling