



## **Topic: New Finnair Altéa CM payment waiver reasons**

Finnair has introduced two new payment waiver reasons in the Finnair Altéa CM system:

- Seat change due to disability
- CHD not seated w adult

When it becomes necessary to waive a payment, it is important to select the correct reason in Altéa CM. Choosing the appropriate reason allows Finnair to maintain accurate statistics and identify potential system issues that can be resolved. Avoid using the reason "Other" whenever possible. If "Other" is used, a detailed explanation is required - simple notes such as "ok" or "approved" are not acceptable. Please note that all applicable charges must always be collected. Finnair does not allow waivers without a valid reason.

### **Child Seating Policy**

Finnair guarantees that each child under the age of 12 is seated next to at least one adult traveling on the same PNR. This is automatically ensured by Altéa CM's theoretical seating function. If this needs to be arranged manually, use the new reason "CHD not seated w adult." Please note: Finnair does not guarantee that the entire travel party is seated together.

### **Seat Change Due to Disability**

The reason "Seat change due to disability" can be used whenever a passenger requests a seat change due to a disability or health-related need (e.g., needs a seat near a toilet). There is no need to ask for proof or documentation - you can trust the customer's word. Passengers may also have non-visible (hidden) disabilities. Finnair is part of the Sunflower Program, which supports travelers with hidden disabilities.