



LOCAL OPERATING PROCEDURE_MUC_U2/EC008

Volunteer Management on Overbooked Flights

Version/Rev	Date	Section	Amendment
V1/R0	19.12.2025	Full LOP	Initial issue

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Issued: 19.12.2025

Version: V1

PURPOSE

This Local Operating Procedure (LOP) establishes a standardised and compliant process for seeking, managing, and processing volunteers on overbooked flights, ensuring that denied boarding situations are handled safely, fairly, and in accordance with easyJet policies and applicable passenger rights regulations.

OBJECTIVE

The objectives of this LOP are to:

- Provide clear guidance to Ground Crew on the correct handling of Voluntary Denied Boarding Customers (VDBC) at bag drop and boarding gate.
- Ensure consistent passenger communication regarding rebooking, welfare, and compensation entitlements.
- Maintain accurate system entries, baggage status control, and coordination with gate, ramp, and supervision.
- Minimise operational disruption while ensuring regulatory compliance and a fair customer experience.

APPLICATION

Passenger Services Department:
Customer Service Agent
Supervisor/Lead Agent

GENERAL INFORMATION

Flights may become overbooked for a variety of operational and commercial reasons. When we expect to deny boarding to customers, Ground Crew must always ask for volunteers at the earliest opportunity. This will usually be at bag drop but may be at the boarding gate before or during boarding.

Note 1: *When asking for volunteers, consider any country entry restrictions that could affect the customer if they are denied boarding or rerouted.*

Note 2: *No volunteer seeking is required on the flights that are overbooked only by staff standby (SBY) customers.*

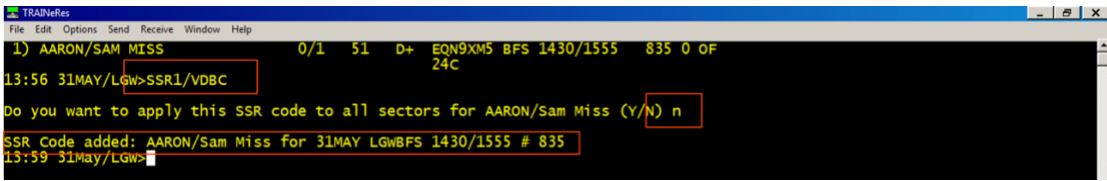


Customers from the protected customer group cannot be volunteers:

Order	Passenger Type	Identified by	Details
1	Customers requiring assistance	PRM SSR codes	Priority
2	Young Person (16/17-year-old) travelling on their own	YPTA SSR code	Priority
3	easyJet holidays customers	H or HOLDS SSR code	Priority
4	Series Seat sale customers	S in the booking	Other
5	Families with children under 12	CHD within the booking	Other
6	Other Passengers as directed by easyJet ICC	ICC to advise	Other

PROCEDURE STEPS

VOLUNTEERS AT BAG DROP

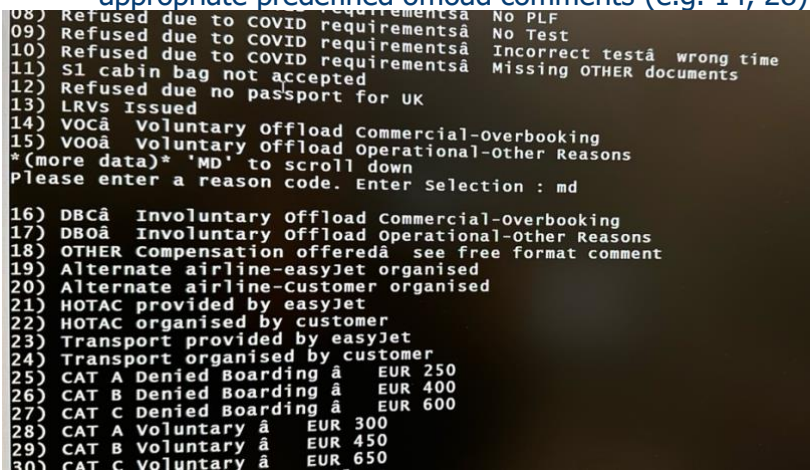
Step	Action
1.	At bag drop, proactively seek volunteers who may be willing to give up their seat should no no-shows occur by the end of boarding.
2.	When approaching potential volunteers, clearly explain that if they agree to give up their seat and are ultimately not accepted on the flight: <ul style="list-style-type: none"> They will be rebooked on the next available easyJet flight to their destination. (If an alternative transport option is available prior to the next easyJet flight, they are able to take this option and claim via the easyJet website.) Hotel accommodation will be provided if required. They will be entitled to compensation.
3.	Ground Crew must confirm the applicable compensation amount with the Supervisor or Lead Agent on Duty before communicating it to the customer. <i>Note: In cases of voluntary or involuntary denied boarding, compensation claims are processed directly with the airline.</i>
4.	When a passenger volunteers at bag drop: <ul style="list-style-type: none"> Add the VDBC (Voluntary Denied Boarding Customer) SSR code to the booking in eRes. Issue an airport-reprinted boarding pass indicating volunteer status and destroy the original boarding pass.  <p>Figure A1 – Adding SSR VDBC in eRes</p>



5.	<p>If a VDBC passenger has checked baggage:</p> <ul style="list-style-type: none"> • Attach an SBY baggage label. • Inform gate agents of the VDBC baggage tag numbers. • Ensure the baggage status is changed to yellow once the gate is occupied.
6.	<p>Instruct VDBC passengers to proceed to the boarding gate as normal and advise them that:</p> <ul style="list-style-type: none"> • They must present themselves to the gate agents. • They will be asked to wait aside until the end of boarding. • A final decision will be taken at that time on whether their seat is required.

VOLUNTEERS AT GATE

Step	Action
1.	<p>Upon gate occupation:</p> <ul style="list-style-type: none"> • Immediately change the status of all SAG and VDBC bags to yellow.
2.	<p>After check-in closure, identify passengers who have not checked in by using the command: .nflightnumber (e.g. .n8642)</p>
3.	<p>If, following check-in closure, all Standby at Gate (SAG) passengers have been allocated seats released from passengers who did not check in:</p> <ul style="list-style-type: none"> • Volunteers are no longer required. • Inform VDBC passengers who volunteered at bag drop that their seats are no longer needed and accept them on the flight as normal. • Change their baggage status from yellow to green and remove the VDBC SSR from the booking.
4.	<p>If all passengers are checked in and no volunteers were identified at bag drop, make at least three public announcements at the gate to seek volunteers. Announcements must be made:</p> <ul style="list-style-type: none"> • After the initial boarding announcement • After easyJet Plus and Special Assistance passengers have boarded • During "all remaining passengers" boarding
5.	<p>If volunteers are identified at the gate and they have checked baggage:</p> <ul style="list-style-type: none"> • Immediately change the baggage status to yellow. • Inform the ramp agent.
6.	<p>Request all SAG and VDBC passengers to wait aside until the end of boarding.</p>
7.	<p>If, at the end of boarding, only VDBC passengers remain together with SAG passengers on the no-show list, the VDBC seats will be required.</p>
8.	<p>When a VDBC seat is required:</p> <ul style="list-style-type: none"> • Inform the customer that their offer to volunteer is gratefully accepted. • Change the baggage status to red.

9.	<p>Once all SAG passengers have been processed and boarding is complete:</p> <ul style="list-style-type: none"> • Provide a Denied Boarding Leaflet to VDBC passengers. • Inform the supervisor immediately to initiate rebooking and welfare arrangements. • Send the supervisor the affected passengers' PNR numbers and full names.
10.	<p>The supervisor will:</p> <ul style="list-style-type: none"> • Check for alternative easyJet flights to the destination. • If no same-day flights are available, consult with the VDBC customers if they will accept the flight on the next day or contact CDO to explore alternative rerouting options. • Arrange accommodation if the next available flight is not on the same day.
11.	<p>After determining the required arrangements, the supervisor will:</p> <ul style="list-style-type: none"> • Offload the VDBC passenger from the original flight (e.g. r1) using the appropriate predefined offload comments (e.g. 14, 28):  <p>Figure A2 – Predefined offload comments in eRes</p>
12.	<p>After offloading the VDBC customer from the original flight, the supervisor will proceed with finalising the arrangement and pass the information to VDBC customers accordingly.</p>
13.	<p>If the new flight is on the same day and passengers have cabin baggage only:</p> <ul style="list-style-type: none"> • They may remain airside, provided boarding passes are issued at the gate or the passengers complete online check-in themselves.
14.	<p>If passengers have checked baggage:</p> <ul style="list-style-type: none"> • They must collect their offloaded bags from baggage reclaim. • Bags must be re-checked for the new flight.

REFERENCE

easyJet GHM, 1.6.2 Protected Customer Groups
easyJet GHM, 1.6.3 Denied Boarding – Voluntary