



Topic:
WCHC seating procedures

Starting 31 March, updated seating practices for WCHC customers will take effect across all flights to ensure smoother handling and improved customer experience.

Primary Change

Starting 31 March, WCHC customers will primarily be seated in aisle seats. The customer's assistant or travel companion will be seated in the adjacent middle or window seat. If a WCHC customer is traveling alone, the middle and window seats will remain unused (blocked) on narrow-body aircraft. On wide-body aircraft, WCHC customers will primarily be seated in an aisle seat located in the middle section of the cabin. If the customer prefers a window seat, the same policy used for narrow-body flights will apply. SSM creates seat blocks 36 and 24 hours before the flight's departure.

Airport Guidelines

- No seat blocks need to be created at the airport.
- Blocks are not opened, even in cases of overbooking or ID staff involvement.
- SSM should be contacted, if unblocking seats becomes necessary.