



Jobcard - PAX

V2.2026

airBaltic

General

Flights	RIX-FRA BT244, BT246
A/C Type	A220-300, A320-200
Manuals	BT Ground Operations Intranet
GOM	Station Manager & Supervisors with access

airBaltic Contacts (Internal Only For SPVR Use)

CLC Operational Issues	+371 6720 7401 BTclc@airbaltic.com
DCS Support Center	+371 2944 2260 CLChelpdesk@airbaltic.com
Irregularities and Ticketing	+371 6728 0440 atoirr@airbaltic.com
Security Office	+371 2561 4431 security@airbaltic.com
OCC	+371 6720 7206 opscontrol@airbaltic.com
Travel Document Advice	+371 67130810 traveldoc@airbaltic.com WhatsApp: +371 2860 3096

airBaltic Customer Contacts

International Call Center	+371 6700 6006 Mon – Fri 7:00–22:00 Sat – Sun 8:00–20:00
German Call Center	+371 67 229 696 Mon – Fri 7:00–22:00 Sat – Sun 8:00–20:00

Check-in

Online Check-in Opening		48h before
Counter Allocation	SLA	2 counters: 1x Business, 1x Economy
Flight Information Displays		Business, Economy Drop Off
Cabins		Business and Economy
Frequent Flyer Program		AirBaltic Club (Club, Executive, VIP)
Check In Opening Time	SLA	STD -150 minutes
Check In Closing Time	SLA	STD -60 minutes
Check In Material		DHS bag tags and boarding passes
Through Check In		Whenever possible on the same booking. It is also possible with separate PNRs if the flights are both operated by BT and within the minimum connection time.
Check-in Fee		EUR 30.00 Customer List #18 displays a list of PAX who must pay the check-in fee.

Documentation

Passport and Visa requirements MUST BE CHECKED!

Help: TIMATIC

Reference **Baggage**

Carry-On		Economy: Each passenger except infants may carry: 1 cabin bag (55x40x23cm) + 1 personal item (30x40x10cm) Business Class and VIP card holders: 2 cabin bags (55x40x23cm each) + 1 personal item (30x40x10cm)
Hold Baggage		Max. 32kg / for baggage 23kg-32kg heavy tags must be attached.

LRT - Limited Release (MUST be signed by Passenger)	GOM 1.1.6.10.5	<p>(a) The purpose of a Limited Release tag is to cover the operator from liability in the event that bag is presented at the check-in, and falls into one or more of these categories, but not limited to:</p> <ol style="list-style-type: none"> 1. Fragile 2. Perishable 3. Not permitted as cabin baggage 4. Late check-in 5. Damaged 6. Unsuitably packed 7. Below minimum weight for the baggage system <p>(b) The passenger shall be advised of the unsuitability of the item.</p> <p>(c) For printed baggage tags the reason for the limited release tag must be marked in the relevant boxes on the reverse of the baggage tag before attaching the tag to the bag.</p> <p>(d) For manual limited release tags the reason must be marked in the relevant boxes on the tag before attaching the tag to the bag. The manual baggage tag details must be entered in the DCS.</p>
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XBAG (Excess baggage)		Excess fees calculated in DCS
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Payments

Payment types		Cash and Card Card payments must be taken with the POS machine.
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Seating

Seating Guidelines	GOM	<ul style="list-style-type: none"> • Each passenger (except infants not occupying a seat) is assigned an individual seat number on each flight. • At the time of passenger acceptance, confirm if a seat was allocated in advance. • Verify the appropriate seat allocation for special categories of passengers. • Observe seating restrictions, if applicable.
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Seat Changes	GOM	<p>Seats are assigned automatically.</p> <p>At check-in or other suitable position, seats are assigned on a "First Come – First Served" principle for customers holding confirmed flight reservations and not holding ASR - Advance Seat Reservation.</p> <p>Any charges will be calculated by the DCS</p>
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Pre-flight		All special categories of passengers shall be pre-seated in seats suitable for their SSR (WCH*, DEPU, UMN, etc).
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Emergency Exit Seating	GOM	Customers not to be seated in exit rows	
		Customers whose physical or mental condition is such that they would have difficulty in moving quickly if required to do so	WCHR/S/C, DPNA, MEDA
		Customers whose sight or hearing is impaired to the extent that they might not readily become aware of instructions given to begin evacuating the aircraft	BLND, DEAF
		Children (2-11 yrs) and Infants (under 2 yrs.) whether or not they are accompanied by an adult	CHD, INF
		Adults up to 15 yrs of age	
		Customers in custody and those who are being deported	DEPA / DEPU
		Customers with pet animal or baggage on seat	PETC, SVAN, CBBG
		Customers whose physical size would require the use of an extension belt	Pregnant or obese customers
		Customers who, due to language problems, might not become aware of instructions given by the crew	

Specials

PETC (Max 5)		<p>AirBaltic Live Animal Acceptance Checklist to be used.</p> <p>Cats and Dogs only Minimum 12 weeks of age</p> <p>Rules when transporting a pet in cabin:</p> <ul style="list-style-type: none"> • Container or soft bag (also called Sherpa Bag) must be used when transporting pet. • Each passenger may carry only one container/soft bag, and the pet must be kept in the container throughout the whole flight. • Pet must be odourless • Container/soft bag must be leakage proof and must not exceed 55*40*23cm • Pet and container/soft bag together must not exceed 8 kg. • Max. 2 pets in handbag/cage/soft bag with total weight not exceeding 8 kg. Pets have to be of the same kind, e.g. two dogs. They have to be comfortable. • Container/Soft bag (Sherpa Bag) must be well ventilated and may not be easily destructible by the animal inside it. • Pet must not require any attention in transit nor be objectionable to other passengers. • Passenger with Pet may not be seated at any emergency exit rows • During the take-off and landing the container/soft bag must be placed under the seat in front of the passenger, just like any other cabin baggage.
SVAN (Service Animal in cabin)		<p>Service animals SVAN shall:</p> <ol style="list-style-type: none"> 1. Be dogs only. 2. Be booked as SVAN SSR. 3. Be harnessed, leashed, or tethered at all times on the aircraft. 4. Be trained to behave properly and must be under their handler's control. 5. Have all the necessary documentation, vaccinations, treatments, and tests for each country. Refer to TIMATIC. 6. Be able to sit in the footwell of the passenger's seat. Some countries regulate the seating assignment or space to be assigned. 7. Not block any space that must remain unobstructed for safety reasons (ex. an aisle or access to an emergency exit).
ESAN (Emotional Support Animal)		<p>Emotional Support Animals (ESAN) must not be accepted on Air Baltic flights.</p>
AVIH (Animal in Hold) (Max 2)		<p>AirBaltic Live Animal Checklist to be used.</p> <p>For adult animals the following applies: a maximum of 2 animals of comparable size, weighing up to 14 kg each in one cage. Animals over that weight must travel individually. Pets have to be of the same kind, e.g. two dogs.</p> <p>For young animals up to 6 months old from the same litter, the following applies: a maximum of 3 animals per cage weighing up to 14 kg each.</p> <p>Maximum weight of crate with animals is 75 kg.</p>
PRM (Passenger with Reduced Mobility)		<p>Ensure relevant SSR codes are present within DCS and correct service is provided for passengers</p>
STCR (Stretchers)		<p>Not permitted on AirBaltic flights</p>

WCH* (Wheelchair)		<p>WCHR: Requires wheelchair for distance to and from A/C only WCHS: Cannot ascend/descend stairs/steps but no assistance in A/C cabin necessary WCHC: Passenger totally immobile and need full assistance up to A/C seat</p> <p>(It must be specified if passenger is traveling with own wheelchair and used the applicable codes i.e. WCBD, WCBW, WCMP, WCLB)</p>
WCMP (Wheelchair - Manual Power)		Can be accepted without limitations.
EMA (Electronic Mobility Aid) Subject to Dangerous Goods Regulations, accounted for Load Control and reported to the Flight Captain.		<p>WCBD: Dry cell battery WCLB: Lithium ion battery WCBW: Wet cell battery</p> <p>Dangerous good regulations must be followed. 2.3a table needs to be used.</p> <p>Anytime an EMA is checked in, back office and TRC must be informed.</p>
BLND, DEAF, MUTE, DPNA		<ul style="list-style-type: none"> • Ensure appropriate seating assignment for passengers. PRM passengers must NOT be seated in Emergency Exit rows. • Ensure accurate SSR codes and any other relevant information are recorded in the PNR and DCS.
MEDA (Medical Assistance)		<p>May require medical clearance from physician. Ensure correct SSRs are present and any required documents for clearance are checked.</p>
DAA (Delivery at Aircraft)		<p>Currently, airBaltic allows DAA only for baby strollers , wheelchairs and mobility aids. Delivery At Aircraft Tag – for items that need to be delivered at teg arrival aircraft door (e.g. wheelchairs, mobility aids and baby stroller), as applicable. To offer special delivery service the Delivery at Aircraft Tag shall be used for baby trolleys and wheelchairs only (for all a/c types). Checkin agent must inform passenger about required passenger actions before embarkation and after disembarkation. DAA items shall be registered in departure control system (DCS) as special baggage. Each DAA item shall be tagged with both, a regular baggage tag and DAA tag indicating that the item is part of a DAA service.</p>
DEPA/DEPU - Captain and Cabin crew to be informed		<ul style="list-style-type: none"> • DEPA–deportee accompanied: a deportee who is escorted by security escorts during flight. • DEPU–deportee unaccompanied: a deportee who is not escorted by security escorts during flight. Only one DEPU is allowed per flight.

WEAP (Weapon)		<p>Where applicable, check-in personnel shall ensure the following actions for firearms and ammunition carried in cabin or in hold:</p> <p>(a) Firearms are booked as WEAP SSR.</p> <p>(b) Firearm and ammunition packed appropriately and separately.</p> <p>(c) The maximum permitted weight of ammunition respect requirements as per IATA DGR.</p> <p>(d) An appropriate handling tag is attached, if required.</p> <p>(e) Secure handover at check-in to the appropriate personnel for WEAP acceptance, as per local airline regulations.</p> <p>(f) When a firearm and/or ammunition are carried in the aircraft hold, the procedure shall ensure the:</p> <ol style="list-style-type: none"> 1. Firearm is not loaded and (there is no ammunition in the chamber or magazine) and ammunition is carried separately from the firearm. 2. Firearm and ammunition are stowed in a place that is inaccessible to any unauthorized person during the flight. 3. Firearms are not to be carried in the flight deck or retained by any crew member. 4. Carriage of firearms is permitted by all states involved (including the state of departure, transit, arrival). <p>(g) If applicable, carriage of firearm and ammunition requires notification to:</p> <ol style="list-style-type: none"> 1. Appropriate load control and/or ramp personnel. 2. PIC prior to the commencement of the flight. 3. Transit and destination station.
Sport Equipment		<p>The maximum weight allowance for each set of sports equipment is 23 kg. Each set of equipment must be packed in one baggage unit (if not stated differently) otherwise the sports equipment fee will be charged per piece of equipment. If the weight of the sports equipment set exceeds 23 kg, passengers will be charged a €75 heavy baggage fee. This charge is applied per set, not per kg. The charge is collected only at airports. The maximum weight of one set of sports equipment is 32 kg.</p>
Instruments		<p>Small fragile items and musical instruments that do not require an extra seat may be allowed on board as extra hand luggage for a fee. A maximum of 1 extra piece of hand luggage per passenger is allowed. The weight of each item may not exceed 8 kg and the overall dimensions are limited to 55x40x23 cm (with the only exception of a musical instrument or sports equipment – the maximum allowed case length is 80 cm). If the dimensions of such item exceeds 55x40x23 cm, the extra hand luggage fee is charged even if it is the passenger's only piece of hand luggage.</p>
CBBG (Cabin baggage)		<p>CBBG not limited to cello and guitar only. For fragile items, musical instruments – ticket may be bought as for cabin baggage if the item is within maximum noted allowances. These items must be checked in next to passenger (window seat). Maximum weight can be 32 kg.</p> <p>Cabin Seat Baggage (CBBG) is baggage not usually suitable for loading in the aircraft hold and thus requested for transport on an extra seat, subject to fees and operating airline acceptance. Personnel shall accept CBBG as follows:</p> <ol style="list-style-type: none"> (a) Ensure the CBBG SSR is confirmed. (b) Follow the check-in procedures (CBBG weight is required). (c) Confirm that the item does not contain any forbidden dangerous goods. (d) Notify the person(s) responsible for weight and balance when accepting CBBG.
INFT (Max based on AC config)		<p>An infant is a minor that has reached 8 days but not yet reached his/her 2nd birthday.</p> <p>Must not be seated in Emergency Exit Rows.</p>

CHLD (Child)		<p>1. Children are minors between the age of two and twelve years (has reached his/her 2nd birthday, but has not reached his/her 12th birthday).</p> <p>2. If minors reach their 2nd birthday during the journey, they will be considered children as of the birthday. If the fare used requires a reservation for a return journey in the same booking, the infant must occupy a seat also on the outbound flight even though the infant has not turned two years before the journey.</p> <p>3. Children under 5 years of age cannot be accepted for transportation unless travelling with an adult or accompanied by an escort not younger than 16 years and capable of taking care of the minor during the journey. Escort has to be assigned by the child's parents/guardian.</p> <p>4. Children aged 5-11 may travel alone only as unaccompanied minors See UMNR</p>
UMNR (Unaccompanied Minor) (Max 10)		<p>The procedure for unaccompanied minors (UMNR) is applicable to the handling of children or youth (generally aged 5-11 inclusive) travelling alone as defined by operating airline procedures and applicable local regulations. An UMNR (Unaccompanied Minor) is a child who has reached 5 but not 12 years of age, and is travelling alone (see restrictions for Children aged 5-11 below under Note), or has reached 12 but not 18 years of age and requires assistance.</p> <p>Children aged 5-11: If travelling alone, the UMNR service is mandatory. If UMNR service is not requested, child can only be accepted for travel if the travel companion has reached 16 years of age.</p> <p>Shall be seated in the forward section of the cabin.</p>
Pregnancy	PSM	<p>The following rules apply to pregnant passengers: Expectant mothers up to end of 27th week of pregnancy has no restrictions for travel, it is recommended to have a pregnancy passport with them to prevent delays at airport. The document shall state passenger's name, last name and stage of pregnancy in weeks.</p> <p>From beginning of 28th week up to the end of 36th week must have one of following document to prove the stage of pregnancy: Pregnancy passport Completed airBaltic standard form Pregnancy statement for air travel Medical certificate in English language stating that passenger is "Fit to fly" and indicating stage of pregnancy</p> <p>No pregnant passengers are accepted on board beyond 36th week of pregnancy.</p> <p>Note: No travel permitted beyond 32nd week of pregnancy if expecting multiple births.</p> <p>If the expectant mother has no pregnancy passport/medical certificate/Pregnancy statement for air travel to prove the stage of pregnancy, the passenger can be refused to fly for safety reasons, if the airline representative has doubts that she is not 100% able to complete the flight without requiring extraordinary care.</p> <p>Expectant mothers wishing to travel with an infant on their lap are permitted to do so.</p>

