



WEEKLY 24

STATION: FRA

Infant bookings:

Whenever you have infant booked, you must verify that the infant is flying with the accompanied parent. Make sure that the infant is booked correctly and only once on the booking. If you happen to spot any irregularities make sure you contact your supervisor.

Re-printing boarding passes for Pegasus:

Effective immediately we are NOT re-printing the boarding passes for passengers at the boarding gates. The set up at the gate should be the same as until now. Document verification will be performed, but the passenger will not receive a printed boarding pass, but will be boarded with online BP.

CBBG at Pegasus:

When a passenger has a booking for CBBG the boarding pass for CBBG must be scanned at the gate. The CBBG will not be counted as a passenger and will not affect the passengers' number count. TRC must be informed which seat will be used for CBBG.

TUI XL and Comfort seats:

Please kindly offer the available XL & comfort seats to our customers for 30€ each seat. At the gate, when these seats are still available, please make the following announcement: "Liebe Gäste, für Ihren TUI Flug X3 --- bieten wir Ihnen noch freie Sitzplätze mit mehr Beinfreiheit und Comfort an. Der Preis beträgt 30€ pro Sitzplatz. Wenn Sie Interesse an einem bequemeren Sitzplatz haben, melden Sie sich gerne am Schalter. Vielen Dank!"

The comfort seats are:

1ABC (if available on the A/C)
2DEF
3DEF
4DEF
5DEF + the row behind the exit row (ABCDEF)

The XL seats are: Exit row

SAFETY:

Staff Member Report - FRA



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SAY SOMETHING!**