



## LOCAL OPERATING PROCEDURE\_FRA\_U2/EC006

# Acceptance of SAG (Seat-at-Gate) and SBY (Staff Standby) Customers

Version/Rev	Date	Section	Amendment
V1/R0	15.04.2026	Full LOP	Initial issue

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### PURPOSE

This Local Operating Procedure (LOP) establishes a standardised process for accepting SBY (staff standby) and SAG (seat-at-gate) customers on overbooked easyJet flights at Frankfurt Airport (FRA). It ensures that all SAG and SBY customers are handled in a consistent and traceable manner in line with easyJet policies and local procedures.

### OBJECTIVE

The objectives of this LOP are to:

- ensure that staff can identify deferent types of customers affected by the overbooking;
- provide a structured and standardised process for managing staff standby (SBY) and seat-at-gate (SAG) customers, ensuring operational safety and control at all stages of the passenger journey;
- ensure full compliance with easyJet policies, ground handling agreement, and applicable customer rights regulations;

### APPLICATION

Passenger Services Department:  
Customer Service Agent  
Supervisor/Lead Agent

### GENERAL INFORMATION

Flights may become overbooked for a variety of operational and commercial reasons. The most common causes include:

1. Commercial overbooking
2. Operational – Reduced aircraft seating capacity
3. Operational – Reduced aircraft weight capacity
4. Operational – Change in aircraft type or configuration



It is essential that all staff clearly understand the distinction between the following two categories of passengers affected by overbooking:

### 1. Seat at Gate (SAG) Customers

A **Seat at Gate (SAG)** customer is a passenger who has not been assigned a seat during the check-in process and has been placed on a waiting list for seat allocation at the boarding gate. This situation typically occurs due to commercial overbooking or capacity restrictions, but may also arise from other seating irregularities (for example, when a passenger requiring assistance has been assigned a non-preferred seat). SAG customers are usually among the **last passengers to check in at the bag drop** on an oversold flight.

During check-in at the bag drop, the system is unable to allocate a seat due to unavailability; therefore, the seat field remains **blank**. A boarding pass is issued, and instead of a seat number, it is marked **"SAG"**.

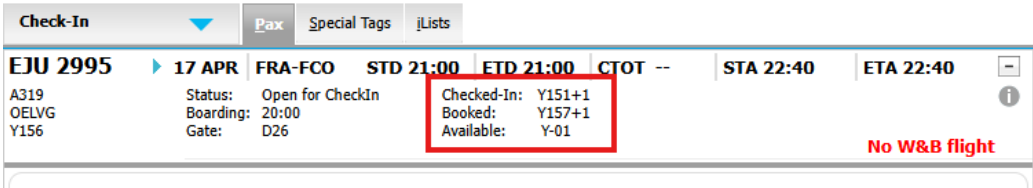
### 2. Staff Standby Customers




A **Staff Standby** customer is a passenger travelling on a staff ticket without a confirmed seat due to limited availability. These tickets are available to easyJet staff and eligible individuals under the easyJet friends and family scheme. Staff members, their significant others, or dependents travelling on standby bookings who have not yet been allocated a seat or confirmed on the flight are **not entitled to compensation or welfare**, as they have not been formally accepted for travel.

Staff Standby customers can be identified in eRes by the **SSR code "SBY"**, which is displayed in place of a seat number.

## PROCEDURE STEPS

### SEAT-AT-GATE CUSTOMER AT BAG DROP

Step	Action
1.	<p>Verify whether the flight is overbooked on the check-in mask:</p>  <p><b>Figure A1 – Flight Information in iPort</b></p>
2.	<p>On overbooked flights, pay particular attention when checking in passengers at bag drop. Once the aircraft capacity has been exceeded you will receive a warning message. The system will still allow check-in and print a boarding pass <b>without seat allocation</b>.</p>
3.	<p>Affected passengers will receive a boarding pass with <b>"SBY"</b> instead of a seat number.</p>

<p>4.</p>	<p>Inform the customer clearly and calmly about the situation. Explain that:</p> <ul style="list-style-type: none"> <li>• The flight is currently overbooked and operating at full capacity.</li> <li>• A seat may become available at the boarding gate should any passengers fail to present themselves (no-shows).</li> <li>• Seat allocation decisions will be made by the gate agents prior to departure.</li> <li>• In the event that boarding is ultimately denied, the airline will arrange rebooking on the next available flight at the earliest opportunity, and the customer will be entitled to compensation in accordance with applicable passenger rights regulations, which will be claimed directly from the airline. If this will be the case, we will assist the customer with further steps.</li> <li>• For reassurance, advise that no-shows occur frequently and seats are often released prior to departure.</li> </ul>
<p>5.</p>	<p>Whenever a customer is given SAG status because of capacity (oversold flight, reduced capacity, etc.) Ground Crew must hand over to the customer with the 'Seat at Gate Explained' leaflet which further explains the process.</p> <div style="text-align: center;">   </div> <h2 style="text-align: center; color: orange;">SEAT AT GATE EXPLAINED</h2> <p style="color: orange;"><b>What does SAG mean on my boarding pass?</b></p> <p>SAG means Seat Allocated at Gate. All seats have been allocated in advance for your flight today. You should still make your way to your flight as usual, however as you were amongst the last customers to check in, you have been placed on standby and may not be allocated a seat until boarding ends. We do expect a number of no-shows on your flight and hope to get you on.</p> <p style="color: orange;"><b>What do I do now?</b></p> <p>Please make your way through security to the boarding gate. When you get there, let the Ground Crew know you have a 'Seat Allocated at Gate' boarding</p> <p><b>Figure C1 – SAG Leaflet, EN</b></p>
<p>6.</p>	<p>If SAG passengers have checked baggage, attach an <b>SBY baggage tag</b> to each bag.</p> <div style="text-align: center;">  </div> <p><b>Figure D1 – easyJet Standby Baggage Label</b></p>
<p>7.</p>	<ul style="list-style-type: none"> <li>• Advise SAG customers to proceed to the gate and present themselves to the gate agents.</li> <li>• Inform the gate agents that SAG passengers have checked baggage.</li> <li>• Provide <b>all SAG baggage tag numbers</b>.</li> </ul>



**SEAT-AT-GATE CUSTOMERS AT GATE**

Step	Action
1.	Upon gate occupation: <ul style="list-style-type: none"> <li>• Inform the ramp agent about standby bags without delay.</li> </ul>
2.	After check-in closure, check for passengers who did not check in.
3.	If no-shows who did not check in are identified: <ul style="list-style-type: none"> <li>• Release the seat by deleting the seat and saving the changes in iPort.</li> <li>• Allocate the released seats to SAG passengers.</li> </ul>
4.	<ul style="list-style-type: none"> <li>• Print new boarding passes with allocated seats for SAG passengers.</li> <li>• Inform customers of their seat number.</li> <li>• Inform the ramp agent about the standby bags that were accepted.</li> </ul>
5.	If no seats available after check-in closure, ask SAG passengers to wait until boarding is completed.
6.	When boarding an overbooked flight, boarding agents must exercise heightened vigilance to ensure that <b>every passenger boards only after their boarding pass has been successfully scanned</b> . Failure to scan a boarding pass will result in the passenger being recorded in the system as a no-show, which may lead to their seat being incorrectly reassigned to a SAG passenger. This can cause duplicate seat allocation, operational disruption, and significant delays while the issue is resolved.
7.	If there is any indication or suspicion that a passenger may have boarded without their boarding pass being scanned, agents must <b>perform a seat check before releasing/reallocating the seat</b> to a SAG passenger. This verification step is critical to prevent incorrect seat release, duplicate seat allocation, and potential safety and operational disruptions.
8.	If the number of SAG passengers exceeds available seats: <ul style="list-style-type: none"> <li>• First come first served (check which passenger was checked in first).</li> </ul>
9.	If any SAG passenger is denied boarding: <ul style="list-style-type: none"> <li>• Offload an SAG customer.</li> <li>• Provide a <b>Denied Boarding Leaflet</b>.</li> <li>• Inform the Supervisor on Duty immediately by sending the full name and PNR number of the Denied Boarding customer(s).</li> </ul>
10.	The supervisor will: <ul style="list-style-type: none"> <li>• Set comments in <b>eRes</b> accordingly.</li> <li>• Check for alternative easyJet flights to the destination on the same day.</li> <li>• If there are no flights available, will contact airline to enquire alternative rerouting possibilities</li> <li>• Rebook passengers and inform them of new flight details.</li> </ul>



	<ul style="list-style-type: none"> <li>If the flight is not on the same day, arrange accommodation.</li> </ul>
11.	<p>If the new flight is on the same day and passengers have cabin baggage only:</p> <ul style="list-style-type: none"> <li>They may remain airside, provided boarding passes are issued at the gate or the passengers complete online check-in themselves.</li> </ul>
12.	<p>If passengers have checked baggage:</p> <ul style="list-style-type: none"> <li>They must collect their offloaded bags from baggage claim.</li> <li>Bags must be re-checked for the new flight.</li> </ul>

### STAFF STANDBY AT BAG DROP AND GATE

Step	Action
1.	All staff standby customers must check in at the airport with their booking confirmation. Online/Mobile check in is not available.
2.	Where there are no seats available, hand over the standby boarding-pass to the customer, advise to proceed through security and make themselves known to the Ground Crew at the gate.
3.	SBY passengers must be allocated seats <b>only after all SAG passengers have been accommodated.</b> In the event of an overbooked flight where both SAG and SBY passengers are present, any remaining available seats may be assigned to SBY passengers <b>only once all SAG passengers have been allocated seats.</b>
4.	If a standby customer has been confirmed and has a large cabin bag, this can be checked in for free at Bag Drop.
5.	If no seats were available at bag drop, once check-in for the flight is closed, the gate agent must review the list of no-show passengers and release any seats identified as available. Released seats must be allocated <b>first to SAG passengers</b> , where applicable. If no SAG passengers are present, these seats may be allocated to SBY passenger.
6.	If no seats are available after the closure of the check-in for the flight, advise SBY customers to wait on one side until the end of boarding.  If any no-shows occur after boarding is completed: <ul style="list-style-type: none"> <li>Assign a seat to the SBY passenger and issue the new boarding pass.</li> </ul>
7.	In case an SBY customer does not get a seat, advise customer to change their flight by accessing their booking or to contact the Customer Management Centre for assistance.

### REFERENCE

easyJet GHM, 1.6.8 Managing "Seat at Gate" Customers

easyJet, Connected Guidance Material, *easyJet Staff Travel – Confirmed & Standby*