



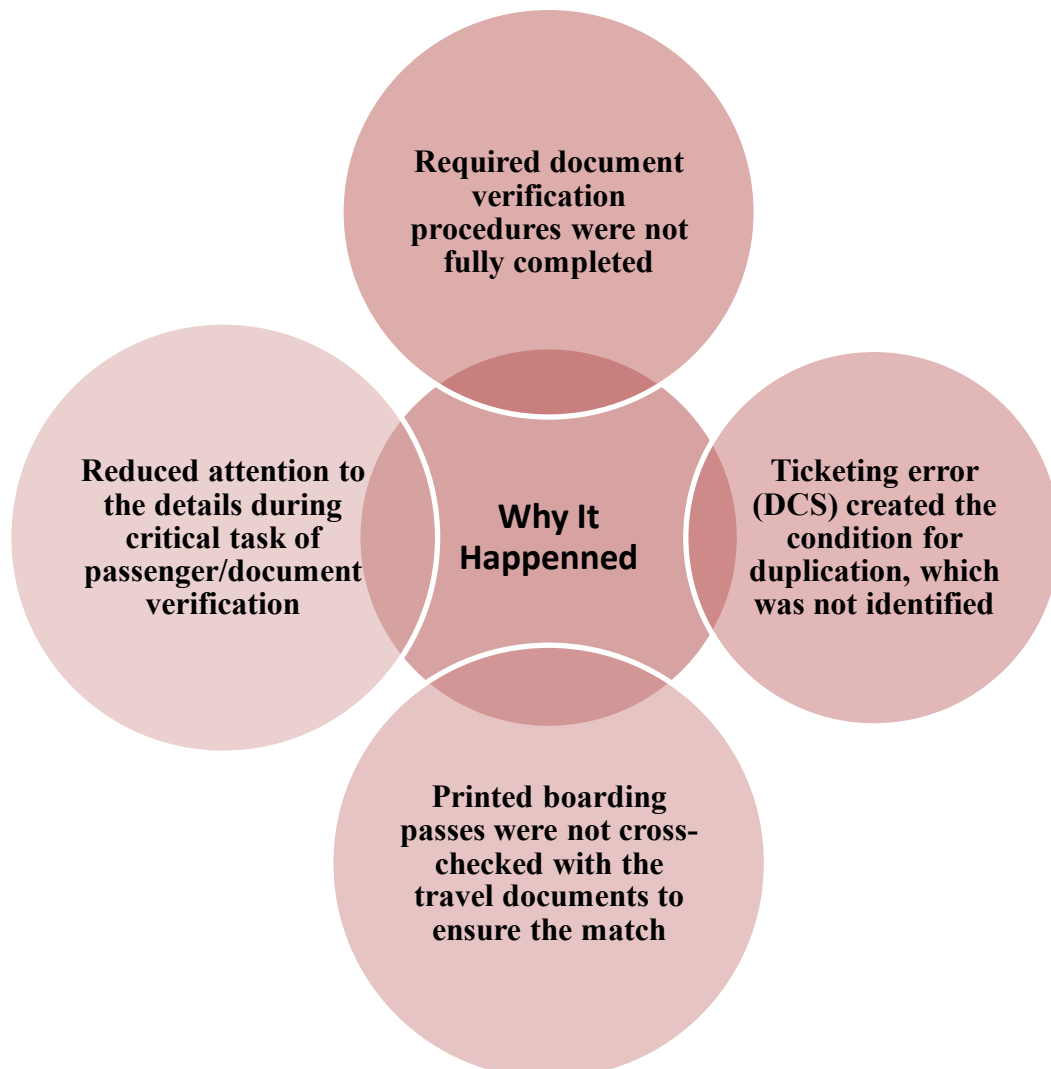
## **READ AND SIGN**

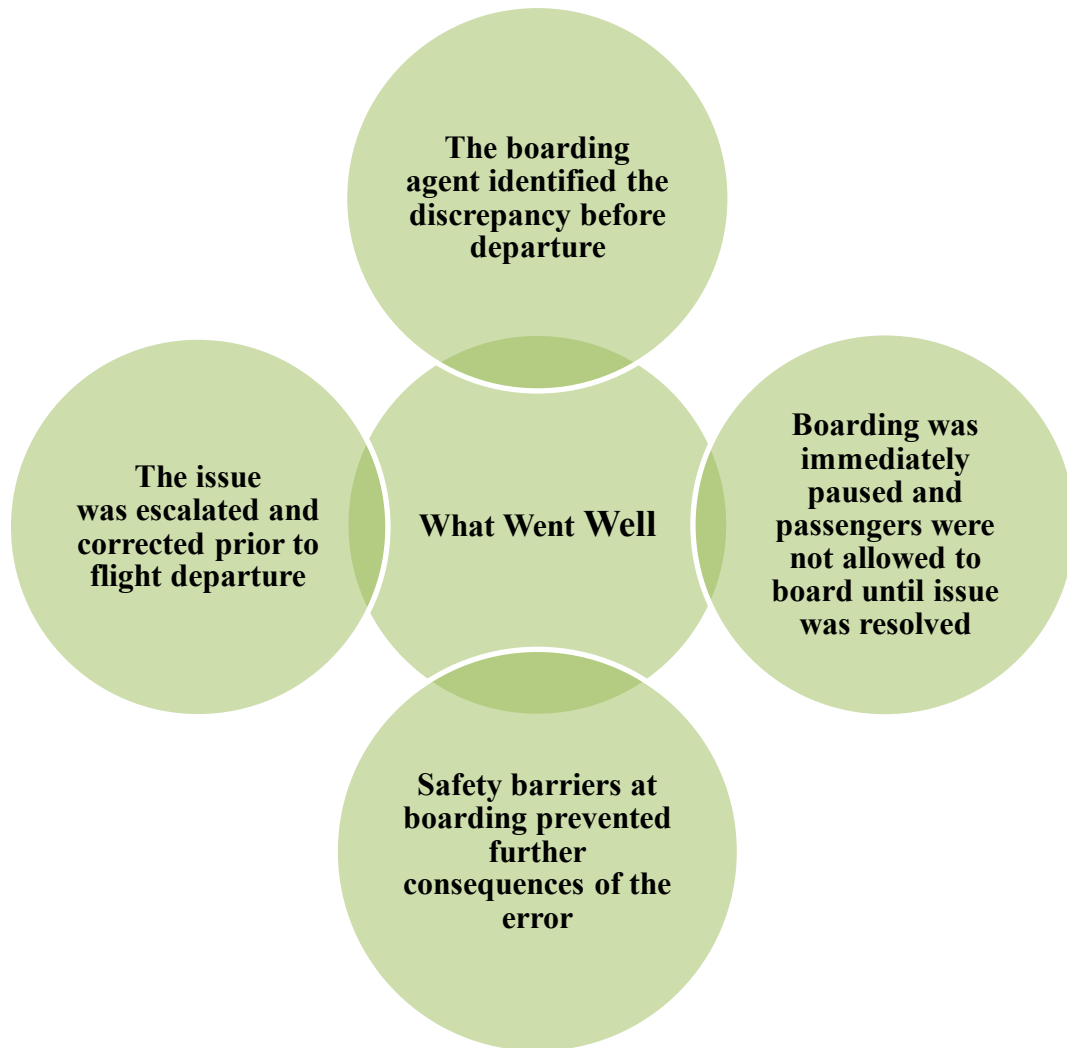
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# **LFI Learning from Incident: Passenger Verification Failure – Duplicate Infant Boarding Pass**

Dear all,

A family travelling with one infant was processed at check-in on one of our recent flights. Due to a pre-existing ticketing error in the Departure Control System, the same infant was linked to both adult passengers. This was not identified during check-in and two boarding passes were printed for one infant. The issue was later detected at the boarding gate, where boarding was paused and error corrected before departure.





### **REMEMBER:**

- Follow document verification procedures without exception
- Take a pause to verify before issuing boarding passes and always cross-check printed boarding passes with the travel documents
- Maintain focus on critical tasks, especially during busy periods
- Escalate system discrepancies to the supervisor immediately

### **SAFETY MESSAGE:**

**“Right passenger, right document, right boarding pass — every time.”**

Procedures are in place to protect safety and compliance. They must be followed consistently.

Thank you!