



Jobcard - PAX



General

Alliance		
Flights	FRA-HRG	SEU8321
A/C Type	737-700 / 737-800	
Manuals	Station Manager & Supervisors with access	
GOM		

SkyUp Contacts

For inquiries, contact the supervisor on duty.

+49 (0) 151 21290230

Online Check-in Opening	GOM	2 days (48h) until STD-4h
Counter Allocation		3 x Check-in
Cabins		Economy
Booking Classes	GOM	FLEX tariff, Economy
Frequent Flyer Program		None
Check In Opening Time	GOM	STD-150
Check In Closing Time	GOM	STD-45
Through Check In	GOM	Only point to point flights offered
LMC (Last Minute Changes)	GOM	LMC should not exceed +/-500 kg or 5 crew/passengers with their baggage, or any combination thereof with total mass not exceeding 500 kg.

Documentation

Passport and Visa requirements MUST BE CHECKED!

Help: Timatic built into DCS

Covid-19 Procedures

Help: Timatic - Health

Reference

Baggage

Carry-On	GOM	BASIC: 1 pcs: max weight: 9kg / 40x30x20cm (Booking class I, L, T, W, Z) 1 pcs: max weight: 9kg / 55x40x20cm (Booking class F, G, Q, U) STANDARD: 2 pcs: max weight: 9kg / 55x40x20cm 5kg 40x30x20 (Booking class S,X) FLEX: 2 pcs: max weight: 9kg / 55x40x20 both pcs (Booking class FLEX E, M)
Hold Baggage	GOM	BASIC: 0 pcs (Booking class I, L, T, W, Z) STANDARD: 1 pcs: max weight 23kg (Boooking class F, G, Q, U, S, X) FLEX: 1 pcs: max weight 32kg (Booking class F, M)

LRT - Limited Release (MUST be signed by Passenger) LRT - Limited Release (MUST be signed by Passenger)	GOM	<p>LRT to information to be inserted into DCS</p> <ul style="list-style-type: none"> • Not properly / inadequate packed / Contains fragile goods (LRFI) • Sporting equipment (LRFI) • Received damage, already broken or damaged before check-in (LRRD: (Please be sure that there is no LRRD remark on baggage tag before creating damaged baggage report (AHL/DPR) during the baggage irregularities processes.) • Musical instruments (Musical instruments may be accepted in hold only if carried inside a special case/ box) (LRFI) • Contains perishable (LRPE) • Last minutes/late check-in (LRLC) • Gallons and liquid containing package or baggage • Security collected items (check baggage bag) (LRNA) • Non-standard cabin baggage collected at boarding, not admissible to cabin (LRNA) • Oversize (LRSZ)
XBAG (Excess baggage)		See price list provided by airline
Specials		
PETC (Pet in cabin)	GOM	<p>Must be pre-booked and fee charged, never be seated in front row or exit seats</p> <p>Max. 4 Cages per flight up to 2 PETC per cage and 10 kgs including cage Dimension: 50x40x25 cm; must fit under the front seat; both soft and hard case acceptable, must be waterproof</p> <p>Cats and dogs only (TIMATIC for destination requirements to be checked)</p> <p>Rodents may fly only with permission. Contact letstalk@skyup.aero for inquiries.</p> <p>Dogs, cats and ferrets requires PET passport</p> <p>Must be pre-booked and fee charged, never be seated in front row or exit seats</p>
SVAN (Service Animal in cabin)	GOM	<p>With BLND, DEAF and MUTE pax</p> <p>Only dogs with PET passport and prove of correct assistand dog documentation</p> <p>No charge and no weight restriction</p> <p>The following prerequisites apply:</p> <ul style="list-style-type: none"> • The dog must be harnessed. • A seat adjacent to PRM will be assigned to grant space for the dog and to not disturb other passenger (preferably a window seat with adjacent seat blocked if possible and never at an Emergency Exit!). • The passenger shall be in possession of all necessary animal health documents. • PIC and Cabin Crew will be informed of blind passenger plus guide dog prior boarding and the information shall be mentioned in the Passenger Information List (PIL) or Crew Information Sheet (where applicable). • Pre-boarding must be applied preferably. <p>With BLND, DEAF and MUTE pax</p>
ESAN (Emotional Support Animal)	GOM	<p>Only dogs may be accepted as emotional support animals.</p> <p>Max 10kg</p> <p>Passengers traveling with ESAN must be in possession of a muzzle to be used in emergency circumstances.</p>

AVIH (Animal in Hold)	GOM	<p>Must be pre-booked and fee charged</p> <p>Only dogs and cats may be transported</p> <p>Max weight: 32kg with container, 14kg per animal up to 2 per container or 3 if same litter no more than 6 months old</p> <p>In case of no SSR AVIH is presented in the passenger booking record, contact the SKYUP MT (letstalk@skyup.aero) to decide upon acceptance or refusal of the animal for flight – subject to above mentioned requirements. SKYUP MT have a right to refuse the carriage of the animal which was not pre-notified in advance</p>
PRM (Passenger with Reduced Mobility)		Ensure relevant SSR codes are present within DCS and correct service is provided for passengers
STCR (Stretchers)	GOM	<p>Max 1 per flight</p> <p>Request must be made min 72hrs before flight. Request does not guarantee confirmation</p> <p>MEDIF required</p> <p>Escort is required</p>
WCH* (Wheelchair)	IATA SSR Code table	<p>WCHR: Requires wheelchair for distance to and from A/C only</p> <p>WCHS: Cannot ascend/descend stairs/steps but no assistance in A/C cabin necessary</p> <p>WCHC: Passenger totally immobile and need full assistance up to A/C seat</p>
WCMP (Wheelchair - Manual Power)	GOM	Is accepted without any special limitations
BLND, DEAF, MUTE, DPNA	GOM	Passenger is blind/deaf/mute or intellectual/developmental disabled needing assistance. Check if escort required.
MEDA (Medical Assistant)	GOM	<p>Medical case:</p> <p>Medical certificate required.</p> <p>Not to be used for passengers who only require special assistance and do not require medical clearance.</p>
<p>EMA (Electric Mobility Aid)</p> <p>Subject to Dangerous Goods Regulations, accounted for Load Control and reported to the Flight Captain!EMA (Electric Mobility Aid) Subject to Dangerous Goods Regulations, accounted for Load Control and reported to the Flight Captain!</p>	GOM	<p>May be accepted after further checks of requirements for safe air transportation. Dangerous Goods Regulations and Loading requirements to be checked before acceptance of any EMA!</p> <p>WCBD: Dry cell battery</p> <p>WCLB: Lithium ion battery</p> <p>WCBW: Wet cell battery</p>
DAA (Delivery at Aircraft)	GOM	<p>Strollers must follow the standard baggage tag procedure in addition to being tagged with DAA label.</p> <p>Other items such as wheelchairs must also be tagged appropriately and information about the item must be recorded in DCS</p>
DEPA (Accompanied Deportee) - Captain and Cabin crew to be informed	GOM	<p>To be seated in the last rows (window seats) with a minimum of 2 escorts. No more than 2 DEPAs with a minimum of 3 escorts</p> <p>Potentially Disruptive Passengers, who need to be escorted by police or security agents</p>
DEPU (Unescorted Deportee) Captain and Cabin crew to be informed	GOM	<p>No more than 4 DEPU.</p> <p>To be seated in the last row.</p>

INAD (Inadmissible Passenger) Captain and Cabin crew to be informed	GOM	Do not have the right to enter a specific country and are therefore returned to the country of origin If a SKYUP MT passenger is refused entry into any country, SKYUP MT Operations Control Centre (24H), Ground Operations must be advised by email: ops@skyup.aero
WEAP (Weapon)	Website/ Aviation Security Service Doc	At present, SkyUp Airlines LLC does not transport personal weapons and ammunition of individuals and legal entities.
Sport Equipment	GOM	The SSR code "SPEQ" must be added to the record of each passenger wishing to carry Sporting Equipment. The sporting equipment is weighed with the passenger's normal hold baggage. Neither the item of hold baggage nor sporting equipment may weigh more than 32kg and sum of 3 dimensions not more 330 cm.
Instruments	GOM	Can be carried in cabin instead of standard cabin baggage or as CBBG For instruments exceeding cabin bag size, an extra seat (EXST) to be purchased Can be carried in cabin instead of standard cabin baggage or as CBBG For instruments exceeding cabin bag size, an extra seat (EXST) to be purchased
EXST (Extra seat)		Extra seat is available for purchase for comfort (mostly purchased for oversized passenger, instruments, wedding dresses etc)
CBBG (Cabin baggage)	GOM	Max 80kg, combined with a purchased EXST Window seat for the cabin baggage.
INFT (Infant)	GOM	< 2 yrs old Limit: depends on Aircraft type Only 1 infant per adult (18yrs+) 1 INF to be allocated per half row of seats INF must not be accepted if less than 7 days old Passenger with 2 infants (one infant not occupying a separate seat and the second one, on the separate seat using own car type seat, which is certified for its use in the air transport (according to the tariff set for the transportation of children aged 2 and over up to 12 years old).
CHLD (Child)		2-12 yrs old; Must be seated with accompanying adult, parent, or Guardian otherwise UMNR service is required and must be paid. Ineligible for Emergency Exit Seat even when accompanied by parent or guardian.
UMNR (Unaccompanied Minor)	GOM	5-12 years old (UM service even when escorted by a person <18yrs) Limit: 6 UMNR per flight. Preferably seated at the front of the aircraft. Siblings should be seated together. UM envelope must contain following documents: <ul style="list-style-type: none"> • passport (valid/with visa); • ticket; • UMNR form, which contains complete identity information (surname, name, passport/ ID number), contact information (country of residence, address, telephone numbers) about all participants in the process of UMNR's air transporting, such as: – the child; – parents, guardian, or authorized adult, who bring and meet UMNR on the departure and upon arrival

Voluntary UMNRR (young traveller with paid UMNRR service)	GOM	12-16 years old on international flights 12-14 years old on domestic flights UMNRR service fee booked and paid (handled like an UMNRR, see above)
Pregnancy	GOM	<p>All pregnant women must fill out and sign "EXPECTANT MOTHER FORM" (Attachment SEU – GRH – FORM – 007) at the check-in counter or at the gate regardless of the stage of pregnancy.</p> <p>After 28th week of pregnancy expectant mothers must have a letter or statement from a doctor confirming:</p> <ul style="list-style-type: none"> • Whether the pregnancy is single or multiple; • Expectant due date; • There are no complications with the pregnancy; • The doctor state that the patient's pregnancy doesn't prevent her from flying; • The letter or statement should be dated as close to the travel date as possible and covers the entire journey (outbound and return flight); • The letter or statement should be written in English for domestic flight; • The letter or statement should indicate the doctor's full name, signature and written on a notepaper headed by the doctor or the healthcare provider; <p>If it is not possible to provide a letter or statement from a doctor, the passenger is obliged to fill in the Declaration on limitation of liability of the carrier.</p> <p>Travel is not permitted, under any circumstances:</p> <ul style="list-style-type: none"> • After the 35th week of pregnancy, if woman is pregnant with one baby even with a medical report or letter or statement from a doctor; • After the 32nd week of pregnancy, if woman is pregnant with more than one baby even with a medical report or letter or statement from a doctor.
Staff Travel		JMP seat can be assigned to airline staff after approval from the commander
Gate		
Preparation		DHS Materials Digital Gate Announcements German, English
Crew List		Passenger Manifest Loadsheet
Gate Opening Time		STD-60
Boarding Start		STD-45
Gate Closing Time		STD-20
L&F		
Currently handled by TSW		
Post Departure		
Flight Reports	Gate report sent through AvBIS	