



# Jobcard - PAX



## General

|           |   |         |
|-----------|---|---------|
| Alliance  |   |         |
| Flights   | FRA-AYT                                   | 2S 3018 |
| A/C Types | A321, A330, B737, B777                    |         |
| Manuals   | Station Manager & Supervisors with access |         |
| GOM       |   |         |

## SkyUp Contacts

For inquiries, contact the supervisor on duty.

+49 (0) 151 21290230

|                           |                            |  |
|---------------------------|----------------------------|--|
| Online Check-in Opening   | Website                    | 1 day (24h) until STD-3h                           |
| Counter Allocation        |                            | 2 x Check-in                                       |
| Cabins                    |                            | Economy  |
| Booking Classes           | GOM                        | Economy (Eco, Standard, Premium)                   |
| Frequent Flyer Program    |                            | None   |
| Check In Opening Time     | GOM/Quick                  | STD-150  |
| Check In Closing Time     | GOM/Quick                  | STD-60 (-45 if necessary and will not cause delay) |
| Through Check In          |                            | Only point to point flights offered                |
| LMC (Last Minute Changes) | GOM/<br>Quick<br>Reference | TBA  |

## Documentation

Passport and Visa requirements MUST BE CHECKED!

Help: Timatic built into DCS

## Covid-19 Procedures

Help: Timatic - Health

| Reference   |         | Baggage   |
|---|---------|---|
| Carry-On  | Website | Eco: 1 pc up to 8 kg 40x30x20cm   |
|   |         | Standard: 1 pc up to 8 kg 40x30x20cm  |
|   |         | Premium: 1 pc up to 8 kg 55x40x20cm   |
| Hold Baggage  | GOM     | Eco: Must pay   |
|   |         | Standard: 1 pc up to 20 kg and 203 cm   |
|   |         | Premium: 1 pc up to 20 kg and 203 cm  |
| LRT - Limited Release (MUST be signed by Passenger) | GOM     | LRT to information to be inserted into DCS<br>1. Any damage<br>2. Late check-in<br>3. Fragile or inappropriate packing<br>4. Perishable<br>5. Unsuitable weight for cabin |
| XBAG (Excess baggage)                               |         | See price list provided by airline  |

## Specials

|                                       |     |  |
|---------------------------------------|-----|--|
| PETC (Pet in cabin)                   | GOM | <p>If the total weight of the cage overpass 8 kg, need to be purchased a seat for the pet(s). Only one cage is allowed per row. Prior company approval must have been obtained. Pet's cage/container bag:</p> <ol style="list-style-type: none"> <li>1. Such approval will stipulate that the pet shall be carried in suitable leak-proof container or bag size 55x40x25 cm and must stay in the container bag, on the floor, for the duration of the flight.</li> <li>2. The passenger, under whose care the pet travels, must be in possession of all documents required by the authorities at destination.</li> <li>3. The commander and handling staff shall ensure that no animals is carried in the cabin which impede an emergency evacuation.</li> <li>4. Carriage of rodents is only permitted by prior permission of Southwind Airlines</li> <li>5. The commander and handling staff shall ensure that no animal is carried in the cabin which impedes an emergency evacuation.</li> </ol> <p>Dangerous dog breeds such as mongrel dogs, American Pit Bull Terrier, American Staffordshire Terrier, Bull Terrier, Staffordshire Bull Terrier, Japanese Tosa, Dogo Argentino, Doberman, Pincher Doberman, Rottweiler and tropical animals shall not be carried on Southwind Airlines flights.</p> |
| SVAN (Service Animal in cabin)        | GOM | <p>Accept passengers with service animals (ESAN and certified SVAN) into the cabin and provide appropriate seating. Guide dogs will be accommodated free of charge, on the floor of the aircraft, at the feet of the handler and will not occupy a seat and will be placed, where other passengers will not be disturbed (never at an Emergency Exit). The dog shall wear a muzzle and shall remain under the control of the passenger at all times. The passenger shall be in possession of all necessary animal health documents. Guide and Assistance dogs shall have been trained by a recognized training organization. Guide/ assistance dogs will only be permitted to travel if the passenger is in possession of official documentation confirming that the dog is a fully trained Guide or Assistance dog. Pilot-in-command and Purser will be informed of blind or deaf passenger plus guide dog prior boarding and the information shall be mentioned in the load sheet and crew info sheet.</p>   |
| ESAN (Emotional Support Animal)       | GOM | See SVAN   |
| AVIH (Animal in Hold)                 | GOM | <p>Reservation Must be Confirmed by Southwind Airlines before Acceptance<br/>Only one animal per container, unless they are used to cohabiting, in which case the following applies:</p> <ol style="list-style-type: none"> <li>1. a maximum of two adult animals of comparable size up to 14 kg. each, that are compatible, may be shipped in the same container. Animals over that weight must travel individually.</li> <li>2. animals up to six months old from the same litter, up to 14 kg. each, up to a maximum quantity of three, may be shipped in the same container/compartament.</li> </ol>   |
| PRM (Passenger with Reduced Mobility) |     | Ensure relevant SSR codes are present within DCS and correct service is provided for passengers  |
| STCR (Stretchers)                     | GOM | STCR are not carried on Southwind Airlines aircraft.   |

|   |                     |   |
|---|---------------------|---|
| WCH* (Wheelchair)   | IATA SSR Code table | WCHR: Requires wheelchair for distance to and from A/C only<br>WCHS: Cannot ascend/descend stairs/steps but no assistance in A/C cabin necessary<br>WCHC: Passenger totally immobile and need full assistance up to A/C seat  |
| 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                 | Medical case:<br>Medical certificate required.<br>Not to be used for passengers who only require special assistance and do not require medical clearance.   |
| EMA (Electric Mobility Aid)<br>Subject to Dangerous Goods Regulations, accounted for Load Control and reported to the Flight Captain!<br>EMA (Electric Mobility Aid) Subject to Dangerous Goods Regulations, accounted for Load Control and reported to the Flight Captain! | GOM                 | 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!<br>WCBD: Dry cell battery<br>WCLB: Lithium ion battery<br>WCBW: Wet cell battery   |
| DAA (Delivery at Aircraft)  | GOM                 | The delivery at aircraft procedure may be applied for:<br>a. Fully collapsible baby strollers and pushchairs; (larger baby carriages/prams must be checked-in).<br>b. Wheel chairs and mobility aids which are not needed during the flight and cannot be stored in the cabin.<br>c. Regular cabin baggage on narrow body aircraft with limited stowage space in the cabin.   |
| DEPA (Accompanied Deportee) - Captain and Cabin crew to be informed   | GOM                 | 1 deportee (DEPA) with escort/s in a single flight regardless type of the aircraft.   |
| DEPU (Unescorted Deportee) Captain and Cabin crew to be informed  | GOM                 | Southwind Airlines will accept following number of deportee/s;<br>3 deportees (DEPUs) without escorts in a single flight regardless type of the aircraft  |
| INAD (Inadmissible Passenger) Captain and Cabin crew to be informed   | GOM                 | INADs need to be accompanied if:<br>a. The INAD physically resists carriage.<br>b. He has already been denied transportation by another airline.<br>c. There is any sign he might endanger the safety of the flight or passengers.<br>For the above reasons, unaccompanied INADs may also be refused at any stage.  |
| WEAP (Weapon)   | GOM                 | When a firearm and ammunition is carried in the hold, the procedures shall ensure:<br>a. Firearm is not loaded and there is no ammunition in the chamber, and ammunition is carried separately from the firearm.<br>b. Firearm and ammunition is stowed in a place that is inaccessible to any unauthorized person during the flight. Firearms are not to be carried in the flight deck or retained by any crew member.<br>c. Carriage of firearms is permitted by all states involved (including the state of departure, transit, arrival).<br>d. Pilot-in-command is notified prior to a commencement of the flight |

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| Sport Equipment            | GOM                        | Max 32kg.<br>Maximum single item dimensions for checked baggage shall not be measuring than 158 cm (62 in) when adding the dimensions: height + width + length.<br>If in excess Southwind Airlines approval required.  |
| Instruments                | GOM                        | See CBBG   |
| CBBG (Cabin baggage)       | GOM                        | Extra seat needs to be booked.<br>Maximum dimensions can be:<br>120 x 40 x 20 cm for the items may be placed in between the passenger seat rows.<br>75 x 50 x 45 cm for the items may be placed on the seat.   |
| INFT (Infant)              | GOM                        | < 2 yrs old<br>Air travel is not allowed for newborn babies (neonates) within the first 48 hours after birth. From 2 to 7 days old fit and healthy babies can travel with a medical clearance  |
| CHLD (Child)               |                            | 2-12 yrs old; Must be seated with accompanying adult, parent, or Guardian otherwise UMR service is required and must be paid.<br><br>Ineligible for Emergency Exit Seat even when accompanied by parent or guardian.   |
| UMNR (Unaccompanied Minor) | GOM                        | A child, less than 6 years old will not be accepted as UM to any flight. Between 6 and 12 years old children may be accepted as UM. Maximum 10 UM's to be accepted. Exemption: In case of brothers/sisters are traveling together the number of UM's may increase. Official permission from Southwind Airlines Ground Operation Management is required. All UM's must carry with a filled-in "UM Handling Advice" form. Parent or appointed guardian must stay at the airport until the flight is airborne. UM's details must be given to cabin crew in a written format such as Purser Info Sheet or SSR List.<br><br>UM passengers are not accepted on connecting flights. |
| Young Person               | GOM/<br>Quick<br>Reference | A child between 12 and 17 years of age is considered a Young Person. At the request of parents or guardians, the same arrangements can be made as for UM. Young passenger cannot assist another child less than 7 years old, any other issues regarding YP assisting to UM   |

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|-----------------------|--------------------------------|--|
| Pregnancy             | GOM                            | <p>a. Expectant mothers carrying one baby [single uncomplicated])<br/> Until 28 weeks of pregnancy, expectant mothers shall be accepted without any medical clearance, on the base of their declaration<br/> Between 28 - 36 week (from the beginning 28th week, until the end of 36th week) of pregnancy, expectant mothers shall be accepted with a medical clearance. The medical clearance will not be older than 7 days on the day of passenger's flight.<br/> Beyond the end of 36th week of single pregnancy (calculated using the estimated date of delivery), passenger shall not be accepted even if she has a medical clearance.</p> <p>b. Expectant mothers carrying twins, triplets or more [multiple uncomplicated])<br/> Until 28 weeks of pregnancy, expectant mothers shall be accepted without any medical clearance, on the base of their declaration<br/> Between 28 - 32 week (from the beginning 28th week, until the end of 32th week) of pregnancy, expectant mothers shall be accepted with a medical clearance. The medical clearance will not be older than 7 days on the day of passenger's flight.<br/> Beyond the end of 32th week of multiple pregnancy (calculated using the estimated date of delivery), passenger shall not be accepted even if she has a medical clearance.</p> |
| <b>Gate</b>           |                                |  |
| Preparation           |                                | DHS Materials<br>Digital Gate Announcements German, English  |
| Crew List             |                                | Passenger Manifest<br>Loadsheet  |
| Gate Opening Time     |                                | STD-60   |
| Boarding Start        |                                | STD-45   |
| Gate Closing Time     |                                | STD-20   |
| <b>L&amp;F</b>        |                                |  |
|                       |                                |  |
| <b>Post Departure</b> |                                |  |
| Flight Reports        | Gate report sent through AvBIS |  |