



READ AND SIGN

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Topic: UM/CHD Handling

Dear All

With the start of the summer holiday season, we see more children traveling either with their families, or on their own as unaccompanied minor.

Children travelling alone is a very sensitive topic for all airlines, regardless which one it is. Some allow it with a set of requirements - UM Handling -, while others do not permit children below a certain age to travel alone.

When you encounter children who would want to travel alone, please always check with your supervisors about the correct procedures.

But a couple of points to highlight:

PROCEDURE STEPS

Step	Action
1.	Seat UM as per operating airline procedures and do not assign seats in emergency exit rows.
2.	Observe travel restrictions for UM as per operating airline procedures for: 1. Connecting flights. 2. The maximum number of UM allowed on a flight.
3.	Complete the handling advice/declaration form ensuring the responsible adult has signed the authorization and provided proof of identity.
4.	Distribute and keep copies, as required.
5.	Ensure the correct remarks and SSR codes are in the check-in record.
6.	Apply a handling fee, where applicable.
7.	Inform the responsible adult to remain at the airport until the aircraft is airborne.
8.	Keep the UM in safe custody and hand over to the cabin crew during boarding.
9.	Advise/release the responsible adult once the flight is airborne.

REFERENCE FOR FURTHER GUIDANCE

DHS GOM
Airlines Ground Handling Manuals
DHS Job Cards

Thank you!

Norbert