



Following Airline Procedures – Offloading PAX:

Dear all,

Flight X32142

There was an initial CTOT for this flight. Unfortunately, two passengers slipped through, and a seat check had to be conducted. The TRC decided to use the time and performed the seat check after the second bus had finished boarding. He informed the gate that they could still wait, as there was enough time within the slot.

As a result, the offloading didn't start on time at -20 STD, and the last bus waited too long at the gate. The two passengers were found on board, checked in via DCS, and the last bus was sent. Even though someone from the airline was present at the position and aware of the situation, we are still required to pay for the delay now.

What to do to prevent such situations:

To prevent such situations in the future, I kindly ask you to always follow airline policies and to start the offloading and other procedures punctually.

In case of exceptional situations, always coordinate with the airline staff or the captain, so we can refer to it.

Seat Check:

Pax are missing, but the gate tells you that they have bags and passed the security?

- It could be that they slipped through the gate and boarded without scanning their boarding passes. Make a seat check to reconfirm that the pax are boarded.

Always try to conduct the seat check as soon as possible. If one bus is still at the gate, let the gate agents check the bus and you are able to check the passengers who are already boarded.

Offloading times common airlines:

AIRLINE	BRIDGE	BUS
PEGASUS	- 20 STD	- 20 STD
TUI	- 20 STD	- 20 STD
ITA Airways	- 15 STD	- 15 STD
LOT	- 10 STD	- 15 STD
AirBaltic	- 15 STD	- 15 STD
Corendon	- 15 STD	- 15 STD

Thank you!