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Revision: 0 | Issued: 21.01.2025

LFI: PETC & AVIH Requirements, UMNR Procedures, Travel Document Verification At The Check-In

Dear All

In the last weeks we had 4 incidents, which I would like to share with you, so we all can learn from them.

PETC & AVIH Requirements

A dog flying as a PETC was accepted at the check-in counter without properly checking the bag itself, the dog was transported in. As you can see from the attached picture, the dog was twice the size of the bag.

Learning: Please always verify transportation requirements by using the Live Animal Checklist.



On an ITA flight a dog as an AVIH was accepted in cage – as shown on attached picture – with a connection flight. At the outstation the passenger needed to be rebooked, because the cage itself was not suitable for transportation.

On ITA if the AVIH is in transit, the AVIH Kennel must have metal vents.

Learning: Please carefully verify the transportation requirements by using the Live Animal Checklist, and when it says a particular point needs to be according to airline procedures, then ask the supervisor for support.



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UMNR Procedures

An 11-year-old child was accepted with their 13 years old sibling without UMNR ssr. During acceptance it was not noticed that the 13 years old sibling is not old enough to escort them.

It was only later spotted at the gate by the boarding team, where they offloaded both of the children intercepting a serious incident.

Very well done at the gate!!

Learning: Children travelling alone is a very sensitive topic. UMNR procedures have been implemented by the respective airlines to safeguard children. Please kindly verify the age of children traveling without an adult and ensure to follow the regulations of the airlines.

Travel Document Verification At The Check-In

2 passengers approached the check-in counter with their online boarding passes to drop off their baggage. The colleague called their record in DCS using the boarding passes, and without asking for any travel documentation, accepted their bags and sent them to the gate.

At the gate the passengers arrived for boarding, and when the boarding team asked them to show their travel documents for identification, they were not able to – it turned out that they forgot their passports at home.

Both of the passengers with their bags were offloaded by the boarding team.

Again, very well done by the gate team!!

Learning: Regardless of whether it is a Schengen or Non-Schengen flight, identity verification must always be performed at the check-in when accepting baggage or (re)printing boarding passes. We cannot just accept bags from any random person who may have found a thrown away boarding pass; or issue someone with a boarding passes whose identity we haven't verified.

This has nothing to do with whether the flight is a Schengen or Non-Schengen flight. These are basic security regulations which we must respect and follow!

Thank you!

Norbert