



Jobcard - PAX

V1_14.03.2025



General

A/C Type	A319, A320, A321N
Manuals	Station Manager, Passenger Services Manager & Supervisors with access
GOM	

HiSky Contacts (Internal Only)

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HiSky Customer Contacts

Customer Service

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tel: +40 374 955 955

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Online Check-in Opening	Website	72 hours before departure
Counter Allocation		1 x Bag Drop 2 x Check-in
Cabins		Economy
Booking Classes	Website	Basic, Classic, Premium, Premium Plus, Business
Frequent Flyer Program		None
Check In Opening Time	Website	STD-2H30M
Check In Closing Time	Website	STD-45M
Check In Material		DHS bag tags and boarding passes + HiSky Flags and Baggage Sizer
Through Check In	GOM	Whenever possible. Do not check the passenger to a destination further than shown on the baggage tag.

Documentation

Passport and Visa requirements MUST BE CHECKED!

Help: TIMATIC - Contact supervisor on duty for travel document related inquiries.

Baggage

Reference	GOM	Cabin baggage allowance and mass:		
		Class of service	SMALL cabin bag	LARGE cabin bag
Carry-On	GOM	Economy BASIC	A, O, G, U, E, X, P only 1 pc up to 8 kg up to 40x30x20 cm	20 € on web / 30 € at airport Free of charge
		Economy CLASSIC	V, T, Q, N, M Free of charge	Free of charge
		Economy PREMIUM	L, K, H, B Free of charge	20 € on web / 30 € at airport
		Economy PREMIUM PLUS	Y, S, W, R, F, I, J Free of charge	Free of charge
		Business	C, D Free of charge	Free of charge

Seating

Pre-flight		<ul style="list-style-type: none"> • review the booking status • review the curtain version (if applicable) • confirm the PNL and ADL were properly transmitted and match the booking status • block seats for crew, weight and balance and if any seats are unserviceable • confirm the seating plan is set according to the actual aircraft type and version • review the flight remarks, if applicable • review the boarding time, departure time and gate • brief staff about the reason for any delays • apply payload restrictions, if any • check the passenger list for special passengers (UMNR, WCH etc) and pre-assign as per HiSky policy and according to the aircraft type • if not pre-reserved, prepare seating for families with infants/children as per HiSky policy • check total infants booked • if by some reason, free seating is applied, inform the crew and passengers and appropriate seats shall be ensured for special category of passengers • airport check-in can be opened once the pre-flight preparation is complete
Emergency Exit Seating	GOM	<p>Passenger occupying seats in emergency exit row must be able-bodied. Only those passengers who appear willing physically and mentally able to open the emergency exit may be seated in an exit row, therefore, the passengers must be informed at time of check-in that they have been seated in an exit row.</p> <p>Must not be seated in the Emergency Exit row:</p> <ul style="list-style-type: none"> • children including UMs • passengers with infants or/and children • all kinds of PRMs and/or MEDA cases • passengers traveling with PETC • passengers younger than 18 years old • obese passengers • old passengers • passengers who do not understand languages approved by the company (Romanian, Russian, English) • passengers with extra seat • passengers with an extra seat for CBBG • INAD passengers and deportees • pregnant women
Specials		
PETC (Pet in cabin)	GOM	<p>The transport of pets in cabin (PETC) is restricted to:</p> <ul style="list-style-type: none"> • Dogs and cats belonging to a passenger traveling on the same flight, transported in cabin • Service animals, accompanying disabled persons and special training dogs <p>Documentation</p> <p>The passenger must hold:</p> <ul style="list-style-type: none"> • the necessary documents for import/export or transit of the animal, subject to the governmental regulations. • pet passport • health/vaccination certificates • animal shall have an electronic identification system (transponder) or a visible tattoo EU regulations for the transportation of pets

SVAN (Service Animal in cabin)	GOM	<ul style="list-style-type: none"> • is accepted in the passenger cabin: • is free of charge • is subject to safety related limits in weight and size <p>NOTE: the dog should not obstruct an aisle or other area that must remain unobstructed to facilitate an emergency evacuation.</p> <p>Seating assignment</p> <ul style="list-style-type: none"> • a suitable seat has to be assigned to the disabled passenger • in case the size of the dog exceeds the PETC limits, an extra seat has to be blocked for safety and comfort reasons free of charge regardless of reservation status <p>The service dog:</p> <ul style="list-style-type: none"> • must be properly harnessed and muzzled but no need not to be caged • is not allowed to move around in the cabin • must not occupy a seat
ESAN (Emotional Support Animal)		Not accepted on HiSky flights
AVIH (Animal in Hold)	GOM	HiSky does not provide AVIH service.
PRM (Passenger with Reduced Mobility)		Ensure relevant SSR codes are present within DCS and correct service is provided for passengers
STCR (Stretchers)	GOM	HiSky does NOT provide STCR service
WCH* (Wheelchair)	GOM	<p>The persons with reduced mobility should be seated in accordance with their needs. Taking into account the following factors, they should be seated:</p> <ul style="list-style-type: none"> • not far from access doors (for immobile passengers); • in front of the aircraft cabin • in a window seat • PRM shall not occupy seats where their presence could impede the crew in their duties. <p>WCHR: Requires wheelchair for distance to and from A/C only WCHS: Cannot ascend/descend stairs/steps but no assistance in A/C cabin necessary WCHC: Passenger totally immobile and need full assistance up to A/C seat</p> <p>(It must be specified if passenger is traveling with own wheelchair and used the applicable codes i.e. WCBD, WCBW, WCMP, WCLB)</p>
WCMP (Wheelchair - Manual Power)		Is accepted without any special limitations. See below.

Wheelchairs and Mobility Aids	GOM	<p>Booking</p> <ul style="list-style-type: none"> Passenger's own wheelchair/mobility aid must be pre-notified and confirmation shall be received in advance. One of the above IATA SSR code shall be used in the passenger's record for pre-notification purposes of a personal wheelchair of the passenger. Technical data might be required to be presented in order to determine correctly the type of the wheelchair. <p>General handling procedure</p> <ol style="list-style-type: none"> Inquire regarding the type of the wheelchair and act accordingly If accepting a battery powered wheelchair/mobility equipment, make sure that all acceptance requirements and DGR procedures are followed. Issue a regular baggage tag. Attach DAA tag, if applicable. Use the special assistance label, to ensure priority treatment and a name tag. Inform the load control department of the carriage of electric mobility aids. Stow and secure the wheelchair/mobility aid to prevent unintentional operation and ensure it is protected from being damaged by the movement of baggage, mail or cargo.
BLND, DEAF, MUTE, DPNA	GOM	Blind, deaf, mute or both, deaf and mute passengers can be accepted without prior permission; nevertheless notification should be given via service center to TAGO Network Operations in order to preadvise stations concerned of special handling/service.
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>
EMA (Electric Mobility Aid) Subject to Dangerous Goods Regulations, accounted for Load Control and reported to the Flight Captain.	GOM	<p>Only WCLB and WCBD are accepted.</p> <p>Wheelchairs/mobility devices with spillable wet batteries (WCBW) are not accepted for carriage as baggage on HiSky flights</p> <p>See Wheelchairs and mobility Aids</p>
DAA (Delivery at Aircraft)		<p>Must be tagged with both a bag tag and DAA tag.</p> <ul style="list-style-type: none"> Fully collapsible baby strollers. <p>NOTE: large baby carriages shall be checked-in</p> <ul style="list-style-type: none"> mobility equipment, which are not needed during the flight but immediately after disembarkation and are difficult to store in cabin
DEPA/DEPU - Captain and Cabin crew to be informed	GOM	<p>Must be booked minimum 3 days in advance.</p> <ul style="list-style-type: none"> Deportees shall be seated as far away from the cockpit in the rear part of the cabin. See DEPA/DEPU Seating Deportee passengers shall not be seated in emergency exit rows and adjacent to exits. Ensure the remark DEPU/DEPA is entered in DCS for PSM message dispatch and Passenger Manifest List

DEPA/DEPU Seating	GOM	<p>Seating facilities for escorts and deportees:</p> <table border="1" data-bbox="663 181 1421 345"> <thead> <tr> <th>Aircraft Type/Reg.</th><th>DEPA seats</th><th>Escort seats</th><th>Maximum DEPA per aircraft</th></tr> </thead> <tbody> <tr> <td>A319</td><td>23B 23E</td><td>23A, 23C 23D, 23F</td><td>2</td></tr> <tr> <td>A320</td><td>29B 29E</td><td>29A, 29C 29D, 29F</td><td>2</td></tr> <tr> <td>A321</td><td>35B 35E</td><td>35A, 35C 35D, 35F</td><td>2</td></tr> </tbody> </table>	Aircraft Type/Reg.	DEPA seats	Escort seats	Maximum DEPA per aircraft	A319	23B 23E	23A, 23C 23D, 23F	2	A320	29B 29E	29A, 29C 29D, 29F	2	A321	35B 35E	35A, 35C 35D, 35F	2
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INAD (Inadmissible Passenger) Captain and Cabin crew to be informed	GOM	<p>Supervisors to reference GOM: 1.5.6.1 Inadmissible passengers for detailed procedures.</p> <p>Handling</p> <ul style="list-style-type: none"> • Must be seated away from the cockpit in the rear of the aircraft. • Shall never be seated in the emergency exit row or adjacent to any exit. • SSR code INAD must be recorded in the DCS. Contact supervisor in case SSR is missing. 																
WEAP (Weapon)	GOM	<p>Carriage on board the aircraft of arms and ammunition, sport arms and ammunition by passengers and crew members is forbidden on HiSky flights.</p>																
Sport Equipment	GOM	<p>Can be accepted if within the free baggage allowance included with the booking. Excess is subject to standard applicable excess baggage charges.</p> <ul style="list-style-type: none"> • Due to its volume and weight the number of sport equipment is restricted and: <ul style="list-style-type: none"> ➢ must be pre-notified at time of reservation ➢ and confirmed for the entire journey before departure • The acceptance of items exceeding the maximum weight of 32kg and/or maximum dimensions of 158cm requires pre-authorization at any case. • The transport of sports equipment is requested via the respective SSR code with details on weight and dimension: <ul style="list-style-type: none"> ➢ SPEQ - sports equipment (type of equipment to be specified). ➢ BIKE - for bicycles 																
Instruments	GOM	<p>Acceptance rules as checked baggage:</p> <ul style="list-style-type: none"> • ensure the item is packed in strong/rigid package • "Limited release" tag should be attached, and advise the passenger that airline liability is limited • free of charge if within the regular baggage allowance according to passenger ticket • if in excess, applicable excess baggage charges rate to be used. <p>If the passenger insists on taking an oversized instrument into the cabin they may do so by purchasing CBBG with EXST (cabin baggage with an extra seat) however this must be done through their reservation.</p>																
EXST (Extra seat)		See CBBG																

CBBG (Cabin baggage)	GOM	<p>Must be reserved and paid for.</p> <ul style="list-style-type: none"> • The passenger must have a separate ticket for the Cabin Seat Baggage CBBG • The maximum authorized weight per seat is up to 75 kg • Maximum acceptable dimensions: 155 x 42 x 20 cm - from cabin floor 110 x 42 x 50 cm - from seat
INFT (Infant)	GOM	<p>< 2 yrs old</p> <ul style="list-style-type: none"> • Infants may not be accepted within the first 7 days after birth except as medical case <p>INFT must not be seated in the emergency exit rows.</p> <p>Luggage allowance: permitted free of charge 1 pc / up to 10 kg / up to 115 cm</p> <ul style="list-style-type: none"> • Maximum 1 lap infant per accompanying adult over 18 years old - on exceptional basis, if within same family (sister or brother), the minimum age of over 16 years old for the person to be responsible for an infant may be applied, only with prior approval of HiSky Ground Operations and Flight Departments. • An able-bodied adult is allowed to travel with 2 infants, if at least one infant is accommodated on an aircraft seat in a child restrained device approved for use on aircraft. • An infant can occupy his/her own seat provided: <ul style="list-style-type: none"> ➢ holding a ticket on a fare entitled to own seat (child fare) ➢ accepted in DCS as "child" ➢ all safety requirements regarding seating are respected – the infant must be properly secured during take-off and landing, in a child restraint device.
CHLD (Child)	GOM	<ul style="list-style-type: none"> • A child shall hold an individual ticket issued on the applicable child fare. • Children must occupy an individual passenger seat • Children must not be seated in emergency exit rows • 2 children on one seat are not allowed • A child shall always seat in the same class of service as his/her accompanying person • In general, no special acceptance rules for accompanying children

UMNR (Unaccompanied Minor)	GOM	<p>1. The unaccompanied minor procedure MUST be applied (mandatory) for:</p> <ul style="list-style-type: none"> • all children from 5 up to 12 years old traveling alone, <p>2. The unaccompanied minor procedure MAY be applied (not mandatory) for:</p> <ul style="list-style-type: none"> • other minors from 12 up to 18 years old traveling alone • on parents' request, or • in case of doubt of child's ability to travel alone <p>Minor citizens of Moldova must travel with UM service up to 18 years old.</p> <p>A minor citizen of Moldavian citizenship traveling alone on HiSky flights from/to Republic of Moldova, will need a declaration from a parent or a legal representative legally notarized, which will appoint HiSky flight crew members as accompanying persons on the respective flights. The declaration is mandatory to be presented to Immigration Authorities of Republic of Moldova.</p> <p>Minor citizens of Romania must travel with UM service up to 16 years old.</p> <p>A minor citizen of Romania citizenship traveling alone on HiSky flights from/to Romania, will need a notarized statement from both parents confirming that they agree for the minor child to travel escorted by a HiSky Company representative – in the declaration will be all the identification data. The declaration is mandatory to be presented to Immigration Authorities of Romania. Declaration sample can be obtained from Customer Service (customer.service@hisky.aero)</p>
YPTA (Young person traveling alone)		N/A
Pregnancy	GOM	<p>Expectant mothers shall not be seated in emergency exit rows.</p> <p>Expectant mothers can be accepted for carriage:</p> <ul style="list-style-type: none"> • up to the end of 35th week of pregnancy in the cases of single uncomplicated pregnancies • up to the end of 32nd week of pregnancy in the cases of multiple (twins) uncomplicated pregnancies <p>A medical certificate which will state the pregnancy term and fitness for travel will be required to be presented by the expectant mothers:</p> <ul style="list-style-type: none"> • with a pregnancy term after 28th week of pregnancy • medical certificate shall be dated not more than 7 days prior to departure • "Declining responsibility declaration for pregnant woman" will be signed by passenger.
Staff Travel		<p>On overbooked flights staff passengers must non-revenue passengers must be boarded the last, after the revenue passengers have been boarded, if there are still seats available on the overbooked flight.</p> <ul style="list-style-type: none"> • Non-revenue passengers with OK status tickets are entitled to care assistance in case of denied boarding. • Non-revenue passengers with SA status tickets are not entitled to care assistance in case of denied boarding.

Gate

Preparation		DHS bag tags and boarding passes Digital Gate Announcements German, English For bus positions passengers should be directed to appropriate boarding stairs. Fraport Bus app available to order busses.
ID Check		Document Check - Required at the gate on both RMO and OTP flights.
Crew Lists		Passenger Manifest (Passenger Information List) Captain Load Information (CLI) - To be sent by Back Office to gate printer
Gate Opening Time		STD-60
Boarding Start		Preboarding STD-45 Sequence: <ul style="list-style-type: none">• deportees• passengers needing special assistance: UMs, PRMs• families with small children• economy class passengers• business class passengers
Gate Closing Time		Bus Positions: STD-15 Bridge Positions: STD-10
L&F		
DHS L&F		
Post Departure		
Flight Reports		Gate report sent through AvBIS