

	Job Card - PAX V1R0		
General			
Alliance	N/A		
Flights	LIN – FRA – LIN FCO – FRA – FCO	EJU1960, EJU1992 EJU2993, EJU2995	
A/C Type	A319, A320, A320N, A321NX <i>On ITA Airways operated aircraft with 174 configuration seat 31D must always be blocked for crew with no exceptions. Do not assign 31D to any staff or passengers. The seat must remain empty.</i> ITA Airways Registrations: EIDTM, EIDTN, EIDTO, EIEIB		
Manuals	Connected Portal – Intranet Station Manager, Trainer, Supervisors with access		
easyJet Contacts			
ICC	+44 1582 525525		
Customer Disruption Officers (CDO) (5)	+44 1582 525525; customerdisruption@easyjet.com		
Airport Support Line (SLA) (5,1)	+44 1582 525525		
Travel document check (UK)	+44 300 3690610 or +44 204 6196020		
Reference Check In			
Online Check-in Opening	Website	Between 30 days and 2 hours before STD	
Counter Allocation 880-881	SLA	1 x Special Assistance & easyJet Plus Customers	
	SLA	1 x Bag Drop Counter	
When two flights overlap the two counters remain the same. Additional counters shall not be requested.			
Cabins		Economy	
Booking Fares	Website	Standard, Standard Plus, Flexi	
Frequent Flyer Program	SLA	easyJet Plus	
Check In Opening Time	SLA	-STD 120	
Check In Closing Time	SLA	-STD 40	
Airport Check-in fee		N/A	
Through Check In		N/A	
Documentation			
Travel documentation check not required for Schengen flights, except when checking-in a customer or processing their baggage.			
Logos for the Check-in and Gate			
FIDs		Fullscreen logo to be used in the preboarding area for non-priority boarding. Baggage Drop is to be used for the first check-in counter. Special Assistance is to be used for the second check-in counter. Speedy Boarding Terminal is to be used for priority boarding via jet bridge. Speedy Boarding Gate is to be used during boarding for bus positions	

Fullscreen

easyJet

Baggage Drop



Special Assistance



Speedy Boarding Terminal

easyJet plus



**SPEEDY
BOARDING**

Speedy Boarding Gate



Reference Baggage		
Carry-on	Website	All customers can bring on board: One small cabin bag - Maximum size 45 x 36 x 20cm (including any handles or wheels) - Includes items like a small trolley case, handbag, rucksack and laptop bag, but please check dimensions - Needs to fit under the seat in front of you - Maximum weight 15kg. You need to be able to lift and carry the bag yourself Customers who have paid to add a large cabin bag to their booking or have easyJet Plus membership and have booked a large cabin bag can also bring on board (indicated as S1 or S2 in DCS and on BP): One large cabin bag - Maximum size 56 x 45 x 25 cm (including any handles or wheels) - Includes items like a trolley case and larger rucksack, but please check dimensions - Needs to fit in an overhead locker - Maximum weight 15kg. You need to be able to lift and carry the bag yourself - Includes Speedy Boarding (be one of the first to board) Customers with easyJet Plus membership who have not added a large cabin bag, or who are travelling on a FLEXI fare can also bring a large cabin bag on board, subject to available space. If there is no space available we will place the bag in the hold. The total number of large cabin bags permitted on board each aircraft type are as follows: - A319 – up to 54 large bags (42 premium seats, 12 large bags) - A320 – up to 72 large bags (48 premium seats, 24 large bags) When the total large cabin bag number is over capacity, Ground Crew must ensure all S1 bags are accepted first, then accept any S2 bags up to capacity. All other S2 bags must be tagged and put in the hold free of charge.
S1 and S2 (Speedy Boarding) See Carry-on		S1 – Large cabin bag allowance or an Up Front or Extra Legroom seat with allowance. S1 passengers have priority for bringing their cabin baggage onboard. S2 – easyJet Plus cardholders and Flexi fare customers can bring their large bag on board, subject to space availability
Hold Baggage		Max. 32kg / for baggage 23kg-32kg ->heavy tag needs to be applied!
LRT - Limited Release	Connected Guidance –Limited Release Liability for Damaged Bags	The “Limited Release” process must be used in the following circumstances: - Presentation of unsuitably packed baggage. - Presentation of baggage intended for the aircraft hold that contains any fragile items that, if broken, could damage baggage contents. - Presentation of baggage which is already damaged. - In this case, specify the type of damage. - Encircle the location of damage if applicable on the tag being used. - Give a short description of the damage in the remarks field if applicable on the tag being used. Note: This list is not exhaustive. The final step for the “Limited Release” process is recording this in eRes (VT100).
Excess baggage	GHM 1.1.6.8	If the permitted checked baggage allowance is exceeded; excess baggage handling fees applies per kilo and per additional item. Excess baggage fees (per kilogram or piece or for special items) may be prepaid or collected at the airport. easyJet operates a zero discretion approach when applying baggage charges. Charges must be registered using easyJet’s DCS (eRes) or an easyJet issued PDQ.

Payments

Payments		Payments should not be registered in iPort. All payments are accepted manually and the easyJet receipts must be filled out. Payments to be registered by the supervisors. Cash and cards are accepted at the counter.
Seating		
Seat Changes		Seat changes are not possible. Passengers who have checked in online should remain in the seats assigned to them. <i>An exception exists for those who are found to be ineligible for the emergency exit row.</i>
Specials		
PETC (Pet in cabin)	GHM 1.1.6.12.5. 6	EasyJet does not accept ESAN, PETC, AVIH, or any other animal not classed as a recognized assistance dog.
SVAN (Service Animal incabin)	GHM 1.1.6.12.5. 5	Only recognised assistance dogs can travel on easyJet flights. A recognised assistance dog is a dog that is specially trained to perform specific tasks or functions on behalf of the owner. These include guide dogs, medical alert dogs, and dogs that are trained to support certain neurological conditions. The customer should notify easyJet in advance to advise they are travelling with an assistance dog, and to provide details of the dog and training. Ground Crew must check that all training, health, and vaccination documents are correct and suitable for the intended destination. Due to local customs restrictions, assistance dogs are not permitted for carriage on flights to/from Egypt, Israel, Kosovo, Turkey, Montenegro, Albania, Tunisia, or Jordan. Assistance dogs trained by organisations accredited to the following organisations can be accepted for carriage on all permitted routes: •Assistance Dogs International (ADI) or their regional organisations including Assistance Dogs UK (ADUK) and Assistance Dogs Europe (ADEu) or •International Guide Dog Federation (IGDF). For travel between or within Europe and Switzerland, other assistance dog training organisations can be accepted for travel if they are trained to a comparable standard by a recognised assistance dog training organisation.

AVIH (Animal in Hold)	GHM 1.1.6.12.5.4	easyJet does not accept live animals for carriage in the hold.
PRM (Passenger with Reduced Mobility)	GHM 1.4.4.2	WCHR - Customer CAN walk up and down stairs but can't walk long distances unaided. Requires assistance through the terminal to the boarding gate. Customer can make their own way onto the aircraft or bus. WCHS - Customer CANNOT walk up and down stairs or walk long distances but can move about the cabin unaided. Requires assistance to and from the aircraft door. WCHC - Customer CANNOT walk, stand or move about the cabin unaided and needs to be lifted into and out of the aircraft seat. WCBD - Wheelchair (Non-Spillable Battery) for transport. (Appropriate SSR code e.g., WCHR/WCHS/WCHC must also be shown in booking). WCBW - Wheelchair (Spillable Battery) for transport. (Appropriate SSR code e.g., WCHR/WCHS/WCHC must also be shown in booking). WCLB - Wheelchair (Lithium-ion battery) for transport. (Appropriate SSR code e.g., WCHR/WCHS/WCHC must also be shown in booking). WCMP - Customer is travelling with manual power wheelchair. (Appropriate SSR code e.g. WCHR/WCHS/WCHC must also be shown in booking). DEAF - Customer is deaf, or hearing is significantly impaired. Customer is NOT travelling with an assistance dog. (If travelling with an assistance dog, the PETC code, below, must be used). BLND - Customer is blind or significantly sight impaired. Customer is NOT travelling with an assistance dog. (If travelling with an assistance dog, the PETC code, below, must be used). PETC - Customer is travelling with a registered assistance dog. DPNA - Disabled customer with intellectual or developmental disability needing assistance. OXYG - Customer has declared they are carrying medical oxygen with them. MEDA - Customer requires medical assistance (medical clearance may be required) (can be used with other codes such as OXYG). MEDB - Customer has additional baggage approved for medical equipment and/or supplies. NUT - Customer has a nut allergy.
STCR (Stretchers)	GHM 1.4.7	The stretcher arrangements are not available on easyJet flights.
EMA (Electric Mobility Aid) Subject to Dangerous Goods Regulations, accounted for Load Control and reported to the Flight Captain!	GHM 1.1.6.12.5.1 - 3	A) Ground Crew must check the booking to verify that the following EMA details have been recorded: 1. Name of model and manufacturer 2. Length, height and width (metric) 3. Weight (kg) 4. Battery type (in Watt/h) 5. Instructions to enable electrical circuits to be inhibited and isolation of the battery B) (b) Complete the Electric Mobility Aid loading tag and attach to the device. Note 1: Where Electric Mobility Aid details are not available these should be determined at the point of acceptance and added to the passenger booking. Note 2: Where the weight/size of the electric wheelchair or mobility aid could present difficulties in loading/offloading, contact the easyJet CDO before accepting for travel.

		C) The "Electric Mobility Aid Loading Form" is designed to ensure that electric mobility aids are made safe for travel. In the event of an electric mobility aid being carried: (a) The form must be attached to the device. (b) The form must be completed by and signed by the relevant responsible parties. (c) Ground Crew must complete the top section of the form providing details of the mobility aid. (d) The person who makes the device safe must complete the middle section detailing the method used. (e) The person responsible must complete the bottom section of the form to confirm that the device is in accordance with the easyJet electric mobility aid loading instructions.
--	--	---

DAA (Delivery at Aircraft)	GHM 1.1.6.12.3	Baggage or special items must not be returned to the passenger at the aircraft steps, however where local infrastructure permits it Ground Crew shall endeavor to return the following items: 1. Fully collapsible baby strollers and pushchairs. 2. Wheelchairs and mobility aids. Items must be returned at the aircraft side except where local infrastructure impacts delivery (e.g., no lift to accommodate getting a wheelchair from the hold to the airbridge or cabin door). Note: (a) Do not use the DAA procedure for valuable items (e.g., laptop computers, large video cameras, important documents) as such items should remain with the passenger.(b) Observe local restrictions for DAA delivery at arrival stations and inform passengers accordingly. (c) Verify with the passenger that any dangerous goods items which are only permitted in cabin baggage are removed before DAA acceptance.
DEPA (Accompanied Deportee) - Captain and Cabin crew to be informed	GHM 1.4.10.2.2	DEPA is used to designate a deportee who is escorted by Law Enforcement Personnel escorts during the flight(accompanied): (a) Prisoners travelling on easyJet flights will be escorted by officers from either the Police or recognised and appointed Civilian Security Firms. (b) Prisoner movement will require the agency wishing to transport the passenger to notify the Government Repatriation team (GovRep) or customer disruption team and provide a risk assessment. (c) Prisoners will only be accepted for carriage on the approval and authority of the easyJet Government Repatriation team (GovRep) or customer disruption team. (d) Each prisoner will be accompanied by at least two escorts. (e) Escorts will be in plain clothes. They will carry restraints but not firearms or Tasers. (f) Escorts and prisoners will be subjected to a pre-boarding search on entry to the Critical Part. (g) Prisoners can be handcuffed whilst boarding and disembarking the aircraft, to prevent escape, but must be removed whilst the doors are closed. (h) In the event of a diversion, assistance must be sought from the local airport police. Assign INADs, DEPUs and DEPAs and their escorts seats in the rear of the cabin, but not directly adjacent to exits.
DEPU (Unescorted Deportee) Captain and Cabin crew to be informed	GHM 1.4.10.2.3	DEPU is used to designate a deportee: 1. Who was formally ordered by the authorities to leave that State. 2. Who is under arrest. 3. Who has to be transported to another State for legal reasons. 4. Who has applied for asylum and is transferred to the state responsible for the application. 5. Described by the term in the "Dublin Convention" as reasons for transportation. DEPU is used to designate a deportee who is not escorted by escorts during the flight (unaccompanied). DEPU will require the agency wishing to transport the passenger to provide a risk assessment and notify: 1. easyJet Government Repatriation team or ICC (on the day). 2. Customer Disruption team if out of hours. Assign INADs, DEPUs and DEPAs and their escorts seats in the rear of the cabin, but not directly adjacent to exits.

INAD (Inadmissible Passenger) Captain and Cabin crew to be informed	GHM 1.4.10.1.1	An INAD is an inadmissible customer who is refused entry into a state by its authorities. An INAD should depart on the first available flight, as directed by the National Authority. The INAD customer must be identified to the Senior Cabin Crew Member prior to boarding and the Commander must be informed. Assign INADs, DEPUs and DEPAs and their escorts seats in the rear of the cabin, but not directly adjacent to exits.
WEAP/FRMS	GHM 1.1.6.14	easyJet only accepts Sporting and Competition weapons. When a firearm and ammunition is carried in the hold, the procedures shall ensure: (a) Firearm is not loaded and there is no ammunition in the chamber, and ammunition is carried separately from the firearm. (b) Firearm is suitably packed. (c) Ammunition is securely packed in quantities not exceeding 5 kg gross weight per person. Note: Only ammunition assigned to UN0012 or UN0014 may be carried. (d) Affix a firearm label to all accepted firearms. (e) Firearm and ammunition is stowed in a place that is inaccessible to any unauthorised person during the flight. Firearms are not to be carried in the flight deck or retained by any crew member. (f) Carriage of firearms is permitted by all states involved (including the state of departure, transit, arrival) (g) Pilot-in-command is notified prior to a commencement of the flight and details are included in the MVT message. (h) A firearm declaration form must be completed at acceptance.
Sport Equipment	GHM 1.1.6.12.4	Generally, sporting equipment will be presented as separate pieces of checked baggage. The following is the breakdown of easyJet sporting equipment: Small Sports Equipment: • Golf Clubs • Ski (& boots) • Snowboard • Firearms Large Sports Equipment: • Bicycles • Hang gliders • Canoes • Windsurfers/Surf boards
Musical Instruments	GHM 1.1.6.2.5	easyJet allows customers to take a musical instrument into the cabin as part of their baggage allowance. The instrument must be no larger than the size of the overhead locker 30 × 117 × 38 cm. Customers travelling with an instrument that fits within their cabin bag allowance (either small cabin bag under the seat, or large overhead cabin bag) can take the instrument on board. Customers travelling with an instrument larger than the small cabin bag allowance, and up to the locker size (30 × 117 × 38 cm) will be accommodated onboard. The customer must have the large bag allowance. The musical instrument will be classed as their large bag allowance. Larger musical instruments that cannot fit into the overhead locker (30 × 117 × 38 cm) can travel in the cabin but a ticket must be purchased for it to go in a seat. Seats bought for musical instruments do not have any cabin bag allowance. The large musical instrument must be in a case with a handle capable of being used to pass the

		seatbelt through for the purpose of securing it to the seat. The weight of case/instrument must not exceed 75 kg and the maximum width of the case/instrument is 17 inches/43 cm. If no separate seat has been purchased, the instrument is checked into the hold and applicable fees are charged.
EXST (Extra seat)		Extra seat is available for purchase for PAP comfort (mostly purchased for oversized passenger, instruments, wedding dresses etc)
CBBG (Cabin baggage)	GHM 1.1.6.12.1	Cabin baggage is baggage not usually suitable for loading in the aircraft hold and, thus, requested for transport on an extra seat, for example: • Large Musical instruments, to travel in the cabin must have a seat purchased and: – Must not exceed the maximum allowed weight of 75 kg (instrument and case combined). – Must fit within the minimum seat width of 43 cm. – Must be in a case, with a handle which is capable of being used to pass the seat belt through, so that they can be safely secured to the seat. – Must not protrude more than 30 cm above the top of the seat back. The seat height is 68 cm from the seat cushion, and 114 cm from the floor. – Must be placed in a window seat. – Cannot be booked in restricted seats or seats in the rows next to restricted seats.
INFT (Infant)	GHM 1.4.2.1.1 - 2	An infant is a minor who has not yet reached their 2nd birthday. easyJet will only permit the carriage on infants from the age of two weeks (14 days). One adult (aged at least 16 years) may take responsibility for up to two infants. (a) Infants are considered children and must be assigned a seat when, during the journey, they reach the age of two. (b) Infants may not occupy Restricted Seats. Only one infant is permitted to be seated on an adult's lap – all other infants must occupy separate seats and be secured with an appropriate restraint device. (c) The maximum number of infants allowed per aircraft is limited by the number of supplemental oxygen masks available on the aircraft. Only one infant may be seated on a lap per half row of the aircraft, as there are 4 oxygen masks per block of 3 seats.
CHLD (Child)	GHM 1.4.2.2.1 - 2	A child is a minor between two and twelve (has reached their 2nd birthday but has not reached their 12th birthday). If the minor reaches their 2nd birthday during the journey, they will be considered a child as of the birthday. Customers under the age of 16 must occupy an individual passenger seat and may not occupy restricted seats.
UMNR (Unaccompanied Minor)	GHM 1.4.1.1	easyJet does not accept unaccompanied minors under the age of 16 for travel. Minors under 16 years or age can only travel when accompanied by a person aged 16 years or older, with whom they have an established relationship.
Young Person Travelling Alone (YPTA)	GHM 1.4.1.2	These are customer's aged 16/17 that are travelling alone. They are part of the protected Passenger Group and in times of denied boarding shall be protected.

Pregnancy	GHM 1.4.8	Pregnant mothers can be accepted for travel up to the end of the 35th week for single pregnancies. Pregnant mothers expecting more than one baby (e.g. twins) can only be accepted for travel up to the end of the 32nd week. Medical certification is not required for expectant mothers to travel.
Staff Travel		JMP seat can be assigned to airline staff after captain/airline approval.
Gate		
Gate Set-Up (Tensator & Baggage Gauge)	GHM 1.1.7.1	Prepare boarding area (tensa-barrier, baggage gauges etc.), including separate queueing lane (when possible) for customers with Speedy Boarding and Special Assistance customers prior to the arrival of customers. In FRA bridge positions the monitors should be set to display Speedy Boarding so that passengers booked with Speedy Boarding may board first. After Speedy Boarding is complete the monitor should be changed to the easyJet logo and an announcement made for remaining passengers to board.
Preparation		DGR sign + Baggage sizer Flight Report being filled out Cabin baggage check
Crew List		Passenger Manifest
Gate Opening Time		STD -60
Boarding Start/Greenlight Boarding		STD -30: The first passenger shall board the aircraft at -30
Offloading		STD -20 bags on red, advise TRC no later than STD-20
Gate Closing Time		STD -15