## Handling of overbooked airBaltic flight

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Effective from 26.05.2023

Dear Partners,

In order to enhance our handling of overbooked flights and expedite the acceptance process at the gate, we are implementing new procedures for passenger acceptance on overbooked flights.

Our primary objective is to improve flight handling at the gate and maintain on-time performance across our network. For flights that are overbooked, we ask you to actively seeking volunteers for denied boarding to ensure that airBaltic passengers receive personalized attention and good service. We strongly advise you to look for voluntary denied passengers during the check-in/bag drop acceptance process.

The airBaltic outstations coordinator team is ready to assist you in managing denied passengers. If a denied boarding situation arises, whether voluntary or involuntary, please contact airBaltic immediately at +371 672 80 440. We will take care of rebooking options, meal vouchers, hotel arrangements, and compensation.

## ALTEA DCS

OVERBOOK IN Y CABIN - REQUIRING UPGRADE

1. Upgrade commercial passengers, who have received SBY seat
2. Upgrade STAFF passengers according to priority (staff list nr.11)
3. Pre-defined comments STAFF / NOT PAID UPGRADE is mandatory



OVERBOOKED FLIGHT - REQUIRING DENIED BOARDING

1. BT will update DCS with Flight banner and flight comments stating:
   - number of overbooked passengers;
   - voluntary compensation amount at the check–in;
   - voluntary compensation amount at the gate,
   - involuntary compensation at the gate;
   - general guidelines.

2. Ground Handling actions:

- Volunteer searching during check in is a must
- If no volunteers found during the check-in, please re-activate the process at the gate by reading the announcement at the gate before boarding
- If no volunteers found – please offload passengers according to List nr.16 in DCS



- STAFF passengers must be accepted last when all commercial passengers are boarded, and only if free seats are available ( jump seats available, to be confirmed with Captain and BT CLC )

**OTHER DCS** – BT Outstation Coordinators will send guidelines and information related to affected flight to passenger handling email.