

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 seek 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

Pre-defined Comment

1 ****STAFF***
2 **NOT PAID UPGRADE**
3 FAST
4 PAID UPGRADE
5 STAFF UPGRADE

Select Comment:

or

Free Text Comment

Action this Comment:

Priority:

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.

BT618 29APR AMS → RIX Riga International
Acceptance Open
FLT oversold -10;check-in vol-eur200;gate vol-eur250;gate invol-eur300

Aircraft		Config		Cabin Capacity		Infant
Aircraft	Reg	C	Y	C	Y	Quota
AMS-RDX	223	5	140	5	140	10

Flight Status	
Acceptance	Boarding
Open	Not Open

Schedule	
Airport:	AMS RIX
Elapsed Time:	2h15
Scheduled:	09:55 13:10
Total Elapsed Time:	02h15

Comments out of AMS

- FLT oversold -10;check-in vol-eur200;gate vol-eur250;gate invol-eur300
- Choose DNBO candidates based on Onload list 16 in DCS;
- If upgrade necessary - according to the Regrade list 17 in DCS.



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

BT629 12MAY RIX → MXP Milan Malpensa (1) Acceptance Open Codeshare: A33247,AZ7871		STD: 15:55 Gate: None Boarding: 15:25
List Type	Additional Information	
10 Standby(SBY)	Standby customers	
11 Staff(STAFF)	Staff customers	
12 TICKET LIST(TKT)	All accepted passengers with tkt	
13 Incarriage baggage(WBAGS)	Transfer passengers with baggage	
14 Web and mobile check-in(WEBMOB)	All web and mobile check-in passengers	
15 Waived baggage(XBAG)	Waived excess baggage with bag tags and SSR codes	
16 Onload priority(XONLOAD)	Onload priority recommendation sorting	
17 Upgrade priority(XREGRADE)	Upgrade priority order	
18 Check-in fail(XCFAIL)	Passenger have to pay check-in fee	
Select List: 16		

- 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.

