

STATION INFORMATION LETTER (SIL)

APPLICABILITY	Passenger handling		
SUBJECT	Upgrade policy for Captains and First officers		
ISSUED BY	Ground Operations		
REF. NUMBER	KK-04-11/SIL-80		
REF. TO PUBLICATIONS	-		
ISSUED ON	15.08.2017	UPDATED ON	11.09.2017

Dear partners, please be remained!

Upgrade to Business class policy applicable for Captains and First officers has been implemented and is effective as of August 15, 2017

Captains and First Officers traveling on any of airBaltic flight as staff on **duty** or **leisure** may request and may be upgraded, if:

1) **Presents themselves at the gate in full airBaltic uniform:** 2) **Presents a Crewmember certificate:**



WHEN:

- Only at the gates before boarding process;
- Upgrades can be performed in case of C-class seats are available and upgrade process will not cause any flight irregularities;
- In case of overbooked Y-class, DCS acceptance list nr.17 must be followed (or as suggested by Irregularities team). And only after commercial passengers accepted, captain and / or first officer request can be handled.

DIVIDERS:

- No divider change due to upgrade requests;
- In case of full economy class configuration - upgrades are not possible.

PRIORITY:

- Defined according position and seniority in the company:
 - Captain (if 2 captains – according to seniority)
 - First officer (more than one – according to seniority)
- Position (captain or first officer) to be clarified by the gate agent
- Seniority determined based on date of employment (visible on crewmember certificate)

**NB! Pilots has to be at the gate before boarding starts and apply for the upgrade at the gate.
Upgrades handling cannot be a reason for flight delay.**

Regrade to C cabin reason Staff shall be indicated.

Regrade Details

Regrade Reason: **Staff**

Pre-defined comment STAFF UPGRADE need to be added in case of upgrading passengers;

Pre-defined Comment
1 ***STAFF***
2 NOT PAID UPGRADE
3 FAST
4 PAID UPGRADE
5 STAFF UPGRADE

