

STATION INSTRUCTION

Station Instruction #	SI 292		
Title	Compensation for Voluntary Offloads		
Date of Issue	24th January 2024		
Effective start date	07th February 2024	January 24, 2024	
Effective end date	UFN		
Written by	Iulia Cristescu		
Reviewed by	Ground Ops – Customer Ops Manager	OPR No	n/a

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Reason for Issue

Customer Policy and Finance have conducted a recent review of this policy to ensure that the Voluntary Offloads thresholds are still accurate. The Voluntary Offloads compensation amounts have been reduced as shown in the table below.

GHM Amendments

Section	Title	Details
1.6.1	Passenger Entitlements	Changes to table with Compensation Amounts (Voluntary)

The new compensation amounts for Voluntary Offloads are shown in the table below. Please note that the compensation amounts for Involuntary Offloads have NOT changed.

Sector Length	Sector Category	Compensation Amount (Voluntary)	Compensation Amount (Involuntary)
Up to 1500 km	A	€300/£260 per customer	€250/£220 per customer
1500 – 3500 km	B	€450/£390 per customer	€400/£350 per customer
Over 3500 km	C	€650/£570 per customer	€600/£520 per customer
A Distance Matrix is available on the Connected Portal to support identifying Sector Length.			

As a result of the changes to the above amounts, pred-defined comments in eRes (VT100) have been changed to reflect this.

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- a signed read and brief, regular team briefing sessions to ensure Ground Crew understand SI content
- specific training and assurance of content comprehension by Ground Crew
- review of local audit checklists & training material to include any changes

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Please see below screenshot of the new pre-defined comments page in eRes.

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14. VOC-Voluntary Offload Commercial-Overbooking
15. VOO-Voluntary Offload Operational-Other Reasons
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16) DBC-Involuntary Offload Commercial-Overbooking
17) DBO-Involuntary Offload Operational-Other Reasons
18) OTHER Compensation offered-see free format comment
19) Alternate airline-easyJet organised
20) Alternate airline-Customer organised
21) HOTAC provided by easyJet
22) HOTAC organised by customer
23) Transport provided by easyJet
24) Transport organised by customer
25) CAT A Denied Boarding - EUR 250
26) CAT B Denied Boarding - EUR 400
27) CAT C Denied Boarding - EUR 600
28) CAT A Voluntary - EUR 300
29) CAT B Voluntary - EUR 450
30) CAT C Voluntary - EUR 650
*(more data)* 'MU' to scroll UP
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For any Voluntary Offload Customers, Ground Crew should select the type of Voluntary Offload (from rows 14,15) and also choose the correct pre-defined comment with the compensation amount (from rows 28, 29,30).

All of the processes remain the same, which can be found in the GHM, section 1.6

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