

# OPERATIONAL MEMO

Memo #	OM 164
Title	Experience Flight Customers
Date of Issue	28 <sup>th</sup> March 2024
Written by	Diana Stevens
Reviewed by	GO Customer Ops / Cabin Safety

*The contents of this document are highly confidential and must not be shared with anyone else, except strictly for the purposes of providing ground handling services to easyJet. Copyright and all other intellectual property rights in the material belong to easyJet Airline Company Limited.*

## Reason for Issue

An "Experience" Flight is the opportunity for a limited group of key easyJet stakeholders to gain insight into the operation onboard, by conducting a series of flights with Cabin Crew.

## Details

From the 28<sup>th</sup> March 2024, There will be a full process introduced for "Experience" Flights to be booked and managed by the internal easyJet team.

## Airport process

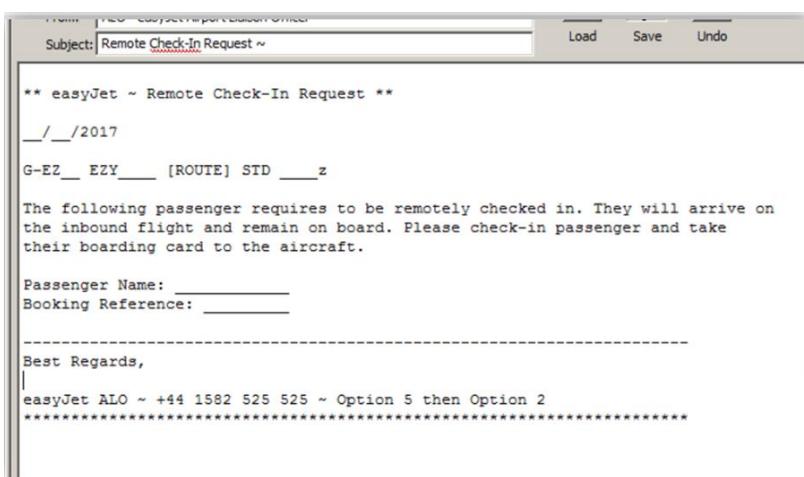
The "Experience" Flight Customer will check-in for their flights and proceed through airport security and to the boarding gate with all other customers.

The "Experience" Flight Customer will be booked as a regular customer on all flights for the day. This maybe two or four sectors.

It is the responsibility of the "Experience" Flight Customer to board the aircraft on time. If they are not at the aircraft when all other customers are onboard, and they are the last person to board we will not wait for them and they will be offloaded.

## Turnaround

The Ground handler should have already received a SITA message advising that a remote check-in will need to be carried out for this customer. The boarding pass will need to be printed and taken to the aircraft.



The Cabin Manager will advise the TCO / Dispatcher that an "Experience" Flight Customer is onboard and provide the name and booking reference number.

If a security search is required, the "Experience" Flight Customer will remain at the forward crew station whilst this is completed.

For further information please reference Guidance Material – "Experience" Flight Customers.