

OPERATIONAL MEMO

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

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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 28th 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 screenshot shows a SITA message window with the following content:

```
MEMO: TCO - easyJet Remote Check-In Request
Subject: Remote Check-In Request ~
Load Save Undo

** easyJet ~ Remote Check-In Request **

__/_/2017

G-EZ__ EZY__ [ROUTE] STD __z

The following passenger requires to be remotely checked in. They will arrive on
the inbound flight and remain on board. Please check-in passenger and take
their boarding card to the aircraft.

Passenger Name: _____
Booking Reference: _____

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Best Regards,
|
easyJet ALO ~ +44 1582 525 525 ~ Option 5 then Option 2
*****
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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.