



Job Card - PAX

V1R0

airBaltic

General

Alliance	N/A, Codeshare agreements	
Flights	RIX - FRA - RIX	BT244, BT246
A/C Type	A220-300, A320-200	
Manuals	BT Ground Operations Intranet	
GOM	Station Manager & Supervisors with access	

BTI Contacts

CLC Operational Issues	+371 6720 7401; BTclc@airbaltic.com
DCS Support Centre + CLC Supervisor 24/7	+ 371 2944 2260; CLChelpdesk@airbaltic.com
Outstation helpdesk – for irregularities 24/7	+371 6728 0440; atoirr@airbaltic.com
Security Office	+371 2561 4431; security@airbaltic.com
OCC BTI 24/7	+371 6720 7206; Opscontrol@airbaltic.com
Travel document check	+371 67130810 +371 28603096 traveldoc@airbaltic.com

Check In

	Reference	
Online Check-in Opening	Website	118 hours (5 days) before STD until STD-120
Counter Allocation	SLA	1 x Economy, 1 x Business
	SLA	2 x Economy counters when more than 100 PAX booked
Priority	SLA	1 priority counter applicable
Cabins		Economy & Business Class
Booking Classes	Website	Economy (Green, Green Plus, Classic); Business (Business light, Business)
Frequent Flyer Program	SLA	airBaltic Club (Club, Executive, VIP)
Check In Opening Time	SLA	-STD 150
Check In Closing Time	SLA	-STD 40 Economy; -30 Business
Airport Check-in fee	GOM A.2.4	Check-in at the airport costs 35 EUR per passenger per direction. Exemptions: 1. Passengers with SSR remark PRIO and CKFE, and Business class tickets; 2. airBaltic Club VIP and Executive card holders (airBaltic Club membership card has to be presented); 3. Codeshare passengers; 4. Group PNRs (booking class G); 5. Interline transfer passengers with checked-in baggage; 6. Involuntary rerouted passengers; 7. Passengers with following special service or medical assistance requirements (+passengers in same PNR): BLND, CBBG, DEAF, DEPA, DEPU, DPNA, EXST, MEDA, PETC, AVIH, SEMN, UMNR, WCHC, WCHR, WCHS, WEAP Passengers with Infants (+ passengers in same PNR); 8. ID/AD passengers irrespective of travel purpose; 9. Passengers with identical name and surname in one booking; 10. Passengers on charter flights; 11. Children booked in a separate reservation;
Through Check In	GOM 1.1.3.4 (c)	Customer and/or baggage should be checked through to the final destination. airBaltic will allow through check-in of customer and baggage with separate tickets on separate PNRs on BT-BT connections when the transfer is within the Minimum Connection Time (MCT). The customer shall always be informed by the agent of the destination where he and his baggage are checked-in to.

Documentation

Passport check only, if required by local authorities (not requested by BT from EU). Thorough travel documentation (including COVID-19 related) check for all customers transiting through RIX, respective to their final destinations.

Reference			Baggage	
Carry-On	GOM B.1.1		Each passenger except infants may carry: 1 cabin bag (55x40x23 cm) + 1 personal item (30x40x10 cm) for Economy class PAX; 2 cabin bags (55x40x23 cm each) + 1 personal item (30x40x10 cm) in Business class PAX and airBaltic Club VIP card holders.	
Hold Baggage	GOM B.2.1		Max. 32kg / for baggage 23kg-32kg ->heavy tag needs to be applied!	
LRT - Limited Release	GOM 1.1.6.9		The limited release information shall always be filled out when the baggage is: Fragile or inadequate packed - Late check-in - Not admissible in cabin - Perishable - Volume - Security – Damaged. Complete the bag tag according to normal procedures, then: Inform the passenger of the limited release situation and tag issued - Tick off the LIMITED RELEASE check box on the claim tag to indicate that a limited release situation applies - Tick off which condition causes the limited release, e.g. inadequate packing. - In the case of damaged baggage, indicate on the claim tag what type of damage and the location of the damage. - Affix the bag tag to the baggage and the bag tag / claim tag to the passengers ticket cover.	
XBAG (Excess baggage)	GOM 1.1.6.8	Excess baggage fees calculated in DCS		
Specials				
PETC (Pet in cabin)	GOM B.2.3.7	<ul style="list-style-type: none"> • Container or soft bag (also called Sherpa Bag) must be used when transporting pet. • Each passenger may carry only one container/soft bag, and the pet must be kept in the container throughout the whole flight. • Pet must be odourless • Container/soft bag must be leakage proof and must not exceed 55*40*23cm. • Pet and container/soft bag together must not exceed 12 kg. • Max. 2 pets in handbag/cage/soft bag with total weight not exceeding 12 kg. Pets have to be of the same kind, e.g. two dogs. They have to be comfortable. • Soft bag (Sherpa Bag) must be well ventilated and may not be easily destructible by the animal inside it. • Pet must not require any attention in transit nor be objectionable to other passengers. • Passenger with Pet may not be seated at any emergency exit rows and 1AC seats on DH4 aircraft. • During the take-off and landing the container/soft bag must be placed under the seat in front of the passenger, just like any other cabin baggage. 		
SVAN (Service Animal incabin)	GOM 1.1.6.12	<p>Assistance dog which may be accepted in the cabin. Trained service dogs (SSR: SVAN): Ø Seeing eye dogs trained to lead passengers with impaired vision; Ø Hearing aid dogs trained to lead passengers with impaired hearing; Ø Other service dogs trained to support physically disabled person by i.e. retrieving objects that are out of their reach, by pulling wheelchairs, opening and closing doors, assisting ambulatory tasks; Ø Rescue dogs. SVAN has to be equipped with harness and the passenger has to possess a muzzle to put on the dog if necessary. A service animal must occupy the floor space where the person sits and cannot obstruct an aisle or other area that must remain clear for emergency evacuation. Exit row seating is prohibited. Emotional Support Animals (ESAN) must not be accepted on Air Baltic flights.</p>		

AVIH (Animal in Hold)	GOM B.2.3.8	Only cats and dogs are accepted in passenger baggage. Acceptance checklist of Animal has to be filled, stickers used. Information of animal (total weight together with the container, dimension of the container) shall be entered into the booking system). LIVE ANIMALS label. THIS WAY UP label. Number of pets as checked baggage is 2 units per aircraft. One unit is one crate. Number of animals per checked baggage crate: For adult animals the following applies: a maximum of 2 animals of comparable size same, weighing up to 14 kg each in one cage. Animals over that weight must travel individually. Pets have to be of the same kind, e.g. two dogs. For young animals up to 6 months old from the same litter, the following applies: a maximum of 3 animals per cage weighing up to 14 kg each. Each individual animal must be able to move in the cage, i.e. stand up and lie down. The animals must be used to being together. Maximum weight of live animals as checked baggage Maximum weight of crate with animals is 75 kg. A piece weighing more than that must be sent as cargo.
PRM (Passenger with Reduced Mobility)	GOM 1.4.4.1	Categories of PRM: ↳ medical cases, ↳ non-medical cases. Maximum 5 PWDs for one cabin crew member allowed on airBaltic operated flights.
STCR (Stretchers)	GOM 1.4.5.1	The stretcher arrangements are not available on airBaltic flights.
WCH* (Wheelchair)	IATA SSR Code table	WCHR: Requires wheelchair for distance to and from A/C only WCHS: Cannot ascend/descend stairs/steps but no assistance in A/C cabin necessary WCHC: Passenger totally immobile and need full assistance up to A/C seat
WCMP (Wheelchair - Manual Power)	IATA SSR Code table	A manually powered wheelchair, passenger-owned
BLND, DEAF	IATA SSR Code table	Passenger who is blind or/and deaf and needs assistance.
MEDA (Medical Assistant)	GOM 5.11.1	Passengers who suffer from an illness (marked in the booking system by the MEDA code) for whose carriage doctor's approval is required (required documents: MEDIF forms). Passengers who require medical assistance, additional oxygen for breathing or other specialized medical equipment during the flight, Passengers whose behaviour or mental or physical condition, make it impossible for them to travel without additional assistance, Passengers whose health might deteriorate as a result of air travel, Infants up to 7 days of age. Women over 32 week of pregnancy
EMA (Electric Mobility Aid) Subject to Dangerous Goods Regulations, accounted for Load Control and reported to the Flight Captain!	GOM 6.5.24.	WCBD: Dry cell battery WCLB: Lithium ion battery WCBW: Wet cell battery May be accepted after further checks of requirements for safe air transportation. Dangerous Goods Regulations and Loading requirements to be checked before acceptance of any EMA! The pilot in command MUST be informed about the location of the mobility aid

DAA (Delivery at Aircraft)	GOM 1.1.6.9	<p>Delivery at aircraft baggage is cabin baggage:</p> <ul style="list-style-type: none"> · loaded in hold at the time of boarding and, · return to the passenger when disembarking, i.e. at the aircraft stairs or at the loading bridge. <p>NOTE: Only Baby trolleys and WCH is counted as DAA Baggage! DAA bags are checked in as regular baggage using the manual DAA tag. Tag number and weight must be reported in DCS.</p>
DEPA (Accompanied Deportee) - Captain and Cabin crew to be informed	GOM A.4.4.1	<p>There is no restriction as to their number, provided that an individual escort is ensured. Escorts should not carry mace, tear-gas or similar incapacitating gas generating devices on board an aircraft. Escorts should adequately identify themselves to the Contracted Handling Agent and flight crew. Their presence on board and seat assignment shall be transmitted to the Commander, who should acknowledge receipt of this information. Any other security personnel and passengers authorized to carry firearms on board the aircraft should be made aware of the transportation of persons with escorts and their seat location. Escorted persons should be boarded before all other passengers and disembarked after all other passengers have left the aircraft. They should be seated as far to the rear of the passenger cabin as is possible but not next to/directly across from an exit. They should only be seated in a row of two or more seats and at least one escort should sit between the escorted person and any aisle. The escorts shall be able to speak a language understandable by the flight crew. The escorts shall wear civilian clothes.</p>
DEPU (Unescorted Deportee) Captain and Cabin crew to be informed	GOM A.4.4.1	<p>Unaccompanied deportees (DEPU) shall be disembarked separately from other passengers. They should be seated as afar to the passenger cabin as is possible but not next to/directly across from an exit. DEPU and their travel documents shall be handed over from crew to handling agent or State Authorities, whichever is authorized to make further actions according to local requirements. If DEPU is handed over to handling agent, DEPU may be left unaccompanied only if: State Authorities do not request any further actions from handling agent or airline, or Approval from airBaltic Security Helpdesk is received. If DEPU arrives with an airBaltic flight and should depart with another airBaltic flight, handling agent is responsible for DEPU and his/her travel documents during the stopover.</p>
INAD (Inadmissible Passenger) Captain and Cabin crew to be informed	GOM 1.4.9.1	<p>(a) An INAD is an inadmissible passenger who is or will be refused admission to a State by its authorities.</p> <p>(b) An INAD should depart on the first available flight.</p> <p>(c) The operating carrier should be advised by the responsible authority (local) about the conditions and the state of the INAD. This should be done well in advance of the boarding.</p> <p>(d) Advise the crew and pilot-in-command of INAD passengers with judicial processings.</p> <p>(e) All stations en route shall be advised of the INAD on board.</p> <p>Note: In general, Inadmissible passengers, INADs, travel without being accompanied.</p> <p>(f) If assessed by the responsible authority, INADs may be accompanied.</p>
WEAP/FRMS	Website GOM B.2.3.4	<p>Firearms and other weapons must be carried as checked baggage only, if they are suitably packed and ammunition is removed. The firearm must be divided into two pieces: a bolt cannot be carried in the same bag as the firearm. It is required to declare firearms at the check-in counter upon departure. Ammunition must be carried as checked baggage only and shall consist of small arms ammunition only. Ammunition must be securely packed, for personal use only and must not be carried in quantities exceeding 5kg per box and passenger. The maximum weight allowance for each set of weapons is 23 kilograms. If the weight of the sports equipment set exceeds 23 kg, passengers will be charged a 60 EUR heavy baggage fee.</p> <p>Checked baggage containing Firearms shall be tagged with Firearms tag. The Load Control functions shall be informed about transportation of weapons or firearms. BuPOL to be called for assistance at check-in, checking relevant documents and Firearm Pass.</p>

Sport Equipment	Website	The maximum weight allowance for each set of sports equipment is 23 kg. Each set of equipment must be packed in one baggage unit (if not stated differently) otherwise the sports equipment fee will be charged per piece of equipment. If the weight of the sports equipment set exceeds 23 kg, passengers will be charged a 60 EUR heavy baggage fee. This charge is applied per set, not per kg. The charge is collected only at airports. The maximum weight of one set of sports equipment is 32 kg. Only a limited number of sets of sports equipment can be accepted on each flight therefore anyone wishing to transport sports equipment should declare it in advance. Business ticket holders can transport one set of sports equipment free of charge. airBaltic Club VIP members are also permitted to check in one set of sports equipment for free.
Instruments	Website	Can be carried in cabin instead of standard cabin baggage or as CBBG For instruments exceeding cabin bag size, an extra seat (EXST) to be purchased
EXST (Extra seat)		Extra seat is available for purchase for PAP comfort (mostly purchased for oversized passenger, instruments, wedding dresses etc)
CBBG (Cabin baggage)	GOM 1.1.6.12	Cabin Seat Baggage (CBBG) is baggage not usually suitable for loading in the aircraft hold and thus requested for transport on an extra seat. Such baggage may include: (i) Musical instruments (ii) Works of art (iii) Electronic equipment (iv) Diplomatic baggage (v) Valuable baggage. These items must be checked in next to passenger (window seat). Maximum weight can be 32 kg.
INFT (Infant)	GOM 1.4.2.1	An infant is a minor that has reached 8 days but not yet reached his/her 2nd birthday. Infant may not be seated in an Emergency exit seat, first row seats or on jump seat. Infant may be seated in Window seats only. Infants traveling by car type baby seats or similar child restraint device require an individual seat suitable for the device. Infants are considered children and shall be assigned a seat, when during the journey, they reach the age of two.
CHLD (Child)	GOM 1.4.2.2	A child is a minor between 2 and 12 (has reached his/her 2nd birthday but has not reached his/her 12th birthday). Children under 5 years of age cannot be accepted for transportation unless travelling with an adult or accompanied by an escort not younger than 16 years and capable of taking care of the minor during the journey. Escort has to be assigned by the child's parents/guardian. Children aged 5-11 may travel alone only as unaccompanied minors.
UMNR (Unaccompanied Minor)	GOM 1.4.1	An UMNR (Unaccompanied Minor) is a child who: Has reached 5 but not 12 years of age, and Is traveling alone or Has reached 12 but not 18 years of age and requires assistance. Children aged 5-11: If traveling alone, the UMNR service is mandatory. If UMNR service is not requested, child can only be accepted for travel if the travel companion has reached 16 years of age. Children aged 12-17: If traveling as an UMNR is optional and service is requested, the child cannot decline the service him/her -self. Policy airBaltic service to an UMNR implies that the child is under airline supervision from check-in until the child has been met upon arrival by parent/guardian. No more than 5 UMNR may be accepted on one flight. a) Complete the handling advice/declaration form ensuring the responsible adult has signed authorization and provided proof of identity. (b) Distribute and keep copies as required. (c) Ensure the correct remarks and SSR codes are in the check-in record. (d) Apply handling fee where applicable. (e) Inform the responsible adult to remain at the airport until the aircraft is airborne. (f) Keep the UMNR in safe custody and hand over to the cabin crew during boarding. (g) Advise/release responsible adult once flight is airborne. Arrival station: a) Meet, assist UMNR and collect any travel documents from the cabin crew. (b) Complete the handling advice/declaration form for airline staff responsible. (c) Where applicable, ensure baggage of UMNR is collected. (d) Hand over the UMNR only to the designated adult noted on the handling advice after verifying the identity of this person and having received his signature for receipt of the UMNR.

Pregnancy	GOM 1.4.6	Expectant mothers up to end of 27th week of pregnancy has no restrictions for travel. From beginning of 28th week up to the end of 36th week must have one of following document to prove the stage of pregnancy: Pregnancy passport/Completed airBaltic standard form Pregnancy statement for air travel/Medical certificate in English language stating that passenger is "Fit to fly" and indicating stage of pregnancy. No pregnant passengers are accepted on board beyond 36th week of pregnancy. Note: No travel permitted beyond 32nd week of pregnancy if expecting multiple births.
Staff Travel	GOM A.4.7	JMP seat can be assigned to airline staff after captain/airline approval.
Gate		
Gate Set-Up (Tensator & Baggage Gauge)	GOM A.5.2	Baggage Gauge to be placed at the gate area If the infrastructure of boarding gate allows to use two separate lines for the boarding, one line shall be used only for Business class passengers, airBaltic Club VIP members, families with small children and passengers with special needs as a Priority line.
Preparation	GOM A.5.2	DGR sign + Baggage sizer Flight Report being filled out Cabin baggage check F9 Ineligible to board list (issues, gate comments, etc) Specials (No. 3 and No. 6) Standby list (No. 10) Possible incoming pax list (No. 7)
Crew List	GOM A.5.2	0
Gate Opening Time		STD-45
(Pre)Boarding Start		STD-30
Offloading		STD-15 bags on red, advise TRC no later than STD-10
Gate Closing Time		STD-10
L&F		
Currently handled by ABS		