

Topic: Boarding Sequence + Digital Boarding Announcement

Dear All

On LOT the following boarding sequence must be followed:

Bus Position

A couple minutes before you start boarding the passengers into the bus the digital Preannouncement needs to be played.

After the digital Preannouncement please make sure – using the microphone at the gate –, that you make an announcement for the priority passengers that they can board at their own convenience – see LOT Digital Boarding Announcement Guide.

Once these announcements were done and you are ready to start boarding the passengers into the bus, please play the digital boarding announcement.

Bridge Position

If the passenger figures are low (see limits below), the same process needs to be followed as with remote position. First digital preannouncement shortly before boarding with the manual priority announcement. And once boarding can be started, digital boarding announcement.

If the passenger figures reach or exceed the limits, procedures for seat row boarding must be followed.

These limits are:

- E75: 50+ PAX
- E95: 70+ PAX
- B737: 100+ PAX

In these cases, following boarding sequence to be adhered to:

First the digital preannouncement followed by the manual priority announcement.

Then boarding starts with the rows in the back.

These being:

- E75: 11-21
- E95: 17-30
- B737: 20-31

Once these rows are boarded, boarding is going to finish with the remaining rows in economy class:

- E75: first Y row – 10
- E95: first Y row – 16
- B737: first Y row – 19

Please use LOT Digital Boarding Announcement Guide, which also mentions the text which needs to be announced manually for the priority customers informing them that they may board at their own convenience.

Thank you!

Norbert