DHS | Jobcard - PAX | LOT
V1R0

General

Alliance	Star Alliance
Flights	WAW - FRA - WAW LO383/LO384 LO381/LO382 LO379/LO380
A/C Type	ERJ 170-100/200 ,ERJ 190-100/200 ,DHC-8-400 ,B-787-9 ,B737-800/MAX
Ticketing	LOT Contact center irregularity department
Manuals	LOT Online Library Access
GOM	Station Manager & Supervisors with access

LOT Contacts

ONN Team	+48 22 606 63 01 / +48 22 606 63 02 onn@lot.pl
Regional Station Manager	+48 536 366 727
OCC LOT WAW	+48 22 606 77 74

Check In

	Reference	
Online Check-in Opening	Website	36 hours 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 (Shorthaul)
Booking Classes	Website	2 travel classes: Economy saver; Economy standard ; Economy Flex; Business Semi Flex; Business Full Flex
Frequent Flyer Program	Website	Star Alliance / Miles and More
Check In Opening Time	Website	-STD 120
Check In Closing Time	Website	-STD 40
Through Check In	GHM 6.2.2.2	Through check-in of baggage is possible for following cases: 1.Onto flight is operated by LO or other airlines contracted with Interline Agreement with LO 2.the connecting flight departs from the same airport as the delivering flight 3.if local through-check-in rules allow 4.if the passenger holds a ticket with confirmed (OK) or requested (RQ) reservation for the connecting flight
Blocked PNRs		LOT Contact Center Irreg Department to be contacted
LMC (Last Minute Changes)	GHM 3.20.2	Acceptance of LMC allowed

Documentation

For the flights only to WAW: Passport check inside the schengen area not required. Passports or ID cards to be checked and swiped for those passengers who are approaching the check in, online checked in PAX: no passport check during boarding required.
For the transfer flights to non schengen area:Passport and Visa check required
Help: Timatic, Pax Documentation WAW

Covid-19 Procedures

TIMATIC to be checked for every case!!!

	Reference	**Baggage**
Carry-On	GHM 6.2.2.2	1 pcs: max weight: 8Kg (Economy) + 1x "under the seat" item = 55cm x 40cm x 23cm (handbag, laptop bag, briefcase etc) -> underseat label must be used
Hold Baggage		Max. 32kg / for baggage 24kg-32kg ->heavy tag needs to be applied !
LRT - Limited Release	GHM 6.10	When passenger baggage is: Þ checked late Þ not properly packed (e.g. surfboards), Þ bicycles when not in a strong outer package, Þ buggies, Þ already broken or damaged when checking-in, Þ contains perishable or fragile goods (e.g. TV set). Þ when oversized or heavy hand-luggage collected at boarding Þ in case of no baggage printer (e.g. at the gate) instead of system baggage tag. The Limited Release Tag shall be correctly filled and registered into the system.
XBAG (Excess baggage)	GHM 6.3	Excess baggage fees calculated in DCS
		Specials
PETC (Pet in cabin)	GHM 6.3.5 and 6.4.1	Must be pre-booked and fee charged, never be seated in front row or exit seats Max. 2 PETC per Aircraft and max 8kgs gross The size of the container may not exceed the dimensions of: Þ on B 787, B 737: 55 x 40 x 20 cm on E70, E75, E95, DH4: 45 x 30 x 20 cm Dogs, cats and ferrets requires PET passport Polish law does not allow to bring into Poland young dogs, cats or ferrets under 12 weeks of age without valid vaccination against rabies
SVAN (Service Animal in cabin)	GHM 5.11.2.1	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.

AVIH (Animal in Hold)	GHM 6.4.3	Information of animal (total weight together with the container, dimension of the container) shall be entered into the booking system All the rules that apply to baggage check-in are also relevant for the check-in of a passenger travelling with a live animal carried as baggage. A live animal carried as baggage can be accepted for carriage only during check-in at the airport on the day of departure. Single-leg or multi-leg tag. · LIVE ANIMALS label · THIS WAY UP Every live animal container must bear at least one (1) live animals sticker, with package orientation "This Way Up" on all four (4) sides whenever possible. The labels shall be affixed to the container in such way as not to obscure ventilation openings.* It is prohibited to load AVIH on the following A/C:ERJ190-200AR(SP-LNG, SP-LNH, SP-LNI, SP-LNK, SP-LNL, SP-LNM, SP-LNN)ERJ190-100AR(SP-LME, SPLMF)* Immediately notify ONN for change of A/C registration, if not possible ask ONN to contact the PAX with AVIH.
PRM (Passenger with Reduced Mobility)	GHM 5.11.1	Categories of PRM: Þ medical cases, Þ non-medical cases. Considering the level of mobility impairment, PRM may be also classified as: Þ walking passengers, Þ not walking passengers
STCR (Stretchers)	GHM 5.11.4	This service is suspended, see more GHM 5.11.4
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)	GHM 5.11.7	A manually powered wheelchair, passenger-owned
BLND, DEAF	GHM 5.11.2	Passenger who is blind or/and deaf and needs assistance.
MEDA (Medical Assistant)	GHM 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!	GHM 6.5.2-4.	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 accaptance of any EMA! The pilot in command MUST be informed about the location of the mobility aid

DAA (Delivery at Aircraft)	GHM 6.11	Delivery at aircraft baggage is cabin baggage: · 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. NOTE: Þ It is not considered as checked baggage, although carried in hold. Þ If used for carry-on baggage, the weight is part of the carry-on baggage allowance. Tag "Delivery at aircraft" shall be used
DEPA (Accompanied Deportee) - Captain and Cabin crew to be informed	GHM 5.13	To be seated in the last rows (window seats). Potentially Disruptive Passengers, who need to be escorted by police or security agents. DEPA: Þ Documents remain with the escort (Notification form)
DEPU (Unescorted Deportee) Captain and Cabin crew to be informed	GHM 5.13	To be seated in last rows (window seat). DEPU: Þ Documents shall be given to the senior cabin crew member (Notification form) Þ Upon arrival, the documents must be handed over to the ground staff
INAD (Inadmissible Passenger) Captain and Cabin crew to be informed	GHM 5.13	Inadmissible passenger means a passenger who: Þ is refused admission to a country by authorities of such country or, Þ is refused onward carriage by a Member or government authority at a point of transfer, e.g. due to lack of a visa, expired passport, etc. · There are two categories of INAD: Þ Unaccompanied INAD passengers (in most cases), Þ Accompanied INAD passengers.
WEAP (Weapon)	GHM 6.6.1-2	Firearms (FRMS) and ammunition (AMMO) (subject to one additional fee) Firearms unloaded, dismantled and packed into special closed containers - max 15 kg Ammunition packed seperately in appropiate metal, wood or fibre container provided with safety locks - not exceeding 5 kg, can also be carried as part of the checked baggage. Passenger to fill up and sign "Firearm Deposit Declaration" Firearm to be labelled with corresponding tag BuPOL to be called for assistance at check-in, checking relevant documents and Firearm Pass
Sport Equipment	Website	Subject to additional fee (depending if domestic, intercontinental or international flight) Maximum weight allowance:45kg Items allowed for carriage: Bicycle, Archery, Fishing, Golf ,Hockey Equipment, Skateboard, Snowboard, Tennis equipment etc...
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)	GHM 5.3.3	Extra seat is available for purchase for PAP comfort (mostly purchased for oversized passenger, instruments, wedding dresses etc)
CBBG (Cabin baggage)	GHM 5.3.3	Max 75 kgs, combined with a purchased EXST Passenger can not be seated on Emergency exit seat, two boarding passes to be issued to passenger
INFT (Infant)	GHM 5.10.1	< 2 yrs old Limit: The maximum number of infants allowed per aircraft is decided by the number of oxygen masks available on board the aircraft. Maximum 2 infants per accompanying adult over 16 years of age.
CHLD (Child)	Website	2-12 yrs old
YPTA (Young Traveller)		Refer to GHM 5.9.1 UMNR Handling

UMNR (Unacommpanied Minor)	GHM 5.9.1	1-7 days: an infant less than 7 days old is subject to the procedure concerning carriage of disabled persons, 8 days-5 years: an infant or child between 8 days and 5 years old must be taken care of during the journey by a guardian (additional air hostess), specially appointed by LOT Polish Airlines. over 5-12 years: an unaccompanied minor aged over 5-12 years, shall be taken care of during the journey, the care is exercised by a member of the cabin crew, the parents or legal guardians of the child may demand that special care be provided for the child. In such a situation the carriage is subject to the procedure described in item 2 (8 days-5 years). over 12-17 years: young persons aged over 12-17 years can travel completely independently (without the "UM" annotation on the ticket) and are treated as adults (are not subject to the procedure concerning carriage of unaccompanied minors -"UM") Documentation: Request for carriage" form (Handling advice) – mandatory. Þ Contains the waiver of liability, to be signed by parents/guardian. Þ Gives information concerning the UM, routing, adult escort on departure and adult escort upon arrival. Þ Contains several coloured coupons/copies : 4 copies for direct flight, additional white coupon in case of transfer carriage · UM document holder bag – mandatory. Þ a slip-on wallet for safe carriage of UM's documents (free of charge), Þ given during the check-in, Þ space provided to fill out name, routing and other details. · UM baggage tags – mandatory. · UM name label/button – if available. Limits: depends on the number of the cabin crew: B787(24) / 738/7M8(12) /ERJ 190-100/200(9) // ER1 170-100/200(6)
Voluntary UMNR (young traveller with paid UMNR service)	GHM 5.9.1	12-17 years old UMNR service fee booked and paid (handled like an UMNR, see above)
Pregnancy	GHM 5.10.3	Up to the end of the 32th week of pregnancy respective up to four weeks prior to the expected confinement, an expectant mother can freely travel on LOT flights without any doctor's certificate. · MEDIF is required in case of expectant mothers after the 32th week of pregnancy or women with complicated pregnancies or expecting twins, triples, etc. Expectant mothers must not be seated in emergency exit rows.
Staff Travel		JMP seat can be assigned to airline staff after captain/airline approval
Gate		
Gate Set-Up (Tensator & Baggage Gauge)		Baggage Gauge to be placed at the gate area Only one lining to be used (priority boarding applicable)
Preparation		DGR sign + Baggage sizer Cabin baggage check Inelegible to board list check (Altea CM) Flight Report filled up
Crew List		0
Gate Opening Time		STD-45
Boarding Start		Depending on the A/C Type
Offloading		-20 mins before ETDPAX have checked in bags put on red, advise TRC-15 mins befo
Gate Closing Time		STD-15
L&F		
Currently handled by ABS		

Post Departure		
Flight Reports		DHS Flight Report to be used ETK list to be printed
Post Admin		OTP Report and MVT to be send