



## Refresher: Corendon Airlines

Dear All

With 2 weekly flights, Corendon will start to fly regularly to FRA again. With this R&S I would like to summarize a couple of points for you to please pay attention to.

### 1. Check-In Opening and Closing

We are opening 1 counter per 50 passengers, and a maximum of 3 counters in case of full flights. As a standard counter allocation, it is always going to be 3 counters, but if you have e.g. 90 PAX, we are opening only 2 counters and there should be no FIDS above the 3<sup>rd</sup> counter. Since in FRA the counter usage is billed according to the used minutes, the 3<sup>rd</sup> counter does not need to be cancelled.

Check-in opens at STD-2,5H; and check-in closes at STD-1H.

### 2. FIDS & Lining

On Corendon 1 priority counter needs to be opened, and the rest as regular. But they have a standard FIDS set up request when it comes to the free text, color, etc. This being:





## READ AND SIGN

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### 3. Hand Luggage Policy

During last winter they changed their hand luggage policy, and now passengers with Eco-Fare tickets are only allowed to carry 1 piece of hand luggage with a max. of 8 kgs.

No laptop bags, ladies' bags, backpacks, duty free bags, etc. are allowed.

Please make sure to use the red cabin admitted tag from Corendon!

Passengers who show up at the gate with more than 1 bag and have an Eco-Fare ticket must pay 75€ and the additional piece must be loaded into the hold – DG questions apply.

### 4. Payments in general

Like many other airlines nowadays, check-in is not free at the airport. And in general, the passenger will need to pay for everything what is on top of their ticket. Please pay careful attention to iPort and collect these charges accordingly.

### 5. Row Boarding at Bridge Positions

#### **ROW BY ROW**

Process should apply to all CAI&CXI flights.

Preferred boarding sequence: Passengers who need more time to board or who need assistance when boarding must be pre-boarded whenever this is practicable. These passengers include wheelchair passengers and elderly passengers but also families with small children. When boarding through one door (forward entry door) using an air-bridge or a single set of stairs, handling company should first call passengers seated between row 16 and the last row, then passenger seated between row 10 and the last row and then all other passengers. When using two sets of stairs (forward entry and after entry door) direct passengers seated in row 1-16 to the front steps and all other passengers to the after entry door.

**Exemption:** If any passenger purchases the "Priority Boarding" service, she/he will be taken as priority for the boarding. After all Priority Passengers are boarded then the Row by Row process will be applied.

Thank you!

Norbert