



# Jobcard - PAX

V1R0

Issued by

## General

Alliance	None		
Flights	FRA - KIV	H4 402	
A/C Type	A319-100	A320-200	A321neoLR
Ticketing	OCC		
Manuals	HYS Online Library Access		
GOM	Station Manager & Supervisors with access		

## HiSky Contacts

Responsible department within "HiSky"	Operations Control Center
Mobile phone 24/7	+40 747 127 704 +40 726 002 365 +40 756 127 705 +40 752 842 847
Email	occ@hisky.aero
Fax	+373 22955592
SITA	BUHAQ7X

## Reference

## Check In

Online Check-in Opening	GOM ed2 rv0	Web check-in is available 24 hours prior STD Web check-in deadline is prior to STD
Counter Allocation		2 ECO Counter
Priority		N/A
Check In Opening Time	GOM ed2 rv0	STD -120 (2 hrs)
Check In Closing Time	GOM ed2 rv0	STD -45
Cabins		Only Economy Cabin
Frequent Traveller		None
Booking Tarifs	Website	BASIC, CLASSIC, PREMIUM, PREMIUM PLUS
BASIC	Website	<ul style="list-style-type: none"><li>Free online check-in is available 24 hours before flight.</li><li>Check-in at the airport is charged, and it is <b>10 Euros</b>.</li><li>1 (one) free cabin bag with the weight up to 8 kg and dimensions 40X30X20 cm.</li><li>Basic fare is changeable with a fee of 70 EUR within 24h before departure and 50 EUR more than 24h before departure.</li><li>Basic fares are non-refundable.</li></ul>

CLASSIC	Website	<ul style="list-style-type: none"> <li>• Free online check-in, available 24 hours before departure.</li> <li>• Free airport check-in.</li> <li>• 1 (one) free cabin bag of maximum 8 kg, and dimensions 40X30X20 cm.</li> <li>• 1 (one) large cabin bag (Trolley bag) of maximum 10 kg, and summary dimensions of 115 cm.</li> <li>• Rebooking in the same booking class and the same fare category more than 24h before departure is 50 Euro; within 24h before departure – 70 Euro.</li> </ul>
PREMIUM	Website	<ul style="list-style-type: none"> <li>• Free online check-in, available 24 hours before departure.</li> <li>• Free airport check-in.</li> <li>• 1 (one) free cabin bag of maximum 8 kg, and size 40X30X20 cm.</li> <li>• 1 (one) free checked-in baggage of maximum 23 kg and summary dimensions of 158 cm.</li> <li>• Rebooking in the same booking class and the same fare category more than 24h before departure - 30 Euros; within 24h before departure – 50 Euros.</li> </ul>
PREMIUM PLUS	Website	<ul style="list-style-type: none"> <li>• Free online check-in, available 24 hours before departure.</li> <li>• Free airport check-in.</li> <li>• 1 (one) free cabin bag of maximum 8 kg and size 40X30X20 cm.</li> <li>• 1 (one) free large cabin bag of maximum 10 kg and summary dimensions of 115 cm and</li> <li>• 1 (one) free checked-in baggage of maximum 23 kg and summary dimensions 158 cm.</li> <li>• The possibility to select the seat free of charge.</li> <li>• Rebooking in the same booking class more than 24h before departure is free; within 24h before departure – 20 Euros.</li> <li>• Free refund before date of travel.</li> </ul>
Connecting Flights		No connections
Airport Check-in Fee	Website	10 €
LMC (Last Minute Changes)		In case of Last Minute Changes of passenger/baggage after check-in closure, passenger handling staff should report all the final figures to the load control staff and to the crew.
<b>Documentation</b>		
<p>German citizens may travel to Moldova with passport or ID card. German residence cards must be used in conjunction with a passport. All other nationalities, please check TIMATIC.</p>		
Reference	<b>Baggage</b>	

Carry-On	GOM ed2 rv0	<ul style="list-style-type: none"> <li>• Passengers in all booking classes are permitted to carry 1 (one) <b>small cabin bag</b> (up to 8 kg) free of charge. <b>max. 40 x 30 x 20 cm</b> (handbag, laptop bag, briefcase etc)</li> <li>• Passengers in Economy CLASSIC, Economy PREMIUM PLUS and BUSINESS class are permitted to carry one (1) additional <b>large cabin bag</b> (up to 10 kg) free of charge. <b>max. 50 x 40 x 25 cm.</b></li> <li>• Passengers in Economy BASIC and Economy PREMIUM are required to pay <b>15 EUR</b> in case of additional large cabin bag.</li> <li>• Only 1 additional large cabin bag is permitted, taking into consideration above acceptance rules.</li> <li>• If the carry-on baggage allowance is met, attach cabin baggage tag.</li> </ul> <p><b>Excessive cabin baggage (additional, oversized, and overweighed) must not be accepted in the cabin of aircraft.</b> It shall be taken away or checked in hold. If checking the excessive cabin bag in hold and charging for it, is not possible, this excessive cabin baggage will not be accepted for carriage. Passenger may be refused for boarding for not following cabin baggage regulations!</p>
Hold Baggage	QR guide	<ul style="list-style-type: none"> <li>• Standard Baggage Allowance: See booking Tarifs</li> <li>* Infants (under 2 years) are entitled to a free baggage allowance up to 10 kg + 1 folding pushchair.</li> <li>• Check-in the bags heavier than 23kgs must be attached with the heavy sticker and ramp agent has to careful by loading and unloading.</li> <li>• A bag can not exceed 32kgs according to IATA regulations.</li> </ul>
LRT - Limited Release	GOM ed2 rv0	<p>Limited release baggage is baggage for which the carrier assumes a limited liability, because of the conditions in which the baggage is accepted. Limited release baggage refers to:</p> <ul style="list-style-type: none"> <li>• Excessive or oversized baggage taken away from the passenger at the gate</li> <li>• Baggage which: <ul style="list-style-type: none"> <li>➤ is fragile</li> <li>➤ is unsuitable packed</li> <li>➤ is damaged when presented at check-in</li> </ul> </li> <li>• Baggage/items taken away from the passenger for security reason</li> </ul>

XBAG (Excess baggage)	GOM ed2 rv0	<p><b>Excess baggage identification – piece concept</b></p> <ul style="list-style-type: none"> <li>• Find out the number of baggage pieces and its individual weight</li> <li>• Identify the amount of excess baggage: <ul style="list-style-type: none"> <li>· by pieces: total number of pieces minus pieces included in free baggage allowance</li> <li>· by dimensions per piece: any exceeding 158 cm (length + width + height)</li> </ul> </li> <li>• Check if an additional bag or first bag has been paid</li> <li>• If no pre-payment, direct the passenger for excess baggage payment</li> <li>• The weight of checked pieces of baggage cannot be combined; each piece is considered as such and charged in accordance with applicable excess baggage fees.</li> <li>• In case of Code Share flights, the rules of operating carrier are applicable.</li> </ul>
Special Equipment Charges	GOM ed2 rv0	<ul style="list-style-type: none"> <li>• Sport equipment is included in the free baggage allowance (FBA). This means that Sport Equipment is free of additional charge if within regular baggage allowance mentioned in the ticket provided the limit for number of pieces / maximum weight / dimensions as per FBA are not exceeded</li> <li>• When in excess to FBA, subject to standard applicable excess baggage charges (piece concept is applicable).</li> <li>• Exception: Dimension limit of 158cm will be disregarded for ski, snowboard, golf, angling and bike equipment - only weight and piece limit will be taken into account when determining baggage excess.</li> </ul> <p>Large sport equipment (larger than 203 cm) will be charged <b>80 EUR</b>, regardless of any other checked baggage.</p>
<b>Specials</b>		
SVAN (Service Animal in cabin)	GOM ed2 rv0	<p>In case the size of the dog exceeds the PETC limits, an extra seat has to be blocked for safety and comfort reasons free of charge regardless of reservation status</p> <p>A disabled passenger traveling with a service animal:</p> <ul style="list-style-type: none"> <li>• is asked for pre-notification of the dog at the time of reservation</li> <li>• must prove the animal's status as "service animal", e.g. written documentation as a certificate, identification card, presence of harness</li> <li>• is responsible for all necessary documents for the import/export or transit of the animal</li> <li>• shall have a waterproof sheet for the dog to seat on it</li> </ul> <p>The service dog:</p> <ul style="list-style-type: none"> <li>• must be properly harnessed and muzzled but no need not to be caged</li> <li>• is not allowed to move around in the cabin</li> <li>• must not occupy a seat</li> </ul>

PETC (Pet in cabin)	GOM ed2 rv0	<p><b>Conditions for acceptance to be followed</b></p> <ul style="list-style-type: none"> <li>• The transport of animal in cabin: <ul style="list-style-type: none"> <li>• must be requested at the time of reservation using SSR PETC, indicating kennel dimensions and total weight (container + animal)</li> <li>• has to confirmed in advance by HiSky and by all carriers involved in an interline transportation</li> </ul> </li> <li>• The animal: <ul style="list-style-type: none"> <li>• must be clean, healthy, harmless, odorless, and must not be pregnant</li> <li>• may not annoy passengers</li> <li>• must be in a suitable container, i.e. the animal can stand in a natural position, turn around and lie down (except guide dogs and specially trained dogs)</li> <li>• must be transported in cabin and never in the hold</li> <li>• must stay in the container during the entire flight</li> </ul> </li> <li>• The container or special soft sided bag: <ul style="list-style-type: none"> <li>• dimensions shall not exceed 115 cm (25H x 40W x 50L)</li> <li>• maximum weight, including animal and container is limited to 8 kg</li> <li>• may not be placed on the seat</li> <li>• must be well ventilated, securely fastened and leak-proof.</li> </ul> </li> </ul> <p>NOTE: cardboard boxes are NOT suitable for air transport</p>
		<p><b>Seating</b></p> <p>Passengers with PETC:</p> <ul style="list-style-type: none"> <li>• shall be offered window seats</li> <li>• shall not be seated on first row</li> <li>• shall not be seated in emergency exit rows</li> </ul> <p>Limitations in pets' number per flight</p> <ul style="list-style-type: none"> <li>• HiSky limits the number of pets per flight to: 1 pet in "business class", 2 pets in "economy class" or 3 pets in "economy class if 0 pets in "business class"</li> </ul> <p>2 small pets of same species in one container may be allowed, only if they are small enough to fit into one cannel and still have space to stand up and turn around comfortably</p> <p><b>Charges</b></p> <p>The weight of the PETC and the container is not included in the free baggage allowance. Animal transportation is subject of additional charge of 50 EUR per HiSky operated flight/leg.</p>
AVIH (Animal in Hold)	GOM ed2 rv0	HiSky does not provide AVIH service.

PRM (Passenger with Reduced Mobility)	GOM ed2 rv0	<p><b>General handling policy</b></p> <p>For passengers with disabilities and those requiring or requesting assistance, any agent in contact shall:</p> <ul style="list-style-type: none"> <li>• ask the passenger what assistance they require and how they can be helped</li> <li>• advise passengers what services and assistance are available based on their needs</li> <li>• discuss the most appropriate seating based on their individual needs and the aircraft specifications, even if seats have already been pre-assigned</li> <li>• advise the passenger of operating airline equipment such as on board wheelchairs, if available and accessible lavatories</li> <li>• provide information to passengers in alternate formats upon request</li> <li>• ensure accurate SSR codes and any other relevant information are recorded in the PNR and DCS</li> </ul> <p><b>Seating</b></p> <p>PRM/non-MEDA and PRM/MEDA passengers must NOT be seated in emergency exit rows</p> <p>The persons with reduced mobility should be seated in accordance with their needs. Taking into account the following factors, they should be seated:</p> <ul style="list-style-type: none"> <li>• not far from access doors (for immobile passengers);</li> <li>• in front of the aircraft cabin</li> <li>• in a window seat</li> <li>• PRM shall not occupy seats where their presence could impede the crew in their duties.</li> </ul>
WCH* (Wheelchair)	IATA SSR Code table	<p>WCHR: Requires wheelchair for distance to and from A/C only</p> <p>WCHS: Cannot ascend/descend stairs/steps but no assistance in A/C cabin necessary</p> <p>WCHC: Passenger totally immobile and need full assistance up to A/C seat</p>
WCMP (Wheelchair - Manual Power)		A manually powered wheelchair, passenger-owned
BLND, DEAF, DPNA		Passenger who is blind, deaf or and/or disabled passenger with intellectual or developmental disability needing assistanceand
EMA (Electric Mobility Aid)	GOM ed2 rv0	in case of a battery powered wheelchair/mobility aid, apply the acceptance rules for dangerous goods regulations, see Chapter 2.3.5.5 Wheelchairs/Mobility aids with batteries
WEAP (Weapon)	GOM ed2 rv0	Transportation of Weapons / Munitions of War is not allowed on HiSky aircraft.
Sport Equipment		See Special Equipment Charges

Instruments	GOM ed2 rv0	<p>If musical instruments cannot be accepted in cabin due to size or weight limitations, it may be accepted as checked baggage, subject to additional recommendations and rules. Acceptance rules as checked baggage:</p> <ul style="list-style-type: none"> <li>• ensure the item is packed in strong/rigid package</li> <li>• "Limited release" tag should be attached, and advise the passenger that airline liability is limited</li> <li>• free of charge if within the regular baggage allowance according to passenger ticket</li> <li>• if in excess, applicable excess baggage charges rate to be used.</li> </ul> <p>If the passenger wants to take his musical instrument into the cabin of aircraft, but due to its size/weight it can be accepted as cabin baggage, the musical instrument may be accepted as "Cabin Baggage on Extra Seat" (CBBG). The service "Cabin Baggage on Extra Seat" is subject to additional charge and an additional seat shall be booked.</p>
EXST (Extra seat)		Extra/double seat is available for purchase for PAP comfort
CBBG (Cabin baggage)	GOM ed2 rv0	<p><b>Procedure</b></p> <ul style="list-style-type: none"> <li>• Check if the CBBG is booked and paid for: if not, send the passenger to the ticket counter</li> <li>• Accept the CBBG in the check-in system and ensure correct seating</li> <li>• Pre-board the passenger</li> <li>• The cabin crew will be informed about the CBBG via CLI</li> </ul> <p><b>Conditions for acceptance</b></p> <ul style="list-style-type: none"> <li>• The passenger must have a separate ticket for the Cabin Seat Baggage CBBG</li> <li>• The maximum authorized weight per seat is up to 75 kg</li> <li>• Maximum acceptable dimensions on A320: 155 x 42 x 20 cm - from cabin floor 110 x 42 x 50 cm - from seat</li> </ul> <p>*Passengers traveling with CBBG are not allowed to be seated in the emergency exit rows.</p>

INFT (Infant)	GOM ed2 rv0	<p>&lt; 2 yrs old</p> <ul style="list-style-type: none"> <li>• An infant shall hold an individual ticket issued on the applicable infant fare.</li> <li>• An infant traveling on an infant ticket is not entitled to a separate passenger seat.</li> <li>• Infants must not be seated in emergency exit rows</li> <li>• Infants may not be accepted within the first 7 days after birth except as medical case.</li> <li>• Maximum 1 lap infant per accompanying adult over 18 years old - on exceptional basis, if within same family (sister or brother), the minimum age of over 16 years old for the person to be responsible for an infant may be applied, only with prior approval of HiSky Ground Operations and Flight Departments.</li> <li>• An able-bodied adult is allowed to travel with 2 infants, if at least one infant is accommodated on an aircraft seat in a child restrained device approved for use on aircraft.</li> <li>• An infant can occupy his/her own seat provided: <ul style="list-style-type: none"> <li>➢ holding a ticket on a child fare</li> <li>➢ accepted in DCS as "child"</li> <li>➢ all safety requirements regarding seating are respected – the infant must be properly secured during take-off and landing, in a child restraint device.</li> </ul> </li> <li>* Aircraft baby bassinets are not available on HiSky</li> <li>* For infants, transportation of a baby stroller (including buggies consisting of two pieces) is free of charge regardless whether being treated as checked baggage or DAA (Delivery at aircraft)</li> <li>• Maximum number of allowed infants on board is limited by the number of supplemental oxygen masks, life vests and infant belts available on the aircraft. It consists about 10% of the seating capacity of the aircraft.</li> <li>• Limitations of infants – maximum: 14 infants are allowed on A319, 18 infants are allowed on A320</li> </ul>
CHLD (Child)		2-11 yrs old
YPNR (Young Traveller)		N/A
UMNR (Unaccompanied Minor)	Website	<p>HiSky will consider unaccompanied minor (UMNR) all the Moldavian citizens, aged between 5 and 18 years, who travel unaccompanied by an adult, and also unaccompanied minors of other nationalities - aged between 5 and 12 years.</p> <p>Unaccompanied minors pay a fee of <b>50 euro</b> per person, per flight segment. For the situations when passengers of other nationalities than Moldavian, aged between 13 and 18, request assistance in the airport, the fee for unaccompanied minors will be paid.</p> <p>The unaccompanied minors can travel only on direct flights. In order to fulfill these requirements and restrictions and to perform all the formalities for the carriage of unaccompanied children, the parents or legal tutorials must contact the air carrier in advance.</p> <p>See GOM for detailed UM procedures</p>



INAD (Inadmissible Passenger), DEPU(Unescorted Deportee), DEPA (Accompanied Deportee)	GOM ed2 rv0	<p>Inform supervisor if INAD/DEPU/DEPA passenger or police requesting boarding pass should come to the check in.</p> <p>*DEPU/DEPA should be seated in the last row window seat.</p> <p>*Stations must organize and coordinate INAD transportation in coordination with the Local authorities, consulates/embassies concerned, with on-line stations and final destination station.</p> <p>When a passenger is declared INAD, a report has to be sent to HiSky on e-mails: ground.ops@hisky.aero;</p>
Pregnancy	GOM ed2 rv0	<p>Expectant mothers can be accepted for carriage:</p> <ul style="list-style-type: none"> <li>• up to the end of 35th week of pregnancy in the cases of single uncomplicated pregnancies</li> <li>• up to the end of 32nd week of pregnancy in the cases of multiple (twins) uncomplicated pregnancies</li> </ul> <p>A medical certificate which will state the pregnancy term and fitness for travel will be required to be presented by the expectant mothers:</p> <ul style="list-style-type: none"> <li>• with a pregnancy term after 28th week of pregnancy</li> <li>• medical certificate shall be dated not more than 7 days prior to departure</li> <li>• "Declining responsibility declaration for pregnant woman" will be signed by passenger</li> <li>• Expectant mothers shall not be seated in emergency exit rows.</li> </ul>
Staff Travel		JMP seat can be assigned to airline staff after captain/airline
<b>Gate</b>		
Preparation		<ul style="list-style-type: none"> <li>• Check that boarding facilities and gate monitors are displaying flight information</li> <li>• Make sure that all required systems at the gate are functioning</li> <li>• Ensure Dangerous Goods and Prohibited Articles notices are displayed at the boarding gate</li> </ul>
Crew List		PAX Manifest from iPort
Gate Opening Time	GOM ed2 rv0	STD -45
Boarding Start	GOM ed2 rv0	Boarding time shall be established with the aim of on-time departure of the flight (scheduled time of departure).
Gate Closing Time	GOM ed2 rv0	<p>Boarding gates must be closed latest:</p> <ul style="list-style-type: none"> <li>• 15 minutes prior to STD when aircraft is parked at remote stand.</li> <li>• 10 minutes prior to STD when aircraft is parked at loading bridge.</li> </ul> <p>Passengers, who fail to present themselves at boarding gate before the gate closing time, will not be accepted for boarding. Relevant last minutes changes shall be done in all flight documents. In case of considerable number of no-show passengers at gate, all actions shall be coordinated with pilot-in-command or HiSky OCC.</p>

Delay	GOM ed2 rv0	In case of flight delay, HiSky will offer to the passengers:										
		<ul style="list-style-type: none"><li>• Rebooking/rerouting</li><li>• Refreshments and meals</li><li>• Communication facilities</li><li>• Hotel accommodations, including transportation</li><li>• If known in advance, all necessary actions must be made by HiSky Customer Service to inform the passengers about the delay or change of schedule</li></ul>										
		<table><tr><th>Primary Delay</th><th>Meals</th></tr><tr><td>Up to 2 hours</td><td>N/A</td></tr><tr><td>Up to 4 hours of delay</td><td><b>Refreshments</b> (water 0,5 l) <b>Hot drink</b> (coffee or tea) <b>Snacks</b> (e.g. sandwiches)</td></tr><tr><td>Up to 6 hours of delay</td><td><b>Refreshments</b> (water 0,5 l) <b>Hot drink</b> (coffee or tea) <b>Hot meal</b></td></tr><tr><td>More then 10 hours of delay</td><td>Hotel accommodation with meals included</td></tr></table>	Primary Delay	Meals	Up to 2 hours	N/A	Up to 4 hours of delay	<b>Refreshments</b> (water 0,5 l) <b>Hot drink</b> (coffee or tea) <b>Snacks</b> (e.g. sandwiches)	Up to 6 hours of delay	<b>Refreshments</b> (water 0,5 l) <b>Hot drink</b> (coffee or tea) <b>Hot meal</b>	More then 10 hours of delay	Hotel accommodation with meals included
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