ABI 1204 GROUND SERVICE MANAGEMENT

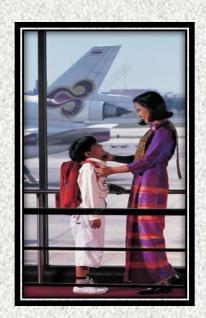


Unit 6 Special Handling
Passengers



Airline provide the services to pax who need special extra services.

IATA created standard Special Service Request code (SSR) which is standardized between airlines and used widely from reservations through departure.



Important Passengers (VVIP,VIP,CIP)

VVIP: Head of state, member of ruling families, Presidents

VIP: Top-level state, diplomats, Top-level head of company, world famous person CIP (Commercially Important Person) including FFP

They are entitled to:

- Priority for reservations on the airline
- Preferential treatment onboard, and on ground

How to take care VVIP<VIP<CIP

 PNR must indicate that the passenger is VVIP/VIP/CIP with the status.

 The reservation staff must signal a special message to departure/arrival station.

 Always pre-assign their prefer seat and their seat request should noted by the Reservation Center and be edited in DCS system.

 Staff assistance at their motor vehicle transport.

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 7 SSR BBML TG KK1/S2
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- The baggage must be labelled with priority tag.
- Checked baggage must be first delivery at destination.
- On arrival, staff must assist and escort to the arrival terminal/VIP lounge.



Unaccompanied minors: UMNR

Age 5-11traveling without adult accompanied





Rules and regulations

Traveling within same day, non-stop, direct or connecting flights.

If transfer between airport authorized adult must meet and pick-up the child at first arrival a/p, must be confirmed to the airline where the child will be accompanied by an adult.



Parents of UM are responsible for:

- Making the reservation for UM
- Providing names, address, telephone no. of the person escorting the UM to the airport of departure and destination.
- Ensure that UM is escorted to departure a/p.
- Ensure that UM is picked up at destination a/p.
- UM must hold a confirmed reservation for all sectors.

Handling Procedure

- 1. UM must be accompanied to the a/p by person who is legally responsible for him.
- 2. The child's personal documents are place in the airline pouch for the entire trip. The pouch contains the child's ID, indemnity form with information about name, address, telephone no. of UM or parents.
- 3. Provide UM badge to worn throughout the flight.

- Young passengers traveling alone :YPTA
 - Age between 12-17 years

- Some airline offer as a MAAS (meet and

assist service)



- Passengers traveling with infants: INFT
 - Age new born (most airline permit to travel after 7-14days old) 2 years

GSA should observe:

- The availability of bassinet seats
- The number of infant's life vests and infant's loop belts.

The maximum number of infants per a/c is limited by the number of supplemental oxygen.









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Wall-mounted bassinets

Pax should be pre -assigned with appropriate seats on the **bulkhead**

The permission of age and weight of infant varies between different airlines

Cathay Pacific allow 12kg and 76.2cm

Emirates 11 kgs. and 74.93 cm - allow up to 2 years old but state infants over a year may be uncomfortable.

Qantas 11kg and 71cm - allow up to 18 m old Infants

TG 10KG 67cm up to 6 mths.





- Pregnant passengers
 permit vary depend on the airlines and must not sit at exit rows.
- Example;
- Air Asia pregnant flying rules for pregnant women

Pregnant passengers up to 27 weeks can fly with the airlines by completing the Air Asia Liability Statement at the check-in counters.

 Pregnant passengers who are pregnant between 28 and 34 weeks will need to prove a doctor's medical certificate

- Air China pregnancy policy
- Expectant mothers who are under 32 weeks pregnant may travel as a normal passengers unless they are recommended by a doctor not to fly.
- Women who are over 32 weeks pregnant and under 35 weeks pregnant, must have a medical certificate that is issued within 7 days prior to departure.

Thai airways

For pregnancies after the 28th week of pregnancy must obtain a medical statement of fitness to travel issued by their physician, stating the number of weeks of pregnancy and estimated date of delivery.

The medical statement must be issued no later than 7 days prior to departure and must be carried by the passenger when boarding the flight. Meet and Assist (MAAS) and Passenger with foreign language problems (LANG)

MAAS for Elderly and LANG for passenger with insufficient knowledge of English are given special assistance at check-in, during transit.



1.Passenger misconduct

1.1 Intoxicated passengers due to the effect of alcohol .Their behavior are

- -moving in slow motion
- -walking unsteadily
- -unable to sit up-right
- -awkwardness in movement
- -arguing or debating
- -raising voice without provocation
- -Taking an unusually long time to respond



- 1.2 Failure to comply with seatbelt, seatback instruction
- 1.3 Smoking in lavatory
- 1.4 Damaging airline property
- 1.5 Refusing to wear shirt or shoes
- 1.6 serious body odor
- 1.7 Fighting



1.8 Unruly/Disruptive Passengers

The following behavior could be unruly

- Speaking louder than usual
- Smell of alcohol
- Seem nervous
- Does not make eye contact
- Sweating when it is not hot

- Passengers who are identified as potential unruly may be denied transportation.
- The airline will consider pax to be o/b or not if refuse GSA have to
- Find later flight for pax
- GSA has to contact ramp agent to offload his bag.
- GSA informs the new flight details to pax
- GSA has to inform other GSA who will handle the next flight

2. Passengers with reduced Mobility (PRM)

- Physical or Mental who require individual assistant during ground handling and during flight
- WCHR for Ramp can ascend or descend steps can walk to and from cabin seat, need wchr for long distance

- WCHS Steps, can walk but can't ascend or descend stairs but can walk to/from the seat.

WCHC Cabin, immobile must be carried to and from cabin seat



Onboard wheelchair calls aisle chair

some airports are equipped with special boarding facilities such as ambu lift, aisle stretcher, ramps, and wheelchair stair lift. Wheelchairs can be lifted to the door of the aircraft via the bespoke wheelchair stair lift

Whenever the passenger has his own wheelchair, these wheelchair are free of charge but not include in the baggage allowance:

WCBD wheelchair with dry battery

WCBW wheelchair with wet battery

WCBL wheelchair with lithium battery

WCMP pax has own wheelchair no battery

WCOB pax request wheelchair onboard

 Passengers required assistance will be on board first and deplane last.

Blind passengers **BLND**

May travel accompanied or unaccompanied

If unaccompanied Airlines will provide assistance: escort from check-in counter to boarding gate

DEAF passenger **DEAF**

- Airline provide assistance upon pax request
- GSA has to identify blind and deaf pax to the crew due to extra assistance during emergency evacuation

Medical Attention passenger MEDA

Pax need Medical Information Form (MEDIF) valid for 2 months from issue date, and must hand in to airline 3 days before departure, pax will be accompanied by nurse or physician escort.

GSA has to inform crew for assistance.



FORMULARIO STANDARD DE INFORMACION MEDICA PARA EL VIAJE AEREO PARTE Responda todas las preguntas. Marque una cruz (x) en los 12 Para ser completado por Oficina de Ventas/Agentes de Tráfico casilleros Si o No. Use letra tipo IMPRENTA. А NOMBRE COMPLETO EDAD Pnr DESDE HACIA **FECHA** ITINERARIO LA TRANSFERENCIA DE UN VUELO A OTRO REQUIEREN MAYOR TIEMPO В **PROPUESTO** DE CONEXIÓN C OFICINA O AGENCIA **TELEFONO** SOLO SILLAS DE RUEDAS CON BATERIA LÍQUIDAS SON CONSIDERADAS ¿NECESITA SILLA DE ¿PUEDE DESPLAZARSE POR SI "ARTICULOS RESTRINGIDOS" Y SON PERMITIDOS EN AVIONES DE PASAJERO: BAJO CIERTAS CONDICIONES LAS QUE PUEDEN OBTENERSE DE LA CIA. AEREA D RUEDAS? SOLO DISTANCIAS CORTAS? NO NO ADEMÁS, ALGUNOS PAÍSES PLIEDEN IMPONER RESTRICCIONES ESPECIFICAS E ACOMPAÑANTE PROPUESTO (nombre, sexo, edad. Profesion u EN CASO DE PASAJEROS CON DISCAPACIDAD caso de persona no calificada anote ACOMPAÑANTE DE VIAJE COMPANIA DE AMBULANCIA EL PASAJERO ES RESPONSABLE DE CONTRATAR LOS SERVICIOS DE TRASLADO PARA EMBARQUE/DESEMBARQUE, DESDE/HACIA LA TEL CONTACTO AMBULANCIA AMBULANCIA HASTA EL ASIENTO DEL AVIÓN. F DIRECCION DE DESTINO NECESIDAD DE OTROS CASO POSITIVO ESPECIFIQUE E INDIQUE MAS ABAJO EN CADA ITEM (a) CONVENIO CON LA COMPAÑIA AEREA U G OTRA ORGANIZACIÓN (b) QUIEN ABSORBE EL GASTO Y (C.) NUMERO DE TELEFONO Y DIRECCION DONDE PREPARATIVOS EN NO CORRESPONDA O CUALQUIER PERSONA EN PARTICULAR DESIGNADA PARA PRESTAR ASISTENCIA AL PASAJERO. TIERRA PREPARATIVOS PARA LA SI 1 ESPECIFIQUE ENTREGA EN EL AEROPUERTO DE SALIDA NO SI PREPARATIVOS PARA 2 **ESPECIFIQUE** ASISTENCIA EN PUNTOS DE CONFXIÓN NO PREPARATIVOS PARA SI 3 ESPECIFIQUE ASISTENCIA EN PUNTOS DE NO LIEGADA SI OTROS PREAPARATIVOS O 4 INFORMACION **ESPECIFIQUE** NO IMPORTANTE REQUERIIMIENTOS ESPECIALES EN VUELO. TALES COMO COMIDAS ESPECIALES, ASIENTO ESPECIAL PARA DESCANSO DE ESPECIFIQUE н LAS PIERNAS, ASIENTO EXTRA, EQUIPO ESPECIAL, ETC. (Vea NO "Nota" al pie de la 2da parate al reverso) DECLARACION DEL PASAJERO Yo autorizo al Dr. a proporcionar a las Compañías Aéreas Informacion requerida por sus departamentos médicos con el fin de eterminar mi aptitus para el transporte aéreo y en consecuencia relevo al médico de sus obligaciones éticas al respecto y acuerdo cancelar a dicho médico los honorarios respectivos. Estoy onsciente que si el transporte es aceptado, mi viaje está sujeto a las condiciones generales de transporte y tarifas de la Compañia Transportadora y que el transportador no asume ninguna esponsabilidad que exceda dichas condiciones y tarifas, asumo la responsabilidad a mi propio riesgo de cualquier consecuencia que el transporte por aire pueda afectar mi estado de salud y elevo al transportador, sus empleados y agentes de cualquier responsabilidad por tales consecuencias. Acuerdo reembolsar al Transportador a su demanda, cualquier gasto especial o costos e conexión con mi transporte. Acepto que la linea aérea me puede negar el embarque si mi condición no fuera coincidente con los datos entregados o si mi embarque pone en riesgo mi alud, la de los demás pasajeros o la operación del vuelo. Importante La no presentacion de un pasajero en camilla son aviso para el vuelo en que tenia la reserva, tendra una penalizacion del 100% del vlaor del boleto adquirido. Donde sea necesario debe ser leido por el/la pasajero(a). Fechado y firmado por él o en su nombre LUGAR **FECHA** FIRMA DEL PASAJERO TELEFONO DE CONTACTO

MEDIF

Avian Lineas Aereas S.A. Rev.0



CP4E. Phone #45 3232 1 600, #45 32 32 68 96 Nar+45 32 32 64 50 E-mail:semedical@seu.dk

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Information sheet for passengers requiring special assistance – Special Assistance Form SAF

In accordance with USA Resolution TOD, attacheson's A, 29° milition, December 2010.

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The conditions of carriage, is particular the rules of liability contained in the terms and conditions of Seesa letternational ArcLines Ltd., will apply

VEZNERTINNOS REMBER (CL.



Stretcher passenger: STCR

- Requires lying down throughout the flight. The stretcher installed in the rear of the aircraft and require 6-9 seats.
- Request for oxygen: OXGN
- Inform the airline 24 hrs before departure.
 Since the oxygen cylinder is a DG pax may only use ox provided by airline and will be charged
- O2 bottles can only be installed on selected seats and a spare bottle may required for longhual flight



Handling procedure for PRM

- 1. Verify PRM at time of check-in from SSR in DCS to provide assistance available.
- 2. Prepare wheelchair or other devices for handling PRM at the a/p.
- 3. PRM must be offered pre-board facilities.
- 4. Seating must not be at emergency exit

- 5. Loading of special equipment required by PRM must be done and should be delivered as close as the a/c door.
- 6. Are allowed to stay onboard during transit time.
- 7. Staff assisted after disembark to customs and baggage claim area.
- 8. Information of PRM handling must be transmitted to transit and final destination

Deportees and Inadmissible Passenger

Deportee: A person who enter legally or illegally and later is ordered by the authorities to be removed from that country because;

- Resisted or not followed the entry or residence permit.
- Been guilty of violation of a law or criminal offence.

DEPA: Deportee accompanied by an escort

DEPU/DEPO: Deportee unaccompanied



Inadmissible INAD

A passenger refused entry to a country by the authorities of such country, or who is refused onward carriage by an airline or government authority at a transfer point; Lack of visa, expired passport etc.

The most common reason for being refused

- The passenger's travel documents are insufficient and/or valid.(Passport expired)
- The passenger intends to or suspected of intending to take illegal employment.
- The passenger is without any fund

SPECIAL MEALS

 A meal base on religious, medical /health care or other dietary request.

 Many airlines have to order at least 24 hours before your departure to request your preferred meal.



RELIGIOUS MEALS

- HNML Hindu Meal This is a non-vegetarian meal prepared according to the requirements of the Hindu religion.
- Beef and pork will not be served. Mainly, boiled fish, chicken, mutton, seafood, rice, and fruits will be used. Ingredients will not contain alcohol.



 KSML Kosher meal – prepared according to Jewish law, fruit must be served with the skin unbroken crew serve with unopened seal. Meals will be served in a sealed package.



RELIGIOUS MEALS

VJML -Vegetarian Jain Meal

This is an Indian vegetarian meal prepared in accordance to Jain principles.

 It may contain: Vegetables grown above ground and fruit.

 Does not contain: Meat, poultry, fish, seafood, eggs, dairy products, root and bulbous vegetables such as onion, garlic, potatoes,

ginger, etc.

RELIGIOUS MEALS

MOML- Muslim Meal *Halal* are prepared according to Islamic principles.

Does not contain: Pork, alcohol or any haram ingredients





VEGETARIAN MEALS

AVML Asian vegetarian meal – spices and curry (veg prepare Indian style) This is a vegetarian meal flavor with spices from the Indian subcontinent which may include limited use of dairy products.

It may contain: Vegetables, fruit, dairy products, spices and aromas associated with the Indian sub-continent. The meal could be mildly spiced.

VEGETARIAN MEALS

VGML Vegetarian/ Vegan Meal / Stricted vegetarian (vegan) meal

Completely free of animal products including honey, eggs, and dairy products.

It may contain: Vegetables, grains, and fruit.



RVML Raw Vegetarian Meal

for customers who prefer only raw vegetable It contains: Raw vegetables and fresh fruit.

Does not contain: Meat, poultry, fish, seafood, eggs, caffeinated beverages, highly-processed foods, additives and preservatives.



VLML Vegetarian Lacto-OVO

This is a **western** vegetarian meal that does not use any meat products and fish. It contains eggs and/or dairy products.



VEGETARIAN MEALS

- VOML vegetarian oriental meal

 Oriental style
 This is an Chinese style vegetarian meal.
- It may contain: Vegetables, grains, and fruit.
- Does not contain: Meat, poultry, fish, seafood, eggs, milk and dairy products



FPML fruit platter. For a passenger who prefer a fruit-only meal option. The fruits used is complete additive/preservatives-free.





YOUNG TRAVELLER

 BBML baby meal This meal is for infants (ages 0-1). Pre-weaning and post-weaning baby meals such as pureed foods and soup are included.

- CHML child meal 2-5 years Meals include sandwiches and fruits, and are soft and easy to chew
- It may contain: Pancakes, pasta, breaded chicken / fish fillets, chips, sweets, fruit, etc.









BLML bland or soft meal

This is for who prefer light and easily digestible foods which are low in fat and help prevent gastric discomfort.

It may contain: Low-fat food items such as boiled meats, soft vegetables, mashed potatoes, milk, dairy products and steamed or poached prepared foods as a cooking style.

Does not contain: Fried or fatty foods, nuts, garlic, onions, strong scented spice, pickles and mustard.

DBML diabetic meal This meal contains minimal sugar content with an equal balance of proteins, fats, fibre and complex carbohydrates.

It may contain: Lean meats, fiber products, fresh vegetables, fruits, bread and cereal will be used. steamed or poached prepared foods as a cooking style.

Does not contain: Fried or fatty foods, sugar, syrups, jam, and sweets

- **GFML** Gluten free NO wheat, rye, barley, oats. This meal is for customers on a gluten-free diet.
- It may contain: Lean meats, fish, rice, dairy products, fresh vegetables and fruit.

Does not contain: Wheat and wheat flour, barley, oat and rye-based sauces, soups, breads, crackers, cakes, pastas, sweets, soups, sausages, starch and gravy.

NLML Non-Lactose Meal This meal is for customers who cannot consume dairy products.

It may contain: Meat, fish, pasta, rice, potatoes, vegetables, and fruit.

Does not contain: Milk, yoghurt, cheese, croissants, soft rolls, ice cream, sherbet, pudding, and all other dairy products.

LCML low calories meal- High fibers that low fat and low calories.

It may contain: Lean meats, low-fat dairy, complex carbohydrates and steamed or poached prepared foods as a cooking style.

Does not contain: Fried or fatty foods, sugar, full cream dairy products, fatty meats, sweets, sauces such as mayonnaise, and salad dressing.

LSML low salt meal— for passengers with high blood pressure, heart disease, or kidney problems. where no salt is added during preparation.

It may contain: Any food which is low in salt. Meal can be flavored with herbs and spices.

Does not contain: salt, MSG, baking powder, shellfish, salt-cured meats or fish, gravies, canned vegetables, fish, pickles, and salty cheese

LFML – low fat meal. This meal contains limited fat and cholesterol.

It may contains: Raw vegetables, lean meats or fish, margarine, low fat dairy products and high-fiber bread or fruits

Does not contain: Fried or fatty foods, animal fats, egg yolks, full cream dairy products

SFML –Seafood meal eating only fish or seafood



https://youtu.be/2xknxMCktM4

ANY QUESTION?



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