

Title: Comprehensive Passenger Experience Guide

1. Introduction

Welcome to our airline's Passenger Experience Guide, designed to provide a detailed overview of the services, amenities, and support offered to enhance your journey from booking to arrival.

2. Booking and Check-in

Bookings can be made through our website, mobile application, travel agencies, or customer service hotline. Various payment options are supported, including credit cards, debit cards, digital wallets, and reward points.

Check-in opens 24 hours before departure. Passengers can choose online check-in, mobile app check-in, airport self-service kiosks, or traditional counters. Boarding passes can be downloaded or printed.

3. Seat Selection and Upgrades

Seat selection is available during booking or check-in. Preferred seating, extra legroom, and emergency exit row seats may be selected for an additional fee. Upgrade options include cash upgrades, miles redemption, or special offers at check-in.

4. Baggage Policy

Economy Class: 1 cabin bag (max 7 kg) + 1 checked bag (max 23 kg).

Business Class: 2 cabin bags + 2 checked bags (max 32 kg each).

Oversized baggage must be declared in advance. Musical instruments and sports equipment are accepted with prior notification.

5. In-Flight Entertainment and Connectivity

Our entertainment system features over 800 hours of content, including movies, documentaries,

music, podcasts, and games. Noise-canceling headphones are available on long-haul flights.

Wi-Fi services allow messaging and internet browsing. Data packages are available for purchase onboard.

6. Dining Experience

Economy Class: Complimentary meal and beverage.

Business and First Class: Gourmet meals, multiple cuisine options, and a curated wine list. Special meals for dietary needs (vegetarian, vegan, diabetic, halal, kosher) can be pre-ordered 48 hours before departure.

7. Cabin Classes

- Economy: Standard recline seating.
- Premium Economy: Wider seats, priority boarding.
- Business: Lie-flat beds, lounge access, personalized service.
- First Class: Private suite, luxury dining, dedicated check-in.

8. Special Services and Accessibility

We offer wheelchair assistance, medical support, oxygen tanks (upon request), and priority boarding for passengers needing assistance. Services for unaccompanied minors include escorting throughout the airport and in-flight care.

9. Loyalty Program

Earn miles on flights, hotel stays, car rentals, and partner purchases. Tiers include Silver, Gold, and Platinum with benefits like lounge access, priority upgrades, and extra baggage.

10. Airport Lounges

Lounge access is provided for Business and First Class passengers, loyalty members, or with paid

passes. Amenities include workstations, food buffets, beverages, showers, and relaxation zones.

11. In-Flight Shopping

Our SkyMall offers a wide range of duty-free items, including perfumes, gadgets, and travel accessories. Pre-order and seat delivery available.

12. Health and Safety Measures

Enhanced cleaning protocols, HEPA filtration systems, mask policies (where applicable), and contactless service options ensure safety throughout your journey.

13. Feedback and Customer Support

Feedback can be submitted via mobile app, website, or in-flight forms. All queries are addressed within 48-72 hours.

Thank you for flying with us. We're committed to making every journey memorable.