

Passengers handling

Passenger Services Department provides full scale of passenger handling assistance from check-in operations to aircraft boarding for flights of Czech Airlines and wide range of other airline customers.

The entire handling process is constantly monitored by our experienced operational management, who, in cooperation with other involved units of Prague Airport, solve all standard and non-standard situations related to smooth passenger services process at the airport, such as flight delays or cancellations, airport closure or limitations for various reasons (bad weather, labour disputes etc). Our service consequently consist of care provided to passengers affected by such irregularities.

Passenger and baggage check-in

- Schedule and charter flights are operated from terminals 1 & 2 of Prague Ruzyně Airport. Our check-in counters are available at both terminals. Some charters and all General Aviation flights are assisted at Terminal 3.
- Reduced Mobility Passengers are assisted by centralized Special Airport Services (through related check-in counter)'
- Both terminals also offer large number of self check-in kiosks (CUSS)
- Web and CUSS checked passengers can use Drop Off counters for their baggage.



Airport Ticketing Office (ATO)

- Provides all related services (sales, change of reservations, lost tickets, etc.)
- Special Custody Service allows documents holding until collected by passengers.
- Irregularity assistance

Transit Counter

- Dedicated to passengers in transit to their final destination.
- Irregularity assistance





Boarding the aircraft

- Transit passengers check-in
 - Gate announcements
 - Pre-boarding
 - Boarding passes and flight tickets checks
 - Hand baggage control
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Reservations

1. Passengers must be informed right away of their flight status.
2. Information must be given to the passenger promptly and accurately.
3. Inform passenger what are allowable hand carried items including specifications.
4. Call up passengers prior to flight departures to remind them to check of check-in time limit, estimated flight departure etc. (Done during the firming of flights)
5. Flight schedules, destinations brochures and other related matters must be available on request.

Ticketing

1. Assist passenger in getting the most competitive fare possible.
2. Assist passenger to plan an itinerary, arrange connecting flight services and hotel accommodations.

3. Details on the ticket must be accurate and legible to avoid inconvenience and complaints on the part of the passenger.
4. Reading materials must be made available at the ticket office waiting area.
5. Ensure that numbering system machine installed at the office is always in good working condition to avoid confusion.
6. Ticket office must be appropriately decorated and well- ventilated for passenger's comfort.

General Application

1. Smile while talking to customers.
2. Create a warm, friendly and helpful atmosphere when dealing with customers.
3. Greet customers and address them with their names during conversation and transactions.
4. Address passengers with respect by using "Ho" or "Po" local passengers and "Sir" or "Madam" to foreign passengers.
5. Proper grooming and wearing nameplates and IDs should be personal concern of every personnel.
6. Always wish the passengers a good day and thank them for taking your airline.

Carriage of Children

Children under 8 years of age must be accompanied during carriage by a passenger of at least 12 years old.

A child, who has attained his 8th but not his 12th birthday, when travelling alone, must be accompanied to the airport at the departure by an adult. Satisfactory assurance must be given to the Carrier adult that the child will be met at the airport of destination by another adult.

Refusal of Carriage

Refusal of passage, if it shall be resorted to, shall be made at the point where the passenger in questions is to commence his trip. However, if conditions warrant, a passenger may be refused passage at any point along the route. The Station Head is required to handle this situation tactfully and shall endeavor to reduce adverse consequences to avoid losing goodwill of the passengers.

Refusing passage of a passenger is a serious matter. Legal action against the carrier may follow; therefore, refusal of carriage must be discussed with the passenger concerned privately.

General Guidelines

1. Check-in functions are limited by a Check-in Clerks or any other qualified regular employee designated by the Station Head, except in MSD and MTN, where Load Control Clerks are strictly prohibited from handling check-in functions.
2. Check-in shall start 2 hours before the published ETD and shall close 30 minutes before estimated time of departure.
3. Check-in made by a third party shall not be entertained unless the person presenting the ticket(s) is:
 - a. The group leader or coordinate of a group.
 - b. Member of the Family travelling together.
 - c. A person accompanying passenger(s) requiring special handling.
4. Giving out seat assignment prior to commencement of check-in is not allowed. Passenger may be given his preferred seat only upon presentation of his ticket at the check-in counter.
5. Adults with infants, children and handicapped or incapacitated passengers shall be given their proper seat assignments.

Wait Listing Procedure

1. Prior to opening of wait listing counter, Prepare and accomplish waitlisted Priority Cards by indicating the flight numbers and date on the space provided and enter the card numbers consecutively.
2. Accept wait listed passenger on a first-come-first-served basis. Ask the passenger what flight he prefers to take if there is more than one flight for passenger's destination.
3. Ask from the passenger his ticket. Staple upper half of the Priority card on the ticket detach the lower half portion and give it to the passenger, then inform the passenger that their wait list status will be known at cancellation time which is 30 minutes before the flight departure.
4. Tag baggage, if any. Mark baggage tag "PLANESIDE WAITLIST NO. XX"
5. Ask the passenger to pay surcharge, when applicable.
6. Place name of passenger on the waitlist manifest and on the waitlist board.
7. After cancellation time, determine from the CIC and confirmation from the LCC the number of waitlisted passenger that can be accommodated.

8. Starting from No.1, confirm waitlisted passenger equal of boarding passes to the number still available.
9. Retrieve Priority Cards and return the tickets of the accommodated passengers if there is no flight the next day.
10. Whenever possible, get the contact address of all waitlisted passengers for the purpose of immediate notification in case an extra section flight is operated.

Special Handling Procedure

Drunk Passenger

- A. No employee shall infer that a passenger is intoxicated or drunk. The Station Head shall talk to the passenger, in private and with tact and courtesy, that his apparent condition is unsuitable for air travel and objectionable to fellow passengers and crew.
- B. This action, when pertaining to passenger enroute, must be coordinated with the Pilot-in-Command of the flight.

Prisoner

- A. Maximum of two (2) prisoners are accepted per flight.
- B. Mandatory of two (2) security Officers per prisoner.
- C. The prisoner must be boarded last and disembarked first or vice versa depending on the location of the aircraft's access door in order to be least noticed by the other passenger.
- D. The prisoner must be seated away from the passenger's access door and emergency exit and must occupy the window seat and away from the aisle.
- E. The Pilot-in-command of the flight shall be informed prior to boarding.

Infants

- A. Infants as used shall mean children below two (2) years old or in the absence of documentary proof e.g. birth certificate, should not be more than 36 inches in height.
- B. The infants must be at least sixteen (16) days old on the day of travel. However, only under extreme conditions, carriage is allowed provides the pregnant or guardian presents a duly accomplished Medical Certificate done by the company physicians. Physical examination of the infant be done not later than two hours before check-in time of the passenger (parent/guardian).
- C. Passengers shall be requested to give advance notice when bringing infants in order to make the proper reservations and weight adjustments.

Unaccompanied Minor

- A. The Flight attendant must be notified of the presence of an unaccompanied minor prior to boarding.
- B. Unaccompanied minors must be seated individually on separate seats near the flight attendants.
- C. In transit, the station personnel assigned to handle the minors shall see to it that the minor connects with flight and proper notification to the person concerned is made in cases of misconnection or flight disruptions.
- D. The Unaccompanied Indemnity Form shall be accomplished and signed by the child's parent or guardian prior to the commencement of the journey.

First Riders

- A. Ground personnel shall also ensure that he is properly informed of his departure time and has correctly boarded his flight.
- B. Ground personnel shall endorse the First Rider passenger very discreetly to the Flight Attendant, who shall in turn, see to it that the passenger's trip shall be a pleasant and a memorable one.
- C. Upon reaching destination, the Flight Attendant shall endorse the First Rider to the ground personnel thereat, who shall assist him until he is ready to leave the terminal premises.