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3.1 Security

All Gain Jet tickets, travel documents, boarding cards, baggage tags, air waybills and other stationary must be stored in a way that unauthorised personnel cannot access these items. Further, reservation- and check-in systems must never be left signed-on when unattended.

3.1.1 Check-In Placards

Placards shall be published at every check-in counter containing the following questions to the passenger:

- Is this your baggage?
- Have you packed it yourself?
- Are you sure that no one has put anything in your baggage?
- Does the baggage contain any gift of which contents you are unaware?
- Does the baggage contain any electrically or battery powered device?

Information regarding dangerous goods in passengers baggage must also be promulgated on placards displayed at any location where:

- Tickets are issued
- Passengers check in
- Aircraft are boarded
- Baggage are claimed

Should the passenger convey information that he/she has not had full control of the baggage, the baggage shall be screened according to local security requirements.

Should the passenger convey that the baggage contains electronic appliances, the baggage shall be labelled accordingly.

3.2 Scheduled Flights – General

All passengers travelling on Gain Jet has to present a ticket valid for transportation and be checked-in and registered on the specific flight in question.

3.2.1 Preparations – Scheduled flights

- Passenger list (PNL) showing passengers holding a valid reservation.
- Transfer passenger check (PTM)
- Stand-by passenger check
- Passenger requiring special services check (PSM)
- Preparation of distribution list and baggage tags

The Check-in counters shall be clearly marked with:

- Gain Jet (with Gain Jet logo)
- flight number
- STD
- Destination

Upon check-in the passenger has to present a valid ticket for the flight in question. The check-in agent must make sure that the ticket is valid for the flight and if so check for valid passport and visa, where applicable.

3.2.2 Check-in – Scheduled flights

Turn-around times varies depending on the destination When gate check-in is performed, the check-in shall start:

- minimum 120 minutes prior to departure
- All stand-by passengers must be listed and only company documents are accepted for stand-by passengers.

If so agreed, the check-in agent must check other travel documents such as passport or ID-card(for Schengen countries) and visas and ensure that below conditions are fulfilled:

- Is the passenger the rightful owner of the passport/ID-card ?
- Is the passport/ID-card valid?
- Does the holder require a visa for his/her final destination?
- If a visa is required – is it signed, stamped and valid?



3.2.3 Check-in – closing

The check-in counter should close 30 minutes prior to STD.

If a passenger shows up after deadline, contact has to be made with the Gain Jet representative or Handling Agent Supervisor who will decide if the passenger shall be accepted or not, taking into account:

- Is the passenger originally booked on the flight
- Type of Ticket
- Any available seat
- Risk for delay due to security, ATC-restrictions etc.
- Catering o/b

3.2.4 Baggage check-in, Scheduled flights

- All items checked in must be fitted with a name tag and placed as advised by the check-in staff.
- Number of items checked in must be noted in the ticket.
- Where applicable – note the transfer bag tag number to be matched with the tag receipt and forward to loading staff.
- Standard weight 11 kgs for domestic flights may be used but actual weight is preferable.

3.2.5 Tickets – Scheduled Flights

All passengers, adult, child or infant must have a valid ticket or for the flight. Whenever there is any question or doubt about the ticket, the Gain Jet representative or Handling Agent Supervisor shall be contacted to clear out any discrepancies.

The following tickets are accepted for travel on Gain Jet flights:

- Company documents
- Tour Operator (Chatterer)- documents

3.2.6 Company documents

This company document is issued manually and can only be used on Gain Jet flights.

- Date and Place of issue must be filled in (stamped or manually) – other wise it is not valid for transport
- The ticket may be issued by any station who has received a ticket stock.
- The administrative department is responsible for handling of such stocks.

3.2.7 ID – Rules

An ID-ticket (Industry Discount) is valid for staff only.

- An ID-ticket is not transferable and the passenger must be able to present a valid identification.
- S1, R1 and N1 tickets give a possibility to reserve a seat and is marked with one diagonal line across the ticket. If the passenger does not hold a reservation they are wait listed.
- S2, R2 and N2 tickets are always stand-by tickets and marked with two diagonal lines across and shall always be wait listed.

ID-tickets are normally not issued for UM on Company flights.

ID-passengers (not valid for passengers holding N*-ticket issued as compensation or price, see 3.2.7.1 below) shall be aware that:

- He/she must be properly dressed.
- Passengers holding reservations always has priority.
- He/she must always present him/herself to the check-in staff well before STD.
- Check-in staff always has the right to deny boarding if the above is not complied with.
- The check-in staff have the right to ask ID-passengers to help other passengers.
- He/she is not entitled to any kind of compensation.
- Registration in stand-by systems, where applicable, must be made not later than 30 minutes prior to STD.

3.2.7.1 ID-codes and definitions

S Staff on duty

R Staff leisure travel

RD Relative

N Leisure travel for non-company staff and can be used as compensation for passengers or as prices in raffles etc. and shall be marked with a * after the letter N for easy identification.

The head office handles all ID-ticket applications.

3.2.7.2 Staff and Relative

- Fulltime employee
- Part time employee, minimum 16 hours/week with Gain Jet as main employer.
- Employee with time limited health contribution
- Spouse to employee
- Common-law spouse to employee (min 6 months registration on same address)
- Children of employee up to the age of 24 if registered on the same address as the employee.
- Children of common-law spouse up to the age of 24.
- Stepchildren of employee up to the age of 24 if registered on same address.
- Widow/widower to employee and children up to the age of 24.



3.2.7.3 ID-passenger with PETIC, AVI or excess baggage.

Company staff is, within reason, allowed to bring the above items free of charge and shall be aware that these items are off-loaded first in case of operational restrictions.

Non-company staff must obtain approval from Company head office.

3.2.7.4 Jump seat rules

- Request for jump seat is only accepted from passengers employed in an airline.
- Jump seat shall be requested latest at the gate.
- Revenue passenger normally not permitted to seat on jump seat.

3.2.7.5 Priority - tickets

The following sequence is to be adhered to:

1. Full fare passengers booked on the flight (handicapped and children first)
2. Other passengers booked on the flight
3. S1 tickets (Staff on duty booked)
4. Full fare passengers booked on other flight holding reservation where change of flight is permitted.
5. R1 tickets (Staff leisure travel – booked)
6. N1 tickets (Non-company staff – booked)
7. S2 tickets (Staff on duty – stand-by)
8. R2 tickets (Staff leisure travel – stand-by)
9. N2 tickets (Non-company staff – stand-by)
10. Other stand-by tickets

3.2.8 Ticket account

Tickets shall be sorted in the following order and placed in the ticket envelope (all receipt parts of ATB tickets shall be removed).

1. Company documents
2. Tour Operator (Chatterer) documents

The front page of the envelope shall be filled in and handed over to Gain Jet crew for forwarding to the head office. Preferably the ticket envelope is placed in an envelope which is sealed.

The ticket documents are valuable documents and represents large values.

- It is important the envelopes are forwarded a.s.a.p.
- Envelopes from the 15th day of the month must be at the company head office on the 17th.
- Envelopes from the last day of each month must be at the company head office on the 2nd day the following month.
- Other documents relating to the flight such as load sheet, fuelling order etc. shall be forwarded a.s.a.p to the main ground operation/Flight dispatch office of Gain Jet and will be filed for 3 months.

3.3 Charter Flights

3.3.1 Check-in – Out Bound Charter Flight

The tour operator/charterer should make sure that the Handling Agent has received the passenger lists at least 36 hours before departure.

The Handling Agent should open the check-in counters at least 2 hours before STD so that the check-in procedure is completed well before STD.

The tour operator/charterer shall inform the passengers to be at the airport for check-in at least 2 hours before STD.

The Check-in counters shall be marked with Gain Jet, tour operator/ charterer, flight number, STD and destination.

At check-in, the passenger shall present a valid travel document given to them by the tour operator/charterer including the following details:

- Name of the passenger(s)
- Flight number
- Date of departure
- Airport of departure
- Destination
- Date of return
- Scheduled time of departure
- Scheduled time of arrival

If so agreed, the check-in agent must check other travel documents such as passport or ID-card (for Schengen countries) and visas and ensure that below conditions are fulfilled:

- Is the passenger the rightful owner of the passport/ID-card?
- Is the passport/ID-card valid?
- Does the holder require a visa for his/her final destination?
- If a visa is required – is it signed, stamped and valid?

3.3.2 Check in – Homebound Charter Flights

Homebound passengers shall arrive at the airport one hour before the scheduled time of arrival (STA). All homebound passengers should be checked in before the arrival of the aircraft.

The tour operator/charterer must inform the passengers not staying at hotels or other accommodation arranged by the tour operator/charterer, to confirm the departure time of the homebound flight at least 24 hours before STD. In case the departure has been changed to an earlier departure time and a passenger does not show up in time, Gain Jet cannot be held responsible.

A passenger registered as “NO-SHOW” on the passenger manifest from the out-bound flight may not be checked in on the return flight unless the passenger has missed the outbound flight for reasons such as late arrival to the airport due to bad weather, late arrival of connecting flights, accident etc, and a special permit has been obtained by the tour operator/charterer on behalf of the passenger.



3.3.3 Tickets – Charter Flights

Every passenger, adult, child or infant must have a valid travel document valid for the respective Gain Jet Flight.

Normally all travel documents are issued by the tour operator/charterer.

Upon check-in at the out-bound station, all passengers are given a boarding-pass. The boarding-pass consists of one outbound control coupon and one homebound control coupon. The boarding pass is used as embarkation card as well as ticket for the return flight.

If a passenger reports loss of the ticket, a new one has to be issued by the representative of the tour operator/charterer or the Gain Jet representative. The Handling Agents are not allowed to issue tickets.

3.4 Passenger Manifests

All checked-in passengers shall be registered on a passenger manifest.

In case there are no-show passengers, those shall be marked “no-show” on the manifest. A no-show passenger is not allowed to use the return flight unless the passenger has missed the outbound flight due to reasons such as late arrival to the airport because of bad weather, late arrival of connecting flights, accidents etc. In such cases a special permission has to be obtained by the tour operator/charterer on behalf of the customer.

Scheduled passengers are to be reminded that if they have not flight coupon 1 for travel and hence has been registered as “no-show”, the reservation will automatically be cancelled.

3.5 Catering

All passengers are to be provided with a meal irrespective of being a full-paying passenger or having a reduced or free ticket. The Gain Jet representative or Handling Agent Supervisor must therefore order catering according to booked passengers and listed stand-by passengers. A final check is to be made upon closing of check-in to enable catering uplift without delay. Catering issues the Gain Jet representative or Handling Agent supervisor has to coordinate with the Purser of the flight.

3.5.1 Special meals

Special meals can be arranged if ordered in advance at least 24 hours before departure. The following meals might be available (pending on location):

- Diabetic meal (free of charge)
- Gluten-free meal (free of charge)
- Vegetarian meal (extra charge)
- Kosher meal (extra charge)

3.6 Seating

All passengers will be given a seat allocation at check-in except stand-by passengers who normally will receive their seat allocation at the gate prior to boarding.

For all special flights the seat allocation will be free.

All flights are non-smoking flights.

It may be possible to pre book seats prior to arriving at the airport. Authorisation can only be approved by Operations .

The emergency exits must never be allocated to persons with reduced mobility (PRM), children, infants or passengers with a pet (PETIC).

In case of a multi leg flight, Seat Occupied Message (SOM) shall be transmitted to the second airport.

3.7 Passenger classification

- **Adults:** male and female ,are defined as persons of an age of 12 years and above.
- **Children:** are defined as persons of an age of two years and above but who are less than 12 years of age.
- **Infants:** are defined as persons who are less than 2 years of age.

3.7.1 Infant and Children

An infant must be placed on the lap of the adult passenger, therefore only one infant can accompany one adult unless a separate seat has been booked for the second infant. In such case the maximum number if allowed Persons with Reduced Mobility (PRM) has to be reduced by one.

Children below the age of 6 shall not be accepted to travel unaccompanied. An adult or assigned crew must accompany the child. Request for extra crewmember must be made well in advance.

3.7.2 Unaccompanied Minor – UMNR

Children between the age of 5 and 12 years will be accepted to travel unaccompanied provided that the parent or guardian both at the airport of departure and the airport of arrival escorts the child. If any pertinent information is missing in the reservation an UMNR (Unaccompanied Minor) form shall be properly issued and the parent/guardian shall remain with the child as long as possible before boarding.

Children between 12 and 16 years, so called Young Persons (YP), may accepted as UMNR if so requested.

Maximum number of UMNR accepted versus extra cabin crew required			
1-8	9-16	17-25	25-30
0	1	2	3

Number of UMNR onboard shall be included in the LDM and PSM.

3.7.2.1 Check-in

During the time between check-in and boarding the station shall take care of and supervise the child in agreement with the child's parent/guardian in such a manner as is necessary and appropriate in view of the child's age and degree of maturity with due regard to local circumstances to ensure that the child is kept safe of any physical and/or psychological damage.

3.7.2.2 Specific UMNR Seats

In order to ensure proper care during the flight, specific seats for UMNR's have been assigned in the cabin where UMNR's must be seated.



3.7.2.3 Handing over to Cabin Crew

A member of the boarding station's staff must always hand over UMNR personally to the cabin crew on board before boarding other passengers.

UMNR must be shown on Notification To Commander (NOTOC).

At the time of handing over the UMNR to the cabin crew the UMNR must have been supplied with a "UMNR-wallet" containing the handling advice and all other necessary documents.

3.7.2.4 Handling at destination

UMNR will be handed over by the cabin crew to a member of the station staff at the destination. The overtaking staff member will acknowledge receipt of the UMNR from the cabin crew by signing a form.

When handing over the child to the receiving party, the staff must make sure that the person is authorised to receive the child (see details in the handling advice for the UMNR).

3.7.3 Persons with Reduced Mobility – PRM

A person with reduced mobility (PRM) is understood to mean a person whose mobility is reduced to physical incapacity (sensory or locomotory), an intellectual deficiency, age, illness or any other cause of disability when using transport and when the situation needs special attention and the adaptation to a person's need of the service made available to the passenger.

Such person is subject to the prior clearance for air travel from medical advisors based on the information of the passenger or a licensed physician to the case or to be escort by a doctor.

Note! A medical clearance is never required for passengers whose only disablement is blindness or deafness. However such passenger is still defined as a PRM and need individual briefing by the cabin attendant about the location of the emergency exits, use of floating device, seatbelt and oxygen mask. Therefore the cabin crew must be informed of the seat allocation of such passenger.

Maximum number of PRM accepted versus extra cabin crew required		
1-5	6-10	11-15
0	1	2

Number of PRM onboard shall be included in the LDM and PSM.

3.7.3.1 Definition of PRM**3.7.3.1.1 WCHR**

Ambulant passenger with some impairment immobility, needs assistance within the airport terminal to/from gates or exits, at government control points, baggage delivery etc.

Also needs assistance when boarding/disembarkation. Can use passenger ramp bus without assistance. Need no assistance in the cabin to/from seat and to toilets. Should assistance with meal be needed, this has to be indicated separately.

3.7.3.1.2 WCHS

Ambulant passenger more heavily impaired in mobility.

Ambulant only to a limited degree. Unable to use passenger ramp bus.

Cannot climb stairs/steps – must be carried. However, needs no assistance to/from seat and toilets. Should assistance with meal be needed, this has to be indicated separately.



3.7.3.1.3 WCHC

Non-ambulant passenger

Can use normal passenger seat with back in an upright position but is unable to cover distances unassisted, e.g. in the cabin to/from seat and toilet. Should assistance with meal be needed, this has to be indicated separately.

3.7.3.1.4 BED

Carriage of stretcher, unable to use normal passenger seat with back in an upright position and must be carried lying on a stretcher.

It will be assumed that such passenger must be carried into/out of aircraft on the stretcher.

Notes:

1. *The installation of a stretcher must be requested from Gain Jet not less than 2 days prior to departure.*
2. *Passengers on stretcher should be boarded before embarkation of the passengers and disembarked last.*
3. *The stretcher shall be positioned and secured with the passenger's head in the flight direction.*

When a stretcher is installed the load information BED shall be entered in the remarks column of the loadsheet followed by the number of seats blocked and the number of passengers travelling on those seats e.g. BED/6/2 meaning that a total of 6 seats are blocked on which 2 passengers are carried (including the passenger on the stretcher). 3 rows with seats B and C are needed (B for the accompanying pax/attendant/doctor)

3.7.3.1.5 DEAF

Passenger is deaf

3.7.3.1.6 DEAF MUTE

Passenger is both deaf and mute

3.7.3.1.7 BLIND

Passenger is blind.

3.7.3.2 Wheelchairs (for battery powered mobility aids see Section 4)

Wheelchairs for handicapped passengers are available at nearly all station within the airport terminal area. They are the property of 3rd party such as airport administration, other airlines etc., from which the handling agent must request the against payment. Any costs incurred are born by Gain Jet.

At all airports the number of available wheelchairs is limited and mostly they are used by several or all carriers at the airport.

It is therefore imperative to include the presence of a PRM or disabled passenger in the LDM and PSM.

If the passenger has his/her own wheelchair it will be checked as baggage and transported in the cargo compartment free of charge i.e. beyond his/her normal baggage allowance. "WCHC/OWN" shall be included in the PSM (Passenger Service Message).

All wheelchairs, in particular those which are battery powered, must be handled with utmost care to prevent damage. The passenger is fully dependant on his/her wheelchair.

WHEN LOADING MOBILITY AIDS: LAST IN FIRST OUT!



3.8 SOS Cases

A passenger who has reported to SOS International or Euro alarm in Copenhagen due to illness or any other reason and who requires and/or will require medical attention must obtain medical clearance before being accepted for transport.

When medical clearance has been obtained, SOS International or Euro alarm must request up-lift permission from GainJet Operations.

The request has to include the following information:

- Name of passenger
- Flight number
- Date of travel
- Original flight / date of original flight
- Reason for up-lift
- Accompanying person(s)
- Any other information related to the passenger

GainJet Operations will relay the information to stations involved and it is of utmost importance that crew on the concerned flight is informed. The passenger should be provided with a non-revenue-ticket (P2) but the total cost will be debited to SOS International or Euroalarm.

If above information is missing, the Commander and/or Purser may, due to safety reasons, refuse transport.

A passenger who due to illness or death in family will travel on other than original flight is also regarded as an SOS case and as such the same procedure will apply.

3.9 Expectant Mothers

Pregnant women with an expected birth within 2 weeks must not be accepted. In case the birth is expected to take place within 2-4 weeks, the passenger has to show a medical certificate at check-in confirming that the transportation is approved of by a physician from medical point of view, under the conditions that the duration of the flight is no more than 4 hours.

3.10 Patient

Patient, is the person who suffers and pains bodily, emotionally and mentally.

In that case, such passengers can travel only with a medical certificate or to be escorted by a doctor.

3.11 Refusal of Passengers

3.11.1 Policy

Refusal of embarkation/carriage is a serious decision which may result in legal action, and shall be treated with great courtesy.

3.11.2 General guidelines

The Handling Agent is responsible to check and shall report to the Commander whom shall refuse to carry a passenger when the passenger:

- Refuses to submit himself/herself or his/her baggage control
- Fails to observe, or refuses to obey, safety rules or instructions of the company
- Is obviously under influence of alcohol or drugs
- Appears or behaves offensive to other passenger
- Requires nursing due to medical conditions
- Suffers from a contagious disease
- Has such a degree of physical infirmity that travel is likely to result in complications
- Is handcuffed
- Presents a ticket issued to another person, or a stolen or counterfeit ticket
- Is unacceptable for carriage for any reason as decided by the Commander

The Handling Agent staff will confer with the Commander as far as they consider necessary notwithstanding that the Commander who will be responsible for acceptance or refusal of such passenger will make the final decision.

3.11.3 Passenger not holding required travel documentation

The Handling Agent is responsible to check that all passengers are holding required and valid travel document(s). The Handling Agent shall refuse a passenger to check-in to a Gain Jet flight when a passenger is not holding, the required travel document(s), such as:

- Valid passenger ticket (all Company flights)
- Valid passport (international Company flights only)
- Valid visas (international Company flights only)
- Necessary and valid vaccination certificates (international Company flights only)

3.11.4 Reporting, of Refused Transportation

The Commander must immediately (as soon as possible) report a refusal according to clause 3.7.2 to the Flight Operations Manager by issuing a Company Report.

The Handling Agent must immediately (before flight departure) report a refusal according to clause 3.7.3 to the Commander.



3.12 Transportation of inadmissible passengers, deportees or persons in custody (INAD, DEPO, DEPA, DEPU)

3.12.1 General

When there are inadmissible passengers, deportees or persons in custody on board the Commander shall be informed about where they are seated, number of these passengers.

- This kind of passengers shall always be seated at special locations in the rear of the cabin.
- This kind of passengers shall not seat at emergency exits or in the first seat row in front of behind / an exit row.
- This kind of passenger shall always be seated on the first seat from aisle.
- This kind of passenger and his/her baggage shall always be checked.
- When transport deportees or persons in custody an escort shall be onboard.
- Handcuffs shall be available on board.

The Handling Agent staff will confer with the Commander as far as they consider necessary notwithstanding that the Commander who will be responsible for acceptance or refusal of inadmissible passengers, deportees or persons in custody for the reason of flight safety, he will make the final decision

3.13 Birth On Board

In case a child is born during flight the Commander informs the handling agent at point of destination.

The station informs immediately the local police, airport authority and the nearest available ambulance to ensure immediate medical assistance.

Upon arrival the Commander will deliver his report to the station. This report has to be signed by the Commander and two other crew members.

The station transmits a brief message containing the main facts of the Commander's report to Gain Jet Operations.

3.14 Death On Board

In case a person dies on board during flight, the Commander informs the handling agent at the point of destination where the deceased has to be taken off the aircraft. The station informs immediately:

- The local police and airport authority.
- The medical doctor of the airport.
- The responsible diplomatic services (abroad).
- Gain Jet Operations by teletype message.

The station manager of the Handling Agent is responsible that all necessary official formalities are arranged properly.

The Police authority decides whether a medical forensic examination has to be performed as to the cause of death.

The Commander of the flight delivers his report to the station, which in turn transmits A message to The Operations Office with all relevant details.

3.15 Boarding of passengers

3.15.1 General

Boarding of passengers is performed only after clearance of the Commander.

Different procedures may apply according to:

- Boarding via passenger boarding bridge
- Boarding via buses and passenger stairs

Responsible personnel for control of the passenger flow can be:

- The ramp agent or
- The flight crew or
- The passenger service agent

3.15.2 Embarkation

Boarding should start 30 minutes before departure time but not without first having obtained boarding clearance from flight-deck and cabin crew.

PRM, disabled passengers, unaccompanied minors and families with infants should be pre-boarded if possible.

If the aircraft is parked in such a way that the passengers have to pass the wing area in order to reach the entrance door care must be taken to direct the passengers around the wing.

It must further be ensured that the passengers:

- Boards the right aircraft,
- Do not mix with arriving passengers,
- Do not leave items in security area(s),
- Boards the aircraft and do not abscond
- And that no unauthorised person(s) boards the aircraft.

The Handling Agent shall check that the number of checked-in passengers correspond to the number of passengers on board the aircraft.

The cabin crew shall check that the number of passengers onboard correspond to the passenger manifest.

3.15.3 Disembarkation

Before initiating the passenger disembarkation it is required that:

- The engines are shut-down;
- The stairs or loading bridge are properly placed.
- Passengers shall be advised to remain on the aeroplane until the engines have been shut down.
- During the passengers disembarkation the Cabin Attendants control the assigned doors.
If there are on board disabled passengers they and their accompanying persons shall be informed to leave the aeroplane only when most of the passengers have cleared the aisles.
- In case no loading bridge is available, the passengers shall be either taken to the terminal by vehicle or escorted, ensuring that they remain in a group, refrain from smoking and be kept clear of dangerous areas while on the aeroplane movement area
- PRM. disabled passengers,, unaccompanied minors should leave form the aeroplane after the termination of passengers disembarkation.



3.16 Missing Passenger

It must be ensured that any baggage accepted for transport is accompanied by the passenger. This can be achieved by either using an automated DPC system (e.g. CUTE II) or manually account for that all passengers have boarded the aircraft.

If passenger(s) is(are) missing, all luggage must be unloaded and each passenger must identify his/her luggage. Any unidentified luggage must not be reloaded onto the aircraft. Exception from this procedure must only be granted by the Commander.

In case unidentified luggage is found, the airport police must be contacted. Such luggage should not be moved until the police has been contacted. and approval has been given. Further, care shall be taken not to stay and/or use radio transmitter and/or telephones in the immediate vicinity of the item.

3.16.1 Missing Transfer Passenger

If a transfer passenger is missing upon embarkation (gate no show), the following must be adhered to:

- If the passenger has check-in baggage or it cannot be proved that the passenger has not checked in any baggage, each passenger has to identify his/her luggage as per 3.13 above.
- Hand baggage identification must be performed either by having all passengers identify his/her hand baggage or have all passengers remove his/her belongings from the aircraft.

All spaces accessible to the passengers shall be searched and any unidentified items handled carefully and contact the airport police if unidentified items are found.

3.17 Irregularities

3.17.1 General

Irregularities will cause inconvenience to the passengers. Therefore every effort must be made to minimise inconvenience and to maintain the passenger's goodwill towards Gain Jet by:

- Eliminate or minimise the inconvenience of an irregularity as far as possible
- Handle irregularities with maximum efficiency and service level
- Transport passengers and their baggage to intended destination as soon as possible with maximum concern for the passengers need and comfort
- All irregularities shall be reported
- Departures delayed more than 3 minutes shall be advised via delay message.
- If the delay exceeds 10 minutes an Irregularity Report shall be filled in and forwarded to Gain Jet.

If a passenger wishes to file a complaint it should be addressed to Gain Jet head Office, Attention the Quality Manager.

3.17.2 GAIN JET liability

Irregularities caused by events including, but not limited to war, strike, natural catastrophes, weather problems, airspace congestion and missed connections are not within the scope of liability of the company.

The company may, partly or in whole, be held liable for irregularities caused by technical problems and/or shortage of staff, over bookings or other operational problems.

Conditions for carriage are found in the passenger ticket and their meaning is basically that:

- The company shall to the best of it's ability transport the passengers and their baggage without unnecessary delay.
- Times in published time tables or elsewhere can not be guaranteed and are not a part of the conditions of carriage.
- The carrier may, without informing the passenger in advance, sub-charter another carrier or change aircraft type.
- If needed, the itinerary may be changed. Stopovers may be deleted or added.
- The time table may be changed without prior notice.
- The carrier is not to be held liable for missed connections.



3.17.3 Information

Lack of information about any irregularity and the feeling of being “abandoned” by the airline are generally the major reasons for passenger complaints.

Consequently, as soon as the occurrence of an irregularity is known, an announcement shall be made.

In case of a charter flight, the tour operator/charterer must be immediately informed.

The reason for the irregularity must be clearly stated. The expected duration of the delay should be advised. If the duration of the delay cannot be determined the following wording should be used:

- **Next information will be given at Hours.**
- **Never use the term “indefinite delay”!**

Further announcements at regular intervals and personal contacts between Gain Jet representative, Handling Agent and passengers should keep the latter aware of arrangements made for them, the estimated time of departure and, in general, the progress of the irregularity.

The Operations Office and all stations concerned with the operation of any particular flight must be informed in case of irregularity if more than 20 minutes is expected by the handling agent sending a delay message. The information given in the delay message, especially the estimated time of departure (ETD) must be updated regularly.

3.18 Denied Boarding / Delay Compensation

For cases of denied boarding and of cancellation or long delay of flights, establishing common rules of EC Regulation No 261/2004 (official newspaper of European Community L46/17-2-2004).

Passengers who are denied boarding or are delayed are entitled to compensation. In order to qualify such passenger must be in possession of a valid ticket or travel document with a confirmed reservation of the particular flight shown on such ticket or document. They must also have presented themselves for check-in within the stipulated time limits and be in possession of the necessary travel documents according to the General Conditions of Travel.

It is difficult to stipulate precise instructions for compensation valid for all kinds of irregularities as the circumstances vary from one occasion to the other.

Actions taken are based on common sense and experience.

A general principle is however "no expense without income". Compensation exceeding ticket value shall not exist.

If other transport is arranged the handling agent shall account for all tickets as per 3.2.8 above.

3.18.1 Denied Boarding / Compensation

The denied of boarding on a flight enforced when a passenger has a confirmed reservation and appears in check in desk the certain that Gain Jet has indicated or unless the time is not appointed, 45 minutes before

The schedule departure of the flight. (article 3 of EC Regulation No 261/2004)

When there is denied boarding to a passenger despite his will, then Gain Jet immediately owed to compensate him according the regulation of the articles 7, 8, 9.

The compensation alternatives are:

According the **article 7** of EC Regulation No 261/2004:

- a) 250 euro for all flights of 1500 kilometres or less
- b) 400 euro for all intra-Community flights of more than 1500 kilometres, and for all other flights between 1500 and 3500 kilometres
- c) 600 euro for all flights not falling under (a) or (b).

The above amounts are reducing to the 50% when the passenger is transferred with another flight and the arrival time is not exceed the schedule time of arrival.

- by two hours, in respect of all flights of 1500 kilometres or less; or
- by three hours, in respect of all intra-Community flights of more than 1500 kilometres and for all other flights between 1500 and 3500 kilometres; or
- by four hours, in respect of all flights not falling under the above.

According the **article 8** of EC Regulation No 261/2004:

- a) Within seven days, of the full cost of the ticket at the price at which it was bought, for the part or parts of the journey not made, and for the part or parts already made in relation to the passenger's original travel point.
- b) The passenger's transportation to his final destination at the earliest opportunity.
- c) The passenger's transportation under comparable conditions to the final destination at a later date at the passenger's convenience, subject to availability of seats.

According the **article 9** of EC Regulation No 261/2004:

- a) Meals and refreshments in reasonable relation to the waiting time
- b) Hotel accommodations in cases one or more nights if necessary or where a stay additional to that intended by the passenger
- c) Transport between the airport and accommodation



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Any passenger denied boarding will be offered, in addition to the compensation payment, a telephone call and a telex or fax message or e-mail to the destination point.

3.18.1.1 Meal Voucher

The handling agent provides the vouchers and the value is determined by Gain Jet. Vouchers can be obtained from the Handling Agent.

3.18.1.2 Re-booking and/or re-routing

Re-booking to another Gain Jet flight is always the first alternative, but another receiving carrier may be the only alternative available. If Gain Jet has a valid Interline Agreement with the new receiving carrier the following should apply. If there is no existing valid Interline Agreement with the new receiving carrier, it should still be attempted to reach an agreement with the new receiving carrier that these conditions will apply by referring to IATA Resolution 735.

When Gain Jet has a valid Interline Agreement with an other airline, Information about other Interline Agreement are available through Gain Jet Operations Office.

3.18.1.3 Procedure – No Change of Routing

- Gain Jet shall present the original flight coupons for onward carriage. When so presented the shall be accepted by the new receiving carrier, or
- Issue a Flight Interruption Manifest (FIM) where the passenger surrendered the flight coupon to the passenger. When so presented, the FIM shall be accepted.

Note: Whenever possible the original flight coupons should later be substituted for the FIM.

When the original flight coupons are presented for onward carriage Gain Jet shall enter "INVOL REROUTE" on the applicable flight coupon. When such onward carriage is at a higher or lower cost, Gain Jet shall enter and validate "INVOL UP" or "INVOL DOWN" as applicable in the "Restrictions/Endorsements" box of the appropriate flight coupon and the carbonised passenger coupon, or the passenger receipt. When the passenger is downgraded and it is known which class of service he/she will be downgraded to, enter "INVOL DOWN TO _ CLASS" (enter applicable class of service). Provided further that when Gain Jet is physically unable to do so, the original or new receiving member shall enter and validate this notation.

Gain Jet shall, before delivering the flight coupons to the new receiving carrier, enter "ENDORSED TO (airline) BY GAIN JET".

3.18.1.4 Procedure – Change of Routing

Gain Jet will arrange for ground transportation from/to original airport. If more than 6 passengers need transport, bus shall be considered in stead of taxi.

Note: If ground transportation is arranged from departing station all the way to the destination, the tickets shall be collected and accounted for.

- Gain Jet shall re-ticket the passenger or,
- Issue A Flight Interruption Manifest (FIM) in order to provide onward carriage with the least possible delay or inconvenience to the passenger, or
- If acceptable to the new receiving carrier, present the original flight coupons for onward carriage when the new routing is to be flown by one receiving carrier.
- If Gain Jet is unable to re-issue tickets, the receiving carrier should do so.

In all cases where the passenger is re-ticketed to cover carriage via a different routing, carry forward to the new ticket the original "Fare Calculation", "Fare", "Tax", "Equiv. Fare Paid" and "Total" entries and show the revised routing being reflected only in the "Good for Passage" section. Optionally, "NOADC" may be entered in the "Total" box. The "Restrictions/Endorsements" box on all appropriate coupons shall be marked with "INVOL REROUTE".



3.18.1.5 Invalidation of Withdrawn Flight Coupons

The withdrawn flight coupons of tickets shall be endorsed across the face of the coupons "EXCHANGED" (or another notation to the same effect), in order to prevent their reuse.

3.18.1.6 Flight Interruption Manifest – Sample Manual Form

Not applicable

3.18.1.7 Flight Interruption Manifest – Sample Teletype Message

Not applicable

3.18.1.8 Upgrading

Upgrading shall be permitted only when, at the time of making new reservations, space is not available in the class originally paid for and that when upgraded, the passenger need not be downgraded during his carriage on the applicable flight.

3.18.1.9 Carriage at a higher cost

Carriage at a higher cost shall be permitted only when accommodation similar to that paid for is not available on any flight which is due to depart from the point of involuntary change before the flight of the selected new receiving carrier. When requesting such carriage, the new receiving carrier is to be advised that the reservations are on an involuntary upgrading basis.

When a passenger is accepted for transportation by the receiving carrier at a higher cost, it shall be at no additional charge to Gain Jet.

3.18.1.10 Refund

If the passenger does not accept compensation or alternative transport to the destination he may be refunded.

If the ticket is refunded the passenger is not entitled to any other form of compensation.

Ticket refund is only upon agreement with Gain Jet Marketing department.

If the ticket is refunded, the passenger shall receive a certificate that refunding is accepted.

Refunding of ticket that is normally not refundable is only made where it is clear that Gain Jet is to be held liable for the irregularity.

3.18.1.11 Compensation Ticket – N1

In extra-ordinary cases Gain Jet can agree to issuing a N1-open ticket on any Company flight and/or destination. Approval for such ticket must be obtained from The Operations Office.



3.18.1.12 Hotel Accommodation

In case a night stop is caused by an irregularity request for hotel accommodation shall be sent to Gain Jet.

If hotel accommodation is granted/ordered by Gain Jet, the Handling Agent (and the Tour Operator, if charter) and the Gain Jet representative should arrange for suitable hotels accommodation. Gain Jet will cover the expenses for hotel, bus-transfer to and from the airport and breakfast only.

To ensure effective service to the passengers, endeavour should be made to accommodate all passengers of one flight in the same hotel.

Passengers as well as the hotel reception must be notified well in advance of the pick-up time for the return transfer to the airport.

Should a change of the estimated time of departure (ETD) or routing of the flight become necessary after the passengers has been transferred to the hotel, the passengers must immediately be informed of these changes – time of day to be considered.

If a passenger chooses not to make use of the hotel accommodation offered by Gain Jet and returns home or arranges his/her own accommodation this may be done at the passenger's own expense and under the following conditions:

- The passenger must leave Gain Jet or the Handling Agent his contact address and phone number and must ensure that he/she is available at any time under the given address.
- If this fails and Gain Jet or the Handling Agent cannot get in touch with him/her, Gain Jet will not have any responsibility for his/her onward transportation.

3.18.2 Baggage

A passenger shall be entitled to the free baggage allowance applicable to the fare originally paid.

Gain Jet shall return checked baggage to the passenger or transfer it to the new receiving carrier.

3.18.3 Absorption of Passenger's expenses

Gain Jet shall be responsible for such of the passenger's expenses as may be incurred during the period of the passenger's delay at the place where the involuntary change occurred and may absorb such expenses at subsequent point en route where they are a direct consequence of such change, provided that they are limited to essential expenses such as hotel room, suitable meals and beverages without regard to

class of service, ground transportation, transit taxes and reasonable communication costs necessary incurred by the passenger because of the involuntary change.

This requirements does not apply when the change is caused by a Gain Jet domestic service.

3.18.4 Delay Compensation – Charter Flight

When passengers are delayed in their departure or en-route:

- a) For two hours or more in case of flights of 1500 kilometres or less or
- b) For three hours or more on the case of all intra-Community flights of more than 1500 kilometres and of all other flights between 1500 and 3500 kilometres or
- c) For four hours or more in the case of all flights not falling under (a) or (b).

Confirmation of refreshments has to be requested from The Operations Office.

Following guidelines should be observed, but it should be noted that this does not apply to such incidents as ATC, Strikes, Weather & Airport restrictions.

Passengers shall be offered to them according to time of day, the expected duration of the delay and how long the passengers have been away from home or hotel to come to the airport.

- The assistance of article 9.(a) as per 3.18.1(refreshments (drinks, coffee, tea etc.) or meals (breakfast, lunch or dinner) LRV's to the value of EUR €5.00-0800) and (b) (telephone calls, telex or fax, e-mails)
- The assistance of article 9.(b) & (c) as per 3.18.1 when the expected time of departure is the next day.
- When delay is at least five hours, the assistance of article 8.(a) as per 3.18.1 (within the seven days,
The return of the full price of the passenger's ticket, for the part, or the parts of the trip which was never done.

Meals should be arranged by the Gain Jet representative, tour operator or Handling Agent.

If a delay of more than 2 hours is expected the passengers at the destination should, if possible remain at their hotel.

If the new estimated time of departure is unknown, new information should be given to the passengers at given hours. The passengers must be at the airport/hotel at those given hours.

As soon as a delay of more than 20 minutes is expected a delay message must be sent by the Handling Agent to Gain Jet Operations (The Operations Office) and to all stations concerned.

Note that only Gain Jet operation officers are authorised to involve with the ATC plan (DLY, CNL, CHG etc)

In all cases the tour operator must be informed. In case the tour operator does not agree with Gain Jet' instructions and wishes other arrangements, he may do so at his own expense.

3.18.5 Delay Arrival – Charter Flight

In case of a delay upon arrival Gain Jet will not compensate for expenses caused by the late arrival, such as taxi fares, missed connecting flights and/or hotel accommodation.

3.18.6 Flight cancellation

Passengers shall:

The assistance of article 8. as per 3.18.1 and article 9.(a) as per 3.18.1 (meals and refreshments).

The assistance of article 9.(b) & (c) as per 3.18.1 (Transport – Accommodation) when the expected time of departure is the next day and compensation according the article 7 (250,400,600 euro) unless if:

- They are informed of the cancellation at least two weeks before the scheduled time of departure.
- They are informed of the cancellation one or two weeks before the scheduled time of departure and are offered re-routing allowing them to depart no more than two hours before the schedule time of departure and to reach their final destination less than four hours after the schedule time of arrival.
- They are informed of cancellation less than seven days before the schedule time of departure and are offered re-routing allowing them to depart no more than one hour before the scheduled time of departure and to reach their final destination less than two hours after the schedule time of arrival.

In case of flight cancellation caused by extraordinary circumstances which could not have been avoided even if all reasonable measures had been taken . Gain Jet s not obligated to compensate the passenger but offers help according the article 8 & 9 as per 3.18.1



3.18.7 Upgrading and Downgrading

If Gain Jet places a passenger in a higher place from the price the ticket was purchased, It may not request any supplementary payment.

In case Gain Jet places a passenger in a class lower than that for which the ticket was purchased then its returns in seven days.

- 30% the price for flights of 1500 kilometres
- 50% the price for all intra-Community flights of more than 1500 kilometres or all others flights between 1500 and 3500 kilometres.
- 75% the price of the tickets for flights of more than 3500 kilometres.

3.18.8 The Gain Jet representative, tour operator or Handling Agent obligates to inform the passenger for his rights

At the check in desk shall be a clearly legible notice containing a text that refers to the passenger to ask from the air carrier the text stating his rights.

Priority of transportation is given to people with reduced mobility to their escorts and their dogs accompanying

Them and to unaccompanied children.

In case of denied boarding ,cancellation and serious delay have the right of the article's 9 as per 3.18.1 assistance as soon as possible.

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