

SkyLine Airways - Customer Service Policy & Guidelines

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Customer Service Reference Guide

Booking and Reservation Policies

Flight Booking

- Online bookings can be made up to 330 days in advance
- Phone bookings are available 24/7 with a \$25 service fee
- Group bookings (10+ passengers) require advance notice and receive 5% discount
- Unaccompanied minors (ages 5-14) require special booking with \$150 service fee
- Infants under 2 years fly free when seated on adult's lap

Booking Changes and Cancellations

- **Within 24 hours of booking:** Free cancellation with full refund if booked at least 7 days before departure
- **Basic Economy tickets:** No changes or cancellations allowed
- **Main Cabin tickets:** Changes allowed for \$200 fee plus fare difference
- **Premium and Business Class:** Changes allowed for \$100 fee plus fare difference
- **Flexible fare tickets:** Changes allowed with no fee, only fare difference applies

Name Changes and Corrections

- Minor spelling corrections (up to 3 characters) are free within 24 hours of booking
- Legal name changes require documentation and incur \$125 fee
- Complete name changes are not permitted; ticket must be cancelled and rebooked

Baggage Policies

Carry-On Baggage

- **Dimensions:** 22" x 14" x 9" (56cm x 36cm x 23cm)
- **Weight limit:** 15 lbs (7 kg)
- **Quantity:** 1 carry-on bag plus 1 personal item per passenger
- **Restrictions:** Liquids must be in containers of 3.4 oz (100ml) or less in quart-sized bag

Checked Baggage

Domestic Flights:

- First bag: \$35 (up to 50 lbs)
- Second bag: \$45 (up to 50 lbs)
- Overweight (51-70 lbs): Additional \$100
- Oversized (62+ linear inches): Additional \$200

International Flights:

- First bag: Free (up to 50 lbs)
- Second bag: \$100 (up to 50 lbs)
- Overweight (51-70 lbs): Additional \$200
- Oversized (62+ linear inches): Additional \$300

Special Items

- Golf clubs: \$150 each way
- Bicycles: \$200 each way (must be in hard case)

- Musical instruments: Small instruments free as carry-on, large instruments require seat purchase
- Sporting equipment: \$75-\$150 depending on item and destination

Check-In and Boarding

Check-In Requirements

- **Online check-in:** Available 24 hours before departure
- **Mobile check-in:** Available through SkyLine mobile app
- **Airport check-in:** Closes 45 minutes before domestic flights, 60 minutes before international flights
- **Baggage drop deadline:** 45 minutes before domestic flights, 60 minutes before international flights

Boarding Process

- **Group 1:** First Class, Business Class, Elite Gold and Platinum members
- **Group 2:** Elite Silver members, Main Cabin Extra, families with children under 2
- **Group 3:** Main Cabin passengers (window seats first)
- **Group 4:** Main Cabin passengers (middle and aisle seats)
- **Group 5:** Basic Economy passengers

Late Arrival Policy

- Gate closes 15 minutes before scheduled departure
- Passengers arriving after gate closure will be rebooked on next available flight
- No-show passengers forfeit their reservation

Flight Disruptions and Compensation

Delays and Cancellations

Weather-related disruptions:

- Rebooking on next available flight at no charge
- Meal vouchers for delays over 3 hours
- Hotel accommodation for overnight delays (subject to availability)

Airline-caused disruptions:

- Rebooking on next available flight at no charge
- Meal vouchers for delays over 2 hours
- Hotel accommodation for overnight delays
- Ground transportation to/from hotel

Compensation for Delays

Domestic flights delayed 3+ hours:

- \$200 travel credit for delays 3-6 hours
- \$400 travel credit for delays over 6 hours

International flights delayed 4+ hours:

- \$300 travel credit for delays 4-8 hours
- \$600 travel credit for delays over 8 hours

Denied Boarding (Overbooking)

- Voluntary rebooking: Up to \$1,000 travel credit plus confirmed seat on next flight
- Involuntary rebooking: Up to \$1,675 cash compensation depending on delay length and ticket price

Refund Policies

Refundable Tickets

- Full refund to original payment method within 7 business days
- No cancellation fees apply
- Unused portions of round-trip tickets eligible for refund

Non-Refundable Tickets

- Cancellation within 24 hours: Full refund if booked 7+ days before departure
- Other cancellations: Credit toward future travel minus cancellation fee
- Credit valid for 12 months from original issue date

Refund Processing Times

- Credit card refunds: 7-10 business days
- Cash/check refunds: 20 business days
- Travel credit: Issued immediately upon cancellation

Seat Selection and Upgrades

Seat Selection Fees

Main Cabin:

- Standard seats: Free at check-in, \$15-35 to pre-select
- Preferred seats (extra legroom): \$25-75 depending on route
- Exit row seats: \$40-100 depending on route

Premium Cabin:

- Business Class seats included with ticket
- First Class seats included with ticket

Upgrade Policies

- **Complimentary upgrades:** Available for Elite members based on availability
- **Paid upgrades:** Available from \$99-499 depending on route and class
- **Bid upgrades:** Available 5 days before departure, minimum bid varies by route

Special Services

Passengers with Disabilities

- Wheelchair assistance: Free, request 48 hours in advance
- Service animals: Travel free in cabin with proper documentation
- Oxygen concentrators: Allowed with advance notification
- Assistive devices: Do not count toward baggage allowance

Unaccompanied Minors

- **Ages 5-7:** Must use unaccompanied minor service (\$150 fee)
- **Ages 8-14:** Unaccompanied minor service optional but recommended
- **Ages 15-17:** May travel alone without special service
- Direct flights only for ages 5-7

Medical Assistance

- Prescription medications: Must be in original containers, no quantity limit
- Medical equipment: Advance notification required 48 hours before travel
- Emotional support animals: Advance documentation required, travel in cabin free

Loyalty Program - SkyMiles

Membership Tiers

Silver Status (25,000 miles or 30 segments):

- Priority boarding (Group 2)
- Free checked bag
- Complimentary preferred seat selection

Gold Status (50,000 miles or 60 segments):

- Priority boarding (Group 1)
- 2 free checked bags
- Complimentary Main Cabin Extra seats
- Priority standby and waitlists

Platinum Status (75,000 miles or 100 segments):

- All Gold benefits plus:

- Complimentary upgrades (domestic flights)
- Priority customer service line
- Waived change fees

Earning Miles

- Base miles: 1 mile per mile flown
- Bonus miles: 25% (Silver), 50% (Gold), 75% (Platinum)
- Credit card spending: 1-2 miles per dollar spent
- Partner activities: Hotels, car rentals, dining programs

Redeeming Miles

- **Domestic flights:** 7,500-50,000 miles depending on route and availability
- **International flights:** 30,000-200,000 miles depending on destination and class
- **Upgrades:** 5,000-40,000 miles depending on route and class
- **Miles don't expire:** As long as account has activity every 24 months

Customer Service Contact Information

Phone Support

- **Reservations:** 1-800-SKY-LINE (24/7)
- **Elite members:** 1-800-SKY-ELITE (24/7, dedicated line)
- **International:** 1-800-SKY-INTL (24/7)
- **Baggage services:** 1-800-SKY-BAGS (6 AM - 10 PM)

Digital Support

- **Live chat:** Available on website and mobile app (6 AM - 11 PM daily)
- **Email:** customerservice@skylineairways.com (24-hour response)
- **Social media:** @SkyLineAirways (Twitter, Facebook - 4-hour response)

Airport Services

- Customer service desks available at all airports we serve
- Baggage services desks at major hub airports
- Premium customer lounges at 15 major airports

Food and Beverage Service

Complimentary Service

Domestic flights under 2 hours:

- Beverages and snacks

Domestic flights over 2 hours:

- Full beverage service
- Complimentary snacks
- Meal service on flights over 4 hours

International flights:

- Full meal service
- Complimentary alcoholic beverages
- Special dietary meals available with 24-hour notice

Purchase Options

- Fresh food marketplace available on flights over 2 hours
- Alcoholic beverages: \$8-12 on domestic flights
- Premium snacks and meals: \$8-25 depending on selection

Security and Safety Policies

Prohibited Items

- Weapons and sharp objects
- Flammable liquids and explosives
- Sporting goods (must be checked)

- Electronic restrictions on certain international routes

Health and Safety

- Face masks required when mandated by destination requirements
- Health documentation required for international travel
- Passengers must be fit to travel without medical assistance

Pet Travel

Cabin pets:

- Small dogs and cats in approved carriers
- \$125 fee each way
- Carrier must fit under seat
- Maximum 2 pets per passenger

Cargo pets:

- Larger pets travel in climate-controlled cargo
- \$200-500 fee depending on size and destination
- Breed restrictions apply
- Not available on all routes

This policy document serves as a comprehensive guide for customer service representatives and automated systems. All policies are subject to change and should be verified for the most current information. For specific situations not covered in this document, escalate to a human agent.