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2.0 Passenger Check-in Policies

Handling agents will ensure that AlMasria Universal Airlines flights are correctly indicated on flight information board.

As a general rule the check-in counters assigned for AlMasria Universal Airlines flights, have to display the following information in the best presentable fashion, using proper materials for the purpose:

- Destination,
- Flight number,
- Scheduled time of departure,
- AlMasria Universal Airlines logo.
- Prohibited items sign (Material for this Sign shall be provided by handling agent or carrier if the handling is unable,

Check-in agent shall ensure that all passengers are informed / award to all types of dangerous goods that are forbidden for transport onboard the aircraft, the agent must have acknowledged that passengers understand the dangerous goods restrictions in baggage.

General

- Check-in must start -03:00 Hours from STD of the flight.
- Test check-in desk equipment.
- Passengers will only be accepted holding valid tickets for the current flight.
- Passengers who will show without booking – expired tickets – tickets for other flights will be sent to the reservation Desk.
- Travel documents must be checked according to the destination Country / City requirements.
- Passengers to be addressed with security questions, or directed to the security questions sign.
- Passengers to be questioned if they carry any item of dangerous goods, for verification if quantity and grade are permitted on board AlMasria Universal Airlines flights.

Business Class

- One Dedicated check-in counter must be appointed for business class acceptance procedures.
- Material of (Bag Tag – Boarding Pass – Baggage Priority – Business lounge invitation – Envelop for documents – Immigration cards)
- Check-in staff appointed to be senior, has experience and aware of procedures.
- Passenger will be briefed for the steps he will go through until boarding time for the flight.

Economy Class


- Two or Three Check-in counters must be appointed for economy class acceptance procedures.
- Material of (Bag Tag – Boarding Pass – Immigration card)
- Passenger will be well briefed for the steps he will go through until boarding time for the flight.

Passenger Attention

Personal attention shall be paid to each customer.

Staff requirements

Qualified staff in uniform shall carry out check-in efficiently.

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Counters

Check-in counters must always be neat and in good order, equipped with all necessary signs and materials.

The check-in counters are often the “window” of the station and should, as such, always give an impression of order and efficiency.

Pre-Flight Preparation

Passenger Pre-Flight Preparation


Prepare check-in for flights in accordance with operating airline policy prior to the opening of web or airport check-in, and to verify all necessary data has been transferred into the check-in system correctly .

- Review the booking status .
- For code share flights with an active blocked space agreement, check the allotment to ensure the block of seats, as agreed, is guaranteed to the partner .
- Review the curtain version (if applicable .)
- Confirm the Passenger Name List (PNL) and Additions and Deletions List (ADL) were properly transmitted and match the booking status .
- Block seats for security officers, crew, weight and balance, and if seats are unserviceable .
- Confirm the seating plan is set according to the actual aircraft type and version .
- Review the flight remarks, if applicable .
- Record passenger status on PNR, if applicable .
- Review the boarding time, departure time, and gate. Brief staff about the reason for any delays .
- Apply payload restrictions, if any .
- Check the passenger list for special passengers (e.g. WCH, UM, etc.) and pre-assign as per operating airline policy and according to the aircraft type .
- If not pre-reserved, prepare seating for families traveling with infants or children, as per operating airline policy .
- Where free/open seating is applied, inform the crew and passengers and ensure special category passengers have appropriate seats .
- Ensure flight status is open for web check-in if applicable .
- Check-in is opened once the pre-flight preparation is complete.

Desks – Preparation

Start and test equipment

- Ensure scales (if required) are functioning
- Ensure adequate supply of boarding cards/ baggage tags
- Display AlMasria Airlines / Tour operator / charterer airline signage + flight number, STD and destination.
- Ensure Dangerous Goods signage must be present in any of the following locations where:
 - Tickets are issued
 - Passengers Check-in
 - Aircraft are boarded

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Security Questioning/Placarding

National regulation may require a means being available to establish whether the passenger has been in control of their baggage prior to check-in. Where this is required the agent shall ensure that this is completed either by presence of a placard or by verbal questioning. Passengers not satisfactorily meeting the answers to these questions should be referred/marked for 'selectee' screening.

Separate check-in counters

In order to provide a good service to our passengers separate counters may be available for:

- Passengers with hand baggage only
- Families
- Special passengers such as disabled persons, deportees etc., shall whenever possible be handled separately.

Check-in service at the airport consists basically of the following elements:


2.0.1 Travel Documents

Although in the General Conditions of Carriage the Passenger is held responsible for obtaining the correct entry requirements for the airport of destination, such as entry requirements for the airport of destination, such as:

- Passport
- Visa (If Applicable)
- Health Certificate (if necessary)
- Document control must be performed when needed, check the passport's validity, name, number of pages, photo, and visa or any possible hand or machine made corrections.
- The passenger must be personally present at the document control, to establish that the passport belongs to the passenger travelling.
- Passengers shall be refused transportation when they cannot present valid travel documents for:
 - Departure from the country where the journey commences, or
 - Transfer/transit in countries en route, or
 - Entrance into the country of destination.

The authorities at the airport of destination will not hold the passenger responsible but rather ALMASRIA UNIVERSAL AIRLINES if the Passenger's documents are not correct and the passenger has to be returned to the country of origin.

The check - in personnel should ensure that passenger in holding the valid documents.

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2.0.2 Boarding, General Introduction

This document contains product and service information about boarding.

Policy

The boarding activities shall always be well prepared and planned for. The preparation for boarding and the work at the gate shall be based on Al Masria Universal Airlines three main priorities:

1. Safety and security.
2. Punctuality.
3. All other services.

2.0.3 Responsibility for the boarding process


The boarding process is very important, and the responsibility rests with the gate personnel.

AlMasria Airlines prefers that personnel who performed the Passengers Check-in will as well perform the boarding process.

Depending on destination, different documents will be presented at the gate by the passenger.

2.0.3.1 Passenger Boarding

- Check that boarding facilities and gate monitors are displaying flight information .
- Ensure Dangerous Goods and Prohibited Articles notices are displayed at the boarding gate .
- If walking on apron, ensure the route to the aircraft is safe and clearly marked for both passengers and staff .
- For jet bridge boarding, secure and mark off the route to the aircraft .
- Obtain clearance for boarding from the flight crew and according to local procedures and operating airline policy .
- Follow safety requirements for fuelling in progress as per operating airline GOM .
- Make boarding announcements as per operating airline standards .
- Follow policies for passengers requiring assistance or pre-boarding .
- Verify each passenger's identity as per the requirements .
- Check the name on the passenger identity document with the one on the ticket, and visually match passenger with photograph .
- Confirm each passenger's boarding acceptance in the DCS before allowing them to board .
- For manual or non-automated boarding, check the flight number and date on the boarding card .
- Apply cabin baggage policies of the operating airline, and account for any gate tagged items .
- Secure the flight by matching the checked-in passengers to the boarded passengers .
- Provide final passenger numbers to cabin crew .
- Provide required flight documents to cabin crew .
- Send required post flight messages upon flight close out.

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The following documents may appear at the gate when boarding:

Documents	Status
Passport	Valid and departure stamped.
Boarding Pass	Checked in at manual check-in.

It must always be secured that the passengers and their checked baggage never are separated. The gate staff must always reconcile that it is the same passenger that boards the flight that also have delivered the checked baggage at check-in or at the baggage drop. Passengers who have checked in baggage must therefore be asked to show their Passport when boarding. The gate staff must check that the name on the Passport corresponds with the name in the passenger's check-in record/travel plan. If a biometric solution is available, the passengers must place their finger on the biometric device. The same finger shall be used as when delivering the baggage at check-in or the baggage drop. The biometric solution can be used at turnstiles and other boarding devices.

2.0.4 Guidelines for boarding

In order to perform a correct boarding, the guidelines below should be followed:

- Start the boarding according to locally set deadlines.
- Make sure that the passenger is boarding the correct flight.
- Board passengers in the order described below, depending on destination.
- Close the flight according to local deadlines.
- The boarding is completed when all checked-in passengers are boarded.


Check "cabin clear" before boarding

Before commencing boarding coordinate with cabin crew that cabin is clear and that crew is ready to welcome the passengers on board.

2.0.5 Pre-boarding

The following passenger categories shall, if possible, board the aircraft before other passengers, and before you make the regular boarding announcement:

- Passengers traveling with infants and small children.
- Unaccompanied Minors (UMNR).
- Elderly and passengers with reduced mobility.
- It is sometimes appropriate to apply other types of boarding concepts and procedures. For example when:
 - The aircraft is parked remote and the passengers are transported to the aircraft by bus.

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For safety reasons passenger movements must be controlled closely.

Before sending the passengers to the aircraft, the personnel in charge of passenger embarkation must make sure that:

- The passengers' route to the aircraft is checked, marked and selected in such a way that the risks of accidents are kept to a minimum.
- The passengers are informed about the necessary boarding procedures, e.g. it is not allowed to enter the ramp with lighted cigarettes etc.
- The crew is prepared to welcome the passengers.
- The person/s that transports the passengers to the aircraft is informed to not allow the passengers to enter the ramp before there is a "clear" signal from cabin crew.
Communicate with the cabin crew when boarding is completed. Provide information about the boarded passengers and hand over a Cabin Information List, including onward connections.


The following general rules apply:

The gate staff is responsible for the boarding process.

- Secure that seats are blocked for balance reasons, stretcher arrangements, etc., and certain passenger categories, such as UMNR, etc. have been pre-seated.
- Check for large cabin baggage before boarding, to avoid discussions close to departure.
- Cabin baggage that exceeds the limits shall be tagged and loaded in the compartment(s).

Note: If in doubt whether baggage can be accepted in the cabin or not, the gate personnel shall consult the Chef De Cabine (CDC) member on board before such baggage is accepted.

- Establish contact and coordinate with the cabin crew before embarkation.
- It is recommended that the boarding announcements shall contain information that:
 - The amount of cabin baggage the passengers may bring on board is limited for the sake of safety, and
 - That the cabin baggage must be stored either in the overhead locker or under the seat in front of the passenger.
- There shall be no discrepancies between Accepted customers and Boarded customers.
- The Commander of a flight must, together with the Chef De Cabine (CDC) member, be informed about passenger needs special attention.
- No flight may depart without an accurate passenger name list.
- The passenger name list must be kept at the departure station until the flight has reached its final destination.
- PRM shall always be boarded before all other passengers including families with children.

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2.0.6 Gate No-Show or denied boarding

If a checked-in passenger with baggage does not show up at the gate in time for departure, all efforts must be made to locate the passenger.

The aircraft may not depart until the missing passenger's baggage (if any) is off-loaded.

2.1 Latest check-in time

It is recommended to appear at the check-in Three hours (180 MIN) prior the departure of the flight. Every passenger not having registered 45 minutes prematurely of the departure can be refused.

2.2 Tickets

Each passenger - Adult, Child or Infant - must be in possession of a valid ticket for the respective ALMASRIA UNIVERSAL AIRLINES Flights.

- Adult: any passenger as from 12 years old and up.
- Child: Child between 2 and 12 years old.
- Infant: Infant under 2 years old.


2.3 Advance Passenger Information – API

Some states require the airlines to collect travel document details for passengers (and crew) prior to departure for the international flight to/from that state. The travel document details are automatically sent in a coded format to the appropriate authority in the country concerned, for immigration, health and/or security purposes.

For these operations either the approved DCS may be used after consultation with AlMasria Airlines else we may engage the services of a third party security agency to collect passenger information data, check validity and visas. Such operations would be advised to the main agent in advance.

The following Rules apply:

- All passengers concerned must be informed of the requirement to provide the required document details in the API message to the authorities, and also that their data will be used by the authorities of the state for matching against records in the APIS database.
- Passengers who refuse AlMasria Universal Airlines to collect and transmit the data shall not be allowed to board the flight.
Data Details:
 - Last, First and middle name(s).
 - Date of birth.
 - Gender.
 - Document type (e.g. passport, visa,....etc)
 - Document (issuing date).
 - Document (expiry date).

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The details are normally found in the machine-readable zone of the travel document, and may be captured through a swipe reader connected to the check-in system.

2.3.1 Reporting of Refused Transportation

The departure station shall report passengers who have been refused transportation due to inadequate travel documents.

2.4 Embarking, Disembarking passengers

Before disembarking or embarking, passenger steps or jet way the guard rail must be in position. The step between steps and aircraft should not be too high and the steps should be against the aircraft.

Remark:

During refueling the Weight of the aircraft increases and the shock absorbers settle down. In consequence the bottom of the door may touch the steps and may be damaged.


2.4.1 Seating Card / Boarding Pass

The following rules apply to the Sub-contractor responsibility;

- The combination of Seating Card / Boarding pass is issued separately for each Aircraft type in block form and according to Seat Configuration.
- Each passenger receives a Boarding Pass.

2.4.2 Seat Allocation

- All persons on board aged 2 years or more must occupy a fixed seat fitted with a safety belt (or a berth fitted with a restraining belt). Seat layout must permit access to emergency evacuation doors and the assistance of the cabin crew.
- Any infant (less than 2 years old) must be attended by an adult (more than 18 years old). This adult may hold the infant in his arms and the safety belt of this adult seat must not strap the infant but only the adult. A supplementary loop belt or other restraint device must be used for the infant.
- Any child (less than 12 years old) should be assisted by an adult seated near him. One adult may assist a group of no more than twelve children. The adult attending children must be informed of safety instructions, the layout of the emergency exits and of the use of the individual safety equipment.
- An adult may attend a group of children if he is not in charge during the flight of an infant less than 2 years old. This adult could be a flight attendant in addition of the minimum flight attendants number and being not on safety duty during the flight.
- When passengers are embarking the flight attendants must be on board able to give instruction about seat availability or allocation and hand baggage storage.
- Cabin crew has to be informed by station staff on hazardous situation and must be able to manage emergency evacuation of passengers.
- The number of passengers must be checked with the passenger manifest (list of passengers) established by the agent.

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2.4.2.1 Seating – family

Procedures for the seat allocation of family groups, particularly when a group includes children. It is probable that family group members would seek each other out should an emergency evacuation be required, an action that could adversely affect the rapid evacuation of the aircraft. Children should be seated where they can be adequately supervised by an accompanying adult in the event of turbulence or a decompression in the cabin.

Children, accompanied by adults, should ideally be seated in the same seat row as the adult. Children and accompanying adults should not be separated by more than one aisle. Where this is not possible, children should be separated by no more than one seat row from accompanying adults. Before departure, a copy of the checked passenger manifest must be left to a ground agent and kept by the station manager. In case a passenger is missing, his checked baggage must be offloaded. If necessary all checked baggage should be offloaded and all passengers should be disembarked and required to identify their baggage. The captain shall request airport security assistance should any unidentified baggage remain. At arrival copies of the checked passenger manifest must be available on board the aircraft to be given to the authorities.


2.4.2.2 Passengers with Seating Restrictions

The following passenger categories have seating restrictions and shall therefore never be seated in the Emergency Exit Areas (EEA) or on vacant crew seats:

- BLND, blind passengers (specify if accompanied by Seeing Eye dog).
- CBBG, approved baggage in passenger seat.
- CHD, children (between 2 - 12 years of Age traveling with an adult).
- DEAF, deaf passengers (specify if accompanied by hearing aid dog).
- DEPU/DEPA, deportees with/without escort.
- DPNA, is a passenger with an intellectual or developmental disability needing assistance.
- EXST, passengers requiring an extra seat.
- INAD, inadmissible passengers (passengers not permitted to enter the country).
- INF, infants.
- MAAS, is a passenger needing assistance to/from aircraft.
- MEDA, passengers requiring medical assistance,
- PETC, passengers with a pet in cabin/service animal.
- UMNR, unaccompanied minors (between 5 - 15 years of age).
- WCHR/WCHS/WCHC, passengers requiring wheelchair.

This section contains

- general safety related rules and regulations for seating of passengers, and
- Brief information on corresponding products and services.

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General rules

The following general rules apply:

- When assigning seats, the passengers must be seated:
 - on seats where they can be properly secured by a seat belt, and
 - Where they may be assisted, and do not impede in case of an emergency evacuation from the airplane.
- Passengers who could impede the crew in their safety duties, obstruct access to emergency equipment or hinder the emergency evacuation of the aircraft shall not be allocated and nor occupy seats:
 - In over wing exit row.
 - In seat rows leading to a floor level exit.
- Prepare flights by blocking seats for balance reasons, and for pre-seating of certain passenger categories, such as UMNR, INF etc.

2.4.2.3 Infant (INF)

An infant is a child who has not yet reached his/her 2nd birthday.

Infant shall be seated with a travel companion over the age of 16.

The following rules apply for infants:

- Newborn infants younger than seven (7) days are not acceptable for transport due to medical reasons.
- An adult may travel with maximum two infants, provided the general seating rules are complied with.
 - One infant can be secured with the aircraft lap belt on the adult's lap and the infant no. 2 properly secured in a car type infant seat.
 - Does not protrude outside the passenger seat.
- A PRM may travel with **an infant**.
- An adult may travel with an infant and a PETC, provided the seating restrictions are met and the PETC is the only cabin baggage.


2.4.2.4 Children (CHLD)

A child is a passenger who has reached 2 but not 12 years of age.

The following rules apply for children:

- Children who have reached 2 but not 6 years of age must be seated with a travel companion over the age of 16.
- Children up to the age of 12 must be booked in the same class as their travel companion over the age of 16.

Note: Children not traveling in same class, as their travel companion shall be registered as UMNR.

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2.4.2.5 Manual Check-in Procedures

Objective: Where no DCS is available or in case of DCS failure, apply established manual check-in procedures.

- Check-in desks must be prepared appropriately, showing AlMasria Airlines Logo on screen with flight details such as flight number and destination, and all other materials such as (Baggage Label, Boarding Pass, immigration cards, Pax Manifest, seat map and General Declaration....etc).
- Check-in process must start no later than 150 Min before scheduled departure time and must be closed 45 Min before STD.
- Advise Ramp that manual Check-in will take place.
- Printing the PNL for each check-in counter.
- Amount of check-in counters must be depending on amount of booked passengers and aircraft type, up to 80 passengers 1 check-in counter.
 1. Passenger is greeted and ticket, passport and travel documents are requested.
 2. Passengers who have special conditions are given priority during Check-in.
 3. Passenger's last arrival point reserved on the ticket must be controlled.
 4. Passenger is asked whether he/she has a special health condition.
 5. Passenger's baggage is measured and passenger is informed if there is extra weight.
 6. Passenger is asked whether there are hazardous or inconvenient goods in the baggage to be admitted.
 7. Number of baggage and their weights are written on the ticket and in the pax manifest.
 8. Baggage is controlled and passenger is warned if the baggage is damaged and limited release label is signed.
 9. Seat is given according to passenger request (if any), and must be informed with his seat and boarding gate number.
 10. Immigration card is given to passenger to fill before departure.

At the end of the check-in registration, each check-in agent will calculate the total number on his pax manifest:

- Number of M/F/CH/INF
- Number of baggage
- Weight of the baggage
- Number of Tags

Check-in supervisor will calculate:

- Total of passengers in pax manifests and give the final figures.

Attention:

- Recalculate the number of passengers, number of baggage labels and verify to be equal.
- Pax manifest should be readable and clearly written.

2.4.2.6 Oxygen Masks (A320) & (A321)


AIRCRAFT	ROWS No.	ROW SIDE	Number of Masks
SU-TCE	1	LEFT SIDE & RIGHT SIDE	4
	2	LEFT SIDE & RIGHT SIDE	4
	3	LEFT SIDE & RIGHT SIDE	4
	4	LEFT SIDE & RIGHT SIDE	4
	5	LEFT SIDE & RIGHT SIDE	4
	6	LEFT SIDE & RIGHT SIDE	4
	7	LEFT SIDE & RIGHT SIDE	4
	8	LEFT SIDE & RIGHT SIDE	4
	9	LEFT SIDE & RIGHT SIDE	4
	10	LEFT SIDE & RIGHT SIDE	4
	11	LEFT SIDE & RIGHT SIDE	4
	12	NOT FOR INFANT USE	4
	13	NOT FOR INFANT USE	4
	14	LEFT SIDE & RIGHT SIDE	4
	15	LEFT SIDE & RIGHT SIDE	4
	16	LEFT SIDE & RIGHT SIDE	4
	17	LEFT SIDE & RIGHT SIDE	4
	18	LEFT SIDE & RIGHT SIDE	4
	19	LEFT SIDE & RIGHT SIDE	4
	20	LEFT SIDE & RIGHT SIDE	4
	21	LEFT SIDE & RIGHT SIDE	4
	22	LEFT SIDE & RIGHT SIDE	4
	23	LEFT SIDE & RIGHT SIDE	4
	24	LEFT SIDE & RIGHT SIDE	4
	25	LEFT SIDE & RIGHT SIDE	4
	26	LEFT SIDE & RIGHT SIDE	4
	27	LEFT SIDE & RIGHT SIDE	4
	28	LEFT SIDE & RIGHT SIDE	4
	29	LEFT SIDE & RIGHT SIDE	4
	30	LEFT SIDE & RIGHT SIDE	4

PS: The number of life vests and oxygen masks per seat row must not be less than the number of passengers of the seat row (Referring to Infant limit).

2.4.2.6 Oxygen Masks (A321) (Cont'd)

AIRCRAFT	ROWS No.	ROW SIDE	Number of Masks
SU-TCD	1	LEFT SIDE & RIGHT SIDE	4
	2	LEFT SIDE & RIGHT SIDE	4
	3	LEFT SIDE & RIGHT SIDE	4
	4	LEFT SIDE & RIGHT SIDE	4
	5	LEFT SIDE & RIGHT SIDE	4
	6	LEFT SIDE & RIGHT SIDE	4
	7	LEFT SIDE & RIGHT SIDE	4
	8	LEFT SIDE & RIGHT SIDE	4
	9	LEFT SIDE & RIGHT SIDE	4
	10	NOT FOR INFANT USE	4
	11	LEFT SIDE & RIGHT SIDE	4
	12	LEFT SIDE & RIGHT SIDE	4
	13	LEFT SIDE & RIGHT SIDE	4
	14	LEFT SIDE & RIGHT SIDE	4
	15	LEFT SIDE & RIGHT SIDE	4
	16	LEFT SIDE & RIGHT SIDE	4
	17	LEFT SIDE & RIGHT SIDE	4
	18	LEFT SIDE & RIGHT SIDE	4
	19	LEFT SIDE & RIGHT SIDE	4
	20	LEFT SIDE & RIGHT SIDE	4
	21	LEFT SIDE & RIGHT SIDE	4
	22	LEFT SIDE & RIGHT SIDE	4
	23	LEFT SIDE & RIGHT SIDE	4
	24	LEFT SIDE & RIGHT SIDE	4
	25	NOT FOR INFANT USE	4
	26	LEFT SIDE & RIGHT SIDE	4
	27	LEFT SIDE & RIGHT SIDE	4
	28	LEFT SIDE & RIGHT SIDE	4
	29	LEFT SIDE & RIGHT SIDE	4
	30	LEFT SIDE & RIGHT SIDE	4
	31	LEFT SIDE & RIGHT SIDE	4
	32	LEFT SIDE & RIGHT SIDE	4
	33	LEFT SIDE & RIGHT SIDE	4
	34	LEFT SIDE & RIGHT SIDE	4
	35	LEFT SIDE & RIGHT SIDE	4
	36	LEFT SIDE & RIGHT SIDE	4

PS: The number of life vests and oxygen masks per seat row must not be less than the number of passengers of the seat row (Referring to Infant limit).

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2.4.2.7 Exit row Seating Assignments


Only those passengers who appear reasonably fit, strong and able to assist the rapid evacuation of the aircraft in an emergency should be allocated seats which permit direct access to emergency exits. Persons of reduced mobility should not be allocated seats where their presence could impede the crew in their duties, obstruct access to emergency equipment or impede the emergency evacuation of the aircraft.

The following categories of passengers are among those who should not be allocated to, or directed to, seats which permit direct access to emergency exits:

- Passengers suffering from obvious physical or mental handicap to the extent that they would have difficulty in moving quickly if asked to do so.
- Passengers who are either substantially blind or substantially deaf to the extent that they might not readily assimilate printed or verbal instructions given.
- Passengers who because of age or sickness are so frail that they have difficulty in moving quickly.
- Passengers who are so obese that they would have difficulty in moving quickly or reaching and passing through the adjacent emergency exit.
- Children (whether accompanied or not) and infants.
- Deportees or prisoners in custody.
- Passengers with animals.
- Cannot understand English language or language in use in the country of the operations (language in use during the flight).
- Have condition, than is not apparent, than may prevent him from understanding and performing the functions shown on the passenger safety information card.

2.4.2.8 Multiple Occupancy of Aircraft Seats

No seat must be occupied by more than one person, except for infants hold in the arms of an adult.

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2.5 Person with Reduced Mobility (PRM)

Definition

The definition of Passengers with Reduced Mobility (PRM) is understood to be any persons whose mobility is reduced due to physical disability (locomotory or sensory) intellectual impairment, age, illness, or any other cause of disability and who need some degree of special accommodation or assistance over and above that provided to other passengers.

This requirement will become apparent from special requests made by the passengers and/or their family or by a medical authority, or reported by airline personnel or industry associated persons (travel agent, etc.). The level of assistance required by the airport and/or the Carrying Members can vary depending on the different needs that people have when travelling by air.

Policy

PRMs shall receive the same treatment as other passengers. The same rules and deadlines for check-in and boarding apply, and also the same benefits and services.

It is up to the passenger to give relevant information about his/her condition to the airlines at the time of reservation or upon check-in at the airports.

Every effort to meet the passenger's needs must be made at any time and, with a few exceptions, all special arrangements shall be free of charge.

PRM may, as an example, bring wheelchair(s), manual or electric, and all other necessary belongings on which the passenger is dependent (according to the PRM) free of charge.


Limitations for Travel

A PRM must never be refused carriage, except when they cannot be safely carried and cannot be physically accommodated.

As the term PRM is a generic term used for any passenger who needs assistance, the PRMs can be divided into three main categories:

1. Those who always shall travel with an ABA.
 - Limitations are set according to aircraft type.
For example BLND *and* DEAF, DPNA.
2. Those who need assistance on ground and necessary evacuation assistance on board aircraft.
The evacuation assistance shall be given by Cabin Crew or an ABA. Limitations are set according to number of minimum crew and aircraft type. For example WCHC, MEDA.
3. Those who need assistance on ground and limited safety assistance on board.
 - No limitations of number on board, as long as seating restrictions are followed. For example BLND, DEAF, MAAS, WCHR, WCHS.

Note: The term PRM is a generic term used for any passengers who need assistance, even if this is only required on ground.

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2.5.1 General Rules:

The following general rules apply:

- PRM are responsible for identifying their needs. Normally, this notification is given in connection with the reservation.
- A PRM will have equal choice of seat allocation, subject to safety requirements
- PRM cannot be refused transportation, except when they cannot be safely carried or cannot be physically accommodated.
- If a PRM is refused carriage, the reasons shall be clearly and explicitly explained to him/her.
- Prior to flight, the Commander (PIC) and Chief Cabin Crew (CDC) member shall be informed about the total number and seating of WCHC, MEDA, DPNA and BLIND/DEAF passengers at latest by station personnel prior to boarding.
- A PRM shall generally be boarded before, and disembarked after, all other passengers.

Able-bodied assistant (ABA):

- A person, at least 18 years of age, responsible for the comfort and well being of a PRM during embarkation/disembarkation, his/her general safety during flight and necessary evacuation assistance.
- The commander must be informed about on board of any sick passenger or persons with reduced mobility. If deemed necessary, he may request a medical examination by a qualified physician.
- The commander should satisfy himself that the carriage of such passengers will not cause inconvenience or discomfort to other passengers and that emergency evacuation and safety during the flight will be guaranteed.

Celling Harness


Certain disabled passenger categories may have specific requirements for a different type of harness to be safely restrained in their aircraft seat. Such a harness will not be provided, but passengers are recommended to bring a "Crelling Harness".

The crelling harness is designed to support and protect children and adults with specific requirements. It shall be attached to and used together with the existing seatbelt in the aircraft seat.

Therefore it is important to ensure that the ABA is aware of how to open the harness itself in case of an emergency evacuation.

The harness shall only be fitted in a window seat



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2.5.2 VIP/CIP Passengers Definition of terms:

VIP is a Very Important Passenger.
CIP is a Commercially Important Passenger.

General

Passengers who are VIP shall be rendered all possible assistance while traveling with AlMasria and they are never to be offloaded irrespective of class of travel other than on a voluntary basis.

Information to the Commander

In order to enable the Commander to render personal attention when required the following categories of VIP shall be recorded:

- Heads of States
- Persons of high official or ecclesiastical standing (such as Speakers of Parliament, Cabinet ministers, Ambassadors, etc.)
- Other VIP as advised by selling office or at the Station Manager's discretion.

Passengers with Plaster casts

The length of time required for passengers to have their plaster casts in place before a flight is 48 hours. The passenger must have a fitness to fly certificate in their possession. In addition to this the following recommendations should be considered:

- A split cast is recommended so that it can be easily removed should the limb swell up during the flight.
- If the passenger has an inflatable splint you must be able to let the air out in the event it causes additional pressure due to the aircraft environment and reduce the supply of blood to the limb.

Staff

Only staff passengers holding AlMasria Airlines authorization/ID are to be accepted for carriage. Staff passengers are to be treated on a space available basis only. The jump seat is only to be allocated after consultation with AlMasria Airlines operations who will liaise with the aircraft commander and issue authorization in accordance with current security regulations.

2.6 Handling of **P**assengers with **R**educed **M**obility (PRM)

Definition


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

Category	Restriction(s)	Requirement
WCHR (Wheelchair – Ramp)	Passenger can walk short distance and walk up or down stairs. Can walk in the cabin and is able to climb aircraft stairs alone. Assistance from/to aircraft is necessary.	Passenger should be accompanied. For long walking distances a wheelchair should be available.
WCHS (Wheelchair – Steps)	Passenger cannot walk up or down aircraft stairs but can walk in the cabin alone.	Passenger should be accompanied. Passenger needs a wheelchair from/to the aircraft.
WCHC (Wheelchair – Cabin seat)	Passenger cannot walk or stand and will be accompanied to and from their Cabin seat.	Passenger should be accompanied. Passenger needs a wheelchair and special aids e.g. High-loader or boarding wheelchair.
BLND (blind passenger)	Blind passenger. (only if assistance is expressly requested and prior notification is given)	Passenger should be accompanied. Individual needs will be requested.
DEAF (deaf passenger)	Deaf passenger or deaf without speech. (only if assistance is expressly requested and prior notification is given)	Passenger should be accompanied. Individual needs will be respected.
STCR is not accepted on AlMasria Aircrafts		

Wheelchair IATA codes:

- **WCBD** Wheelchair with dry cell batteries
- **WCBW** Wheelchair with wet cell batteries
- **WCLB** Wheelchair with lithium batteries
- **WCMP** Wheelchair manually powered

Note: Exemption regarding the maximum total number of PRM may be obtained when wheelchair sport teams, special schools...etc are travelling. On these flights, the number of PRM must never exceed the number of ABA.

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2.6.1 Blind & Deaf Passengers and Guide Dog

Special attention shall be paid to blind and/or deaf passenger when informing passengers about delays or irregularities, since they cannot read the information on monitors signs or posters/hear announcements.

The assistance codes are used in the reservation and check-in systems and will automatically be included in a service message in order to identify the passenger(s).

Blind *or* deaf:

- The assistance codes are
 - BLND or
 - DEAF.
- Unaccompanied blind or deaf passengers who want assistance from check-in to arrival shall be assisted.

Blind and deaf:

Let the passenger take your arm. These passengers should be briefed on the location of nearest exit, call button and how to fasten and unfasten their seatbelt.


- When dealing with a deaf passenger speak to them directly. Use clear mouth movements in order that they might lip read.
- A both blind *and* deaf passenger shall travel with an Able Bodied Assistant (ABA).
Blind & Deaf passengers are not considered sick passengers and can be accepted for carriage, but the Purser must be informed -Flexible travel canes carried by blind individuals may be stowed:
 - 1- Under any series of connected passenger.
 - 2- Between a non emergency exit window seats,
 - 3- Beneath any two non emergency exit window seat, if the cane is flat on the floor; or in accordance with any other method approved by the ECAA.

A trained guide dog may be carried in the cabin if it accompanies a passenger who is dependent upon it, the dog lies on the cabin floor beside the blind passenger and must be properly harnessed.

The passenger and the guide dog will normally be seated at a bulkhead seat, where there is sufficient floor space for the dog.

- One dog is permitted per cabin depending on country of destination.
Escorts: Up to four permanently blind passengers may travel without escorts. Escorts are required for more than four blind passengers as follows:

No. Of Blind Passengers	Escorts
5	1
6-10	2
11-30	3

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2.7 Unaccompanied Minors (UMNR)

Definition

An Unaccompanied Minor (UMNR) is a child aged:

- 5-11 years, traveling alone, or
- 12-15 years, for whom assistance has been requested.

General Rules

A UMNR must always travel on confirmed tickets.

If connecting to another flight, always ensure that the reservation on the connecting flight is confirmed.

If the tickets are not confirmed, assist the UMNR to the nearest ticket office.

UMNR shall travel in the class for which the fare is paid for (even if child discount is applied).

A service fee is charged at the time of reservation for UMNR travel. No additional charges shall be collected upon check-in.

The following general rules apply:


- The UMNR service is mandatory for children aged 5-11 years traveling alone, also when traveling with another person under the age of 16.
- The UMNR service is optional for children aged 12-15 years traveling alone.

Note: The child cannot decline the service him-/herself when the service has been requested by a parent/guardian.

- **The parent/guardian (escort) shall:**
 - make sure the UMNR holds confirmed reservations and necessary travel documents for all legs,
 - sign the Handling Advice form,
 - remain at the airport of departure until the flight is airborne,
 - arrange for transfer escort if the child's itinerary includes a night stop or a transfer between two airports, and
 - Arrange for escort to be present at the airport of arrival.
- The Handling Advice form shall be filed for three (3) months at all stations involved.
- The UMNR becomes AlMasria Universal Airlines' full responsibility from the moment: he/she is handed over by the escort upon departure, or by the delivering carrier/escort at the transfer station, until
 - he/she is handed back to an escort upon arrival, or over to the receiving carrier/escort at the transfer station.

Only a maximum of 3 UM's to be accepted between the ages of 5 and 12 years.

Make sure the UMNR:

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- is over 5 years of age,
- holds confirmed reservations and necessary travel documents for all legs,
- has a properly filled out and signed Handling Advice form (keep the first page for local filing),
- baggage is tagged with Assistance tags for quick identification,

Exception: In case that brothers/Sisters are traveling together the number of UM'S May increase to a maximum of (five). Official permission from AIMASRIA UNIVERSAL AIRLINES is required. All UM'S must carry a filled-in 'UM Handling Advice' copy attached.

At the time of handling over to the cabin crew the UM must be in possession of the UM Handling Advice and all necessary travel documents.

At the destination station the UM will be handed over by the cabin crew to a member of the station staff. When handling over the child to the receiving party the station has to ensure that they are authorized and correspond to the person(s) named in the Handling Advice.

2.7.1 Boarding

Station personnel shall inform the Commander and Senior Cabin Crew member (SCC) about the total number, seating and destination of the UMNR(s) by use of the CIL/Notification to Captain (NOTOC).

As a general rule the UMNR shall embark through the forward cabin door, and before other passengers.

2.7.2 Arrival

Station personnel shall meet the UMNR on board and escort the UMNR during the arrival formalities.

As a general rule the UMNR shall disembark through the forward cabin door.

Before handing over the UMNR to the escort at arrival, the person meeting the UMNR must show proof of identity in order to ascertain that the person stated in the Handling Advice form is the one meeting the child.

2.7.3 Irregularities

An UMNR requires special attention and assistance in connection with irregularities, and the following apply:

If there is a high probability of diversion:

The escort shall be recommended to agree to change the UMNR's travel plan, and rebook as appropriate, without extra cost for the UMNR.


- If the escort does not agree, the Commander or Duty Station Manager may still refuse transportation of the UMNR.

General:

If an irregularity occurs after departure the UMNR's family/escorts at departure and arrival must always be kept well informed about rerouting arrangements, etc.

2.7.4 Seating of Unaccompanied Minors / Young Passengers.

Unaccompanied Minors / Young Passengers should be seated in specific areas of the aircraft. If there are more than one UM/YP traveling they must be seated together to enable the crew to keep an eye on them.

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2.7.5 Do not seat UM / YP:

- Next to an adult male passenger.
- On a window seat when there is an adult on the aisle or centre seat (male or female).
- In emergency exit row seats.

2.7.6 Young Passengers (YP)

- Minors from 12 to 15 years (i.e. up to the 16th Birthday) traveling alone or not accompanied by a person of at least 16 years of age.

2.7.7 Expectant Mothers

Carriage according to International Regulations

- In the last 4 weeks - cannot be accepted for carriage, so please check the date of travel.
- After 7 months of pregnancy a medical certificate is required, More than 4 weeks before expected delivery:
- No restrictions.
- From 4 to 2 weeks before expected delivery:
- A MEDIF is required,
- the travel shall be authorized by a doctor letter and
- the flying time on any leg may not exceed four (4) hours.
- 2 weeks or less before expected delivery:
- The passenger cannot be accepted for transportation.


2.8 Cockpit Jump seat Travel and Admission to flight deck

Transportation of all revenue passengers including passengers of the Tour operator / Agent on jump seats is strictly prohibited.

Overbooked passengers have to be rejected and the representative of the tour operator / Agent has to take care of them.

AIMASRIA UNIVERSAL AIRLINES must ensure that no person, other than crewmember assigned to a flight, is admitted to, or carried, the flight deck unless that person is:

- An operating crew member;
- ECAA INSPECTOR
- AUTHORISED BY THE ECAA
- In the interests of safety, admission to the flight deck does not cause distraction and/or interfere with the flight's operation; and
- All persons carried on the flight deck are familiar with the relevant safety procedures.
- The final decision regarding the admission to the flight deck shall be the responsibility of the commander.

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2.8.1 Medical Transportation (MEDA)

Medical transportation is applicable for passengers whose medical conditions demand different degrees of assistance and/or escort at embarkation/disembarkation and/or during the flight, such as passengers:

- with broken/plastered legs,
- in incubators,
- who are infected with contagious diseases, or
- in the late stages of pregnancy.

Medical Clearance

2.8.1.0 MEDICAL CLEARANCE NOT REQUIRED


No medical clearance or special forms are required for passengers who only require special assistance in the airport, or in embarking/disembarking .

2.8.1.1 MEDICAL CLEARANCE REQUIRED

A medical clearance by the medical department/advisor of the Member in contact with the passenger shall be required:

- Whenever the Member in contact with the passenger(s) (or person delegated by the Member) has received information that any passengers :
 - a- suffer from any disease which is believed by such Member or person to be communicable in the course of air travel or
 - b- who, because of certain diseases, or disability may have or develop an unusual behaviour or physical condition, which may endanger or affect the safety, health, or materially affect the comfort of other passengers or crew, or
 - c- Can be considered to be a potential hazard to the safety of the flight or the punctuality thereof (including the possibility of a diversion of the flight and unscheduled landing), or
 - d- Would require medical attention and/or special equipment to maintain their health during the flight, or
 - e- Might have their medical condition aggravated during or because of the flight .

2.8.1.2 Such passengers shall be subject to prior clearance for air travel by the medical departments/advisors of all carrying Members, on the basis of information in respect of their physical and/or mental condition, obtained by the Member in contact with the passenger through its medical department/advisor directly or through a licensed physician familiar with the condition of the passenger. In order to obtain such clearance, medical information must

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be provided and transmitted when seats are requested on the flight of another Member. Additionally, when a Member receiving a request for travel has reasonable grounds for doubt about the passenger's disability, such Member shall require medical information for clearance purposes .

2.8.1.3 Members can deny transportation to passengers needing medical clearance, unless they meet the requirements of the carrying Members

2.8.2 Inadmissible Passengers (INAD)

An inadmissible passenger (INAD) is a passenger who is refused admission to a country by the authorities of that country.

If the departing authorities offer escort of an INAD, AlMasria Universal Airlines shall accept this, even if such escort is provided at the expense of the carrier. Under no circumstances may an INAD who are deemed to pose a security and/or safety risk, or whose behavior or conduct may discomfort to the passengers, be accepted without escort.

The Commander shall always be informed verbally of any INAD carried on the flight concerned.

The station where the passenger is found inadmissible shall report the incident

Notes:

- A passenger holding inadequate travel documents but nevertheless is admitted into the country, shall also be reported.

2.9 Wheelchairs

2.9.0 General

Passenger with Reduced Mobility (PRM's) shall be defined as those passengers with a physical disability or with a medical condition, which require individual attention or assistance on enplaning/deplaning and during ground handling which is normally not extended to other passengers.

Wheelchairs for moving incapacitated passengers are available at all stations,

The full name of the passenger must be stated on the 'Purser Information Sheet' as well as the information if the passenger has an own wheelchair or if he needs one upon arrival.

A passenger's own wheelchair (incl. Battery driven where permitted) will be carried in the cargo department free of charge as checked baggage even exceeding the free baggage allowance, but never in the passenger cabin.

2.9.1 Handling on the Ground


Necessary steps should be taken to ensure that the handling company is in position to ensure safe handling of PRM's by ensuring that appropriate devices are made available, such as, but not limited to, wheelchairs and lifting systems.

2.9.2 Wheelchair Passengers Seats

The Wheelchair must be loaded prior to Passengers and to be offloaded last at destination.

The number of unaccompanied wheelchair passengers per aircraft is limited to two (2), more wheelchair passengers may be transported only with the prior permission from

AIMASRIA UNIVERSAL AIRLINES. After departure the Handling Agent must advise on the Movement Message.

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- WCHR - WCHS - WCHC

Passenger's own wheelchair's especially those which are battery driven, must be handled with utmost care to prevent damage - the handicapped passenger is fully dependent on his wheelchair and may be completely lost at his destination without wheelchair. Passengers with Reduced Mobility (PRM) shall not be seated next to emergency exits, and shall be seated in an aisle seat.

2.9.3 **Asthma Sufferers:**


Asthma sufferers can be accepted without clearance from AlMasria Universal Airlines appointed Doctor. However, ground staff will inform the cabin crew in case Oxygen is required in-flight.

- The maximum number of sitting cases requiring Oxygen on any aircraft is FOUR.

2.9.4 **Deceased Passenger**

The table below shows the process to follow in the event of a passenger's death on board an aircraft:

Stage	Description
1	<p>The Commander informs the Duty Station Manager at next point of call about:</p> <p>The circumstantial details of death, and If the passenger is accompanied by close relatives, friends or attendant.</p>
2	<p>The Duty Station Manager immediately informs:</p> <p>The police and Airport Authorities, The next of kin, if known, through the nearest AlMasria Universal Airlines office, and The company doctor and/or the airport doctor.</p>
3	<p>The Duty Station Manager reports as soon as possible to:</p> <p>OCC Office</p> <p>Requirements to report contents: Flight No., date and leg. Full name, nationality, date of birth, sex, and address of the deceased passenger. If known to be incapacitated. Airports of origin and destination. Circumstantial details of death. Time of death; number of hours after first embarkation and number of hours after last takeoff. Altitude at time of death (actual and cabin).</p>
4	<p>The Duty Station Manager ensures that a death certificate is issued.</p>
5	<p>The Police Authorities decide whether a forensic medical examination is to be made to establish the cause of death.</p>

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2.9.5 Passenger Injury or Illness

Procedures

Every case of injury, or illness of passenger which occurs either in flight or on the ground must be dealt with and reported in accordance with the procedure laid down below:-


1. When injury is caused to a passenger as a result of an accident or incident to an aircraft of ALMASRIA UNIVERSAL AIRLINES, the regulations laid down in accident and Emergency Procedure must be strictly adhered to.
2. Passenger service staff dealing with these cases should use their common sense in order to give help to the injured passengers.

Injury, illness of a passenger, other than caused by aircraft incident or accident will be dealt with in accordance to the following procedure:-

1. The local airport Medical Department must render all possible immediate assistance.
2. If necessary, a doctor must be called, and the passenger should not be forced to receive medical attention against his will.
3. If injury or illness happens during flight, the captain should be advised about all details to enable him to relay accurate information as to need for an ambulance etc.
4. Immediate notification must be signaled giving the following details:
 - ✓ Full name and title of passenger.
 - ✓ Flight number.
 - ✓ Diagnosis and nature of injury or illness as soon known.
 - ✓ The dispatch of the cable should not be delayed if the diagnosis is not immediately available.
 - ✓ Condition of passenger including medical opinion of recovery time if no danger, disposition of treatment if case is critical.
5. Contact address and/or telephone number of family or relatives, consulate or firm to be notified.
 - ✓ No information should be given whenever a passenger asks that it must not be given, and cable must state "no information to be given to family".
 - ✓ If the passenger asks that information to be given to one content address only, the following must be added; "**No information to others**".
6. Station of occurrence should send the signal to Cairo for information and to embarkation/ destination station as appropriate for any necessary action.
7. Stations must confirm signals immediately by memorandum to concerned departments including:
 - ✓ Full statement of the nature of injury or illness and the circumstances in which it occurred.
 - ✓ Particulars regarding illness, number of days sick, name of hospital should be reported.
 - ✓ Copies of statements by authorities and witnesses should be supplied to General Manager Stations.

If a passenger needs medical assistance at a station, make an announcement for a doctor or nurse and ask for help.

When a situation has occurred on board, flight crew reports the case to Station Manager and informs the arrival station.

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2.10 Passenger Irregularities Policy

In irregularity situations the level of efficiency and service is decisive for keeping the passenger as AlMasria future customer. All efforts should be made to:

- eliminate, avoid or reduce the effect of the irregularity
- handle irregularity situations with a high degree of efficiency and service
- bring the passenger to his destination as close to his schedule as possible, with a maximum consideration to his need and comfort.

In connection with irregularities many services can be rendered to the passenger depending on the actual situation. Information to the passenger about the reason and the duration of the traffic irregularity is a **must**, as well as how they will be taken care of in the meantime.

The passengers facing delays, cancellations and denied boarding due to over sale are entitled to written information about the passengers' rights regarding compensation and care.

Information Procedures at the Airport

- The traffic irregularity shall be announced as soon as possible and not later than 15 minutes prior to STD (Scheduled Time of Departure).
- At STD the reason and duration of the traffic irregularity shall be repeated.
- The passenger shall continuously be informed of the reason and duration of the traffic irregularity, with intervals not exceeding 15 minutes.
- AlMasria Universal Airlines' representatives shall always be available at departure gate or information counter.
- The Commander and the SCC, Senior Cabin Crewmember, shall be informed about the reason for the delay given by the station, as well as other services given to the passenger.

2.11 Delayed Flight Procedures

Lack of information about any irregularity delay / emergency or other important information, and the feeling of having been "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 has to be made.

The tour operator's local representative shall also be advised immediately. In any case, respective tour operator's traffic office must also be informed.

The reason for the irregularity must be clearly, although briefly stated. The expected extend of the delay should be given, If this is not known the term:


Next information will be given at hrs 'should be used.

Never use 'indefinite delayed'

Further announcements at regular intervals and personal contacts between handling agent, tour operator 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.

All stations concerned with the operation of any particular flight must be informed immediately in case of any irregularity.

The information given in the delay message, especially the estimated time of departure, must be updated periodically.

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2.11.1 Denied Boarding

a. General

A passenger holding a confirmed ticket may be denied boarding due to a reservation/ticketing failure or due to "Space Planning", which is utilized by AlMasria as well as most other airlines.

Space Planning means that, based on statistics, AlMasria Revenue Management accepts reservations above the capacity of the aircraft in order to ensure that the flight will not depart with empty seats.

b. Volunteers

Station personnel must always try to find volunteers, preferably already at check in. Loudspeaker announcements can also be made at the gate, in order to find passengers volunteering to give up their seats.

c. Denied Carriage

- Offload the passenger in the DCS and offload his baggage .
- Document the case in the airport or airline report, with details of the passenger's condition (e.g. intoxicated, general abuse, etc.).

d. "Passengers' Rights"


Passengers' Rights, such as meal care, denied boarding compensation, rebooking/reimbursement of tickets and, if considered necessary, hotel accommodation and transport shall (with a few exceptions, as described below) be offered to eligible passengers.

In the following situations, the passengers are entitled to care, denied boarding compensation and reimbursement/rebooking of tickets:

- When a flight is over booked.
- When an aircraft is replaced by a smaller aircraft, causing reduced seat capacity.
- When a flight has reduced capacity due to for example:
 - Weight limitations.
 - Lack of passenger seats due to technical problems onboard (for example toilets or seats out of order).
- When you must off-load a non-booked revenue passenger who was checked in.
- When accommodation is not possible due to Government requisition of space on the flight.

The passenger is not eligible for "Passengers' Rights" if:

- He/she acts unruly:
 - He/she has refused to undergo a security check or to obey the lawful travel regulations by countries with regard to health, entry permission, etc.
 - The behavior, health or condition of the passenger is such that it entitles the carrier, in accordance with its Conditions of Carriage, to refuse that person transportation.
- If a selling office has contacted a passenger in advance and he/she has agreed to a rerouting or rebooking and the new arrival time to destination is not later than the original.

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2.11.2 Downgrading

Sometimes a passenger holding a confirmed ticket for travel in AlMasria Business cannot, due to lack of space, be accommodated in the class booked, and downgrading becomes necessary.

a) General Downgrading Rules

Downgrading of passengers shall be performed considering the following general rules:

- Downgrading shall be avoided to the greatest extent possible and shall only be performed when the higher service class is full.
- Always consider to change the cabin figuration onboard and upgrade passengers instead of downgrading passengers, as this is much more efficient from a financial and handling point of view.
- Downgrading must always be completed before boarding and never on board the aircraft.

b) Information to Passengers

Always inform the passengers about the reason for downgrading.

2.11.3 Upgrading

Involuntary Upgrading

Situations may arise when a passenger due to lack of space cannot be accommodated in the class for which he/she holds a reservation, and must be upgraded.

c) General Upgrading Policy

Involuntary upgrading shall only take place when the lower class is full.

d) General Upgrading Rules

Upgrading of passengers shall be performed considering the following rules:

- All efforts shall be made to handle the upgrading already at check-in.
- Upgrading performed at the gate must always be completed before boarding and never on board the aircraft.
- Passengers chosen for upgrading must not differ greatly in appearance and behavior from passengers normally traveling in the higher class.
- Families traveling with children under the age of 12 must not be involuntary upgraded.
- Upgrading of families, parties or groups, resulting in a split of the party into different classes, is not permitted.
- Passengers with special meals will be served their meal from the original class.

2.12 Delays

AlMasria Flight Information provides information about the delay,
At the airport it is important to always keep the passengers well informed about the situation.
In addition to verbal information and loudspeaker announcements.

Flight Delay Checklist

FLT/DTE _____ **ROUTE** _____
STD _____ **ETD** 1. 2. 3.
DELAY _____ **REASON** _____


NO	CHECKLIST	DONE	REMARKS
1	Advise all staff (handling agent), explain action & assign duties		
2	Inform all passenger contact points (check-in, transfer desk & gate)		
3	Check hotel space – arrange if required		
4	Check transport – arrange if required		
5	Passenger food & drink – arrange if necessary		
6	Check alternative flights – interline		
7	Check A/C catering requirements		
8	Check A/C serviceability		
9	Liaise with CPT – ENG – HQ – cabin crew		
10	Advise all route stations and HQ of action and ETD		
11	Special passenger requirements		
12	Update info to all staff – to A/C – to passenger (every 30 minutes) to HQ – stations en route		
13	Check baggage offload or alternative		
14	Send delay message (update every 30 minutes)		
15	Check crew hour limitations		

2.12.1 Meals and refreshments for Delayed Flights:

- In cases of delays of over 2 HRS and up to 3 HRS, drinks, (coffee, Tea, soft drinks, breakfast, light refreshments, snacks small cold plate or sandwiches or cakes can be offered by presenting the delayed flight boarding pass.
- After 3 hrs and up to 5. Hrs, breakfast, lunch or dinner including drinks should be offered.
- After 5 hrs repeat refreshments.

Prior deciding the type of meal or drinks to be served on the ground, consider the time of day and coordinate with the Senior Cabin Attendant regarding the Cabin meal planned.

If airport restaurant (facilities) is not adequate for Ground meals Services, check with the Captain /Senior Cabin Attendant if the Cabin meal can be used for this purpose.

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2.12.2 Type of Delay

In case of delay please reconfirm service to be offered to passengers with AL MASRIA UNIVERSAL AIRLINES – CAIRO and with Representative of tour operators.

All delay related extra costs for Ground services must be invoiced To AL MASRIA UNIVERSAL AIRLINES however, the Handling Agent (Sub-contractor) must; Sign the invoice,

Indicating flight number, date and duration of delay and issue Station Handling Report.

A delay message must be sent as soon as it can be foreseen that the scheduled time of departure will be exceeded by 16 min or more, regardless a definite or indefinite delay is expected.

2.12.3 Major delays - Hotel Accommodation

In case of a major delay, corresponding information will be given by AIMASRIA UNIVERSAL AIRLINES CAIRO if the extent of the delay necessitates hotel accommodation. This will always be done in full coordination with the tour operator's headquarters and / or their local representative.

2.12.4 Courtesy messages

When passengers are affected by a lengthy delay or an unscheduled night-stop they may wish to notify their relatives of the delay and their new expected arrival time.

Passengers may be offered the notification of one person at the place of destination of the delay and the new estimated time of arrival.

Passengers who wish to send more detailed information shall be requested to use public or commercial telephone or telegram facilities on their own expense.

A consolidated telex should be sent to the respective station of destination containing:

- Flight number, date, type of irregularity
- Request to notify the new ETA
- Name of passenger affected and who is to be notified -telephone numbers

The station receiving such a message shall notify as requested and advise the originating station when completed.

2.13 Deportees and Persons in Lawful Custody (DEPA / DEPU)

Definitions

A **deportee** is a passenger who has entered a country and who is in custody of the authorities and is proclaimed undesired by the authorities.

A **person in lawful custody** of the authorities is for example a prisoner, a deserter or a person being returned to a detention centre.


Notes:

- Both deportees and persons in lawful custody are referred to as "deportees" in the text below, except where specified.
- Persons being expelled from one Schengen country are considered undesirable in all Schengen countries.

General

Acceptance of deportees on AlMasria Universal Airlines" flights are based on the following rules drawn up by AlMasria Universal Airlines in cooperation with the police authorities:

- AlMasria Universal Airlines always reserves the right to refuse carriage of deportees, in the best interest of flight security/safety.

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- AlMasria Universal Airlines will under no circumstances accept deportees without escort, if the passenger is deemed to pose a security/safety risk.
- AlMasria Universal Airlines will under no circumstances absorb the cost of transportation and escort services of deportees.
- The police authorities are obliged to observe the regulations listed in this document, i.e. carriage of deportees shall be refused if the local police authorities are unwilling to comply with the specified conditions. Any subsequent order by the police authorities to carry deportees shall be referred to the District/Duty Station Manager.

Determining need for escort

Escort must always be provided, if an inadmissible passenger or a DEPO is deemed to be a security/safety risk, or:

- may cause discomfort to other passengers due to his/her behavior or conduct, or
- has committed unprovoked violence or other dangerous criminal acts, or
- objects to the deportation, or
- is wanted by the police in his/her country or in another state, or is assumed to be arrested upon arrival at the destination, or
- needs guarding at intermediate or transfer stations, or
- is considered a hazard to him/herself and/or to other people, due to mental state or drug dependence, or
- is to be handed over to the arriving country's police authorities due to a criminal act (extradition), or
- The DEPO is under the age of 12 (UMNR).

Persons in Lawful Custody must always be escorted.

2.13.1 Deportee and Escort Appearance and Behavior


Note: All costs for escorts provided for inadmissible passengers are charged to the air carrier.

Escorts provided for inadmissible passengers, DEPOs or persons in lawful custody should normally include a law enforcement officer. If persons other than law enforcement officers act as escorts, these persons should:

- have the appropriate legal authority for the task;
- carry proper identification;
- have received appropriate training;
- possess the necessary physical and mental attributes for the task.
- Escort may not be armed and should normally be in civilian clothes.

2.13.2 Maximum permitted deportees per flight

- A maximum of **two** deportees can be accepted per flight.
- It is not permissible to exceed this threshold unless expressly authorized by AlMasria Airlines security department. The limitation on deportees is in place for security and safety reasons and is considered separately to the number of Inadmissible passengers (SSR code **INAD**) or prisoners under escort (SSR code **OTHS**) permitted on the same flight.

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2.13.3 **Deportees, persons in lawful custody and inadmissible passengers:**

- shall be seated together at the rear of the aircraft.
- may not be seated in the EEA or on vacant crew seats.

Any escorts shall be seated together with the DEPA / DEPU / INAD.

2.13.4 **Unruly and Disruptive Passengers**

The expression “unruly” covers behavior such as abusive and disruptive conduct. A passenger is considered as unruly when he/she:

- repeatedly refuses to comply with instructions given by flight or ground personnel concerning safety or commercially related issues, or
- behaves in such a way that he/she causes discomfort to other passengers or is objectionable to them, or
- behaves in a way that might threaten flight safety or constitutes a serious offence or preparation to commit an offense.

The **General Policy** states that:

- AlMasria Airlines shall make every feasible effort to protect passengers and personnel against any offences performed by unruly and disruptive passengers.
- Passengers, who are likely to be unruly and disruptive, shall be carefully monitored and if necessary, refused embarkation or off-loaded if they are deemed to pose a threat to the safety and security of the flight, fellow passengers or AlMasria Airlines’ or contracted personnel.
- AlMasria Airlines will, according to local law and civil aviation requirements, report to the police authorities instances of passengers posing a threat to flight safety or the security of fellow passengers or AlMasria Airlines’ or contracted personnel.
- AlMasria Airlines or contracted personnel shall be properly trained and in possession of adequate procedures and measures to deal with unruly and disruptive passengers.
- Reports shall include name, seat number, and address of passenger and names of witnesses, if applicable.
- Appropriate information shall be given to the traveling public regarding the seriousness and consequences of inappropriate behavior.

2.13.5 **Handling of Unruly Passenger**


If a passenger shows any sign of unruly behavior, this does not automatically mean that the passenger shall be refused transportation. Instead, staff must continue to monitor the passenger in order to determine action to be taken, and may always consult a colleague or a supervisor for a second opinion if necessary.

The action tables below contain guidelines for what to do when a passenger has been classified as unruly:

Level 1:

Aggressive or abusive but possible to influence. Compliance after personnel intervention.

Working Area	Action	Reporting
Check-in Counter	<ul style="list-style-type: none"> • Inform the passenger about AlMasria Airlines policy and/or security and safety rules. • After own judgment, inform the gate and lounge if applicable. 	Not Required
Lounge	<ul style="list-style-type: none"> • Monitor the passenger and, if found appropriate inform about AlMasria Airlines' policy and/or security and safety rules. • After own judgment, inform the gate if the passenger is departing. 	
Gate	<ul style="list-style-type: none"> • Monitor the passenger and, if found appropriate inform about AlMasria Airlines" policy and/or security and safety rules. • Notify cabin crew. 	

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Level 2:

Aggressive and not easily influenced. The passenger refuses to follow the instructions given by the personnel and thus interferes and hinders them in their duties.

Working Area	Action	Reporting
Check-in Counter	<ul style="list-style-type: none"> • If the passenger complies, continue check-in but consider to standby baggage. • If the passenger does not comply, discontinue or cancel check-in and call supervisor for assistance if necessary. • Consider rebooking. • Always inform the gate and also lounge if applicable. 	Submit a report asap or latest 72 hours after the incident occurred.
Lounge	<ul style="list-style-type: none"> • Monitor the passenger and, if found appropriate inform about Scandinavian Airlines' policy and/or security and safety rules. • Call supervisor for assistance if necessary. • Always inform gate. 	
Gate	<ul style="list-style-type: none"> • Monitor the passenger and, if found appropriate inform about Scandinavian Airlines' policy and/or security and safety rules. • Call supervisor for assistance if necessary. • If in doubt whether a passenger shall be allowed to board the flight or not, consult: <ul style="list-style-type: none"> - the Commander, - Senior Cabin Crew member, and - Supervisor. 	

Level 3:

Physical violence, threats and other punishable behavior.

Working Area	Action	Reporting
Check-in Counter	<ul style="list-style-type: none"> • Refuse the passenger to: <ul style="list-style-type: none"> - check-in, - board the aircraft, and/or - Enter AlMasria Airlines' lounges. • Inform supervisor. • Call police or security for removal of passenger. 	Submit a report asap or latest 72 hours after the incident occurred.
Baggage Arrival Area	<ul style="list-style-type: none"> • Stop any service activity. • Inform supervisor. • Call police or security for removal of passenger. 	

2.13.6 The Alcohol and Drug Policy states that AlMasria Airlines:

- Shall not permit any person to enter any AlMasria Airlines' operated lounges under the influence of alcohol or drugs to the extent that he/she may cause discomfort or make him/her objectionable to other passengers.
- Shall not permit any person to enter an aircraft under the influence of alcohol or drugs to the extent that safety of the aircraft or its occupants is likely to be endangered or may cause discomfort or make him/her objectionable to other passengers.

Personnel Support

In situations where it has become necessary to take action to prevent, handle or even deny an already unruly passenger, AlMasria Airlines will support any such decision made by the personnel.

It is important to bear in mind that, when dealing with passengers that for one reason or another have an unusual behavior, staff must always show great tact and behave in a correct manner.

It is also of utmost importance that staff communicates and keep each other informed of any unusual behavior on part of a passenger. If in doubt whether a passenger should be accepted to board the aircraft or not, always consult the Commander for final decision.

The typical behavior of an unruly passenger is divided into three different levels:

Level 1:

Aggressive or abusive but possible to influence. Compliance after personnel intervention.


Level 2:

Aggressive and not easily influenced. The passenger refuses to follow the instructions given by the personnel and thus interferes and hinders them in their duties.

Level 3:

Physical violence, threats and other punishable behavior.

Note: To decide if a passenger shall be considered as unruly and thereby be classified as

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belonging to one of these levels, staff must have ordered the passenger to control himself - general discussions and explanations about AlMasria Airlines' rules are not sufficient.

2.13.7 Oxygen for medical use by passengers

Passenger is allowed to carry and operate equipment for the storage, generation, or dispensing of oxygen when the following conditions are met:

- 1- The equipment is furnished by the certificate holder of an approved type,
 - Maintained by the certificate holder in accordance with an approved maintenance program.
 - Free of flammable contaminants on all exterior surfaces,
 - Capable of providing a minimum mass flow of Oxygen to the user of four(4) liters per minute.
 - Constructed so that all valves, fitting, and gauges are protected from damage
 - Appropriately secured.
- 2- When the oxygen is stored in the form of a liquid, the equipment has been under the certificate holder's approved maintenance program since its purchase new or since the storage container was purged.
- 3- When the oxygen is stored in the form of a compressed gas;
 - The equipment has been under the certificate holder's approved maintenance program since its purchase new or since the last hydrostatic test of the storage cylinder and;
 - The pressure in any oxygen cylinder does not exceed the rated cylinder pressure.
- 4- Each person using the equipment has a medical need to use it evidenced by a written statement to be kept in the person's possession signed by a licensed physician which specifies the maximum flow rate needed for the pressure altitude corresponding to the pressure in the cabin of the aircraft under normal operating conditions.
- 5- When the physician's statement is required, the total quantity of oxygen carried is equal to the maximum quantity of oxygen needed each hour, as specified in the physician statements, multiplied by the number of hours used to compute the amount of aircraft fuel required.
- 6- The pilot in command is advised when the equipment is on board and when it is intended to be used.
- 7- The equipment is stowed, and each person using the equipment is seated, so as not to restrict access to or use of any required emergency or regular exit or the aisle in the passenger compartment.
(REF. CCM CHAPTER 5)

2.13.8 Special Meals and the “No Meal Concept”

A selection of special meals (SPML) can be ordered in advance for all charter flights. Special meals can be ordered by the special meal 4-letter code as additional information in the name list.

Meal Code	Description
CHML	Child meal
VGML	Vegetarian meal (exclusive dairy products and egg)
VLML	Vegetarian meal (inclusive dairy products and egg)
MOML	Moslem meal
GFML	Non Gluten meal
NLML	Non Lactose meal
DBML	Diabetic meal
NOML	No Meal


The concept, “No Meal” (NOML) means that the passenger chooses to travel without any meal service onboard.

Note: Some Tour Operators have “No Meal” (NOML) service onboard.

- The Tour operator has to inform AlMasria about those passengers who have ordered a SPML or chosen to travel without any meal onboard.
- The Tour operator must also inform AlMasria (m.gamal@almasriaairlines.com) about any special requests, such as allergic passengers.

2.13.9 Carriage of live Animals / PETC

- Only Cats and small dogs are allowed in the cabin of AlMasria Airlines aircrafts when the weight does not exceed 10 Kg, as well the Guide dog accompanying a blind and/or deaf passenger;
- If you intend to travel with a guide dog you must notify us in advance, and comply with any conditions we specify in connection with the carriage of the dog.
- We will have no liability in respect of any such animal not having all the necessary exit, entry, health and other documents with respect to the animal's entry into or passage through any country, state or territory and the person accompanying the animal must reimburse us for any fines, costs, losses or liabilities reasonably imposed or incurred by us as a result.
- The passenger and the guide dog may will normally be seated at a bulkhead, where is sufficient floor space for the dog.
- **PET in CABIN**
Only 2 pets in cabin on each flight is allowed to be carried and must be separated with minimum 12 rows. AlMasria Airlines take interests of all passengers into consideration; only a limited number of pets in a cabin can be carried, and the animal must remain in its closed container throughout the entire flight and o accept animals like Hamsters, rabbits, birds, or guinea pigs.

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2.14 Special Loads

2.14.1 General

ECAR excepts the carriage of articles and substances which would be otherwise classed as dangerous goods to the extent specified in the 'ICAG Technical Instructions for the Safe Transport of Dangerous Goods by Air' (ICAO Doc 9284) provided that:


- They are required to be aboard the airplane in accordance with the relevant ECAR or for operating reasons.
- They are carried as catering or cabin services supplies
- They are carried for use in flight as veterinary aid or as a humane killer for an animal.
- They are carried for use in flight for medical aid for a patient, provided that:
- Gas cylinders have been manufactured specifically for the purpose of containing and transporting that particular gas, Drugs, medicines and other medical matter are under the control of trained personnel during the time when they are in use in the aero plane.
- Equipment containing wet cell batteries is kept and, when necessary, secured in an upright position to prevent spillage of the electrolyte, and.
- Proper provision is made to stow and secure all the equipment during take - off and landing and at all other times when deemed necessary by the commander in the interest of safety.
- They are carried by passengers or crew members.

Note: Articles and substances intended as replacements for those listed under the first point above shall be transported on an aero plane as specified in the Technical instructions.

2.14.2 Battery Operated Wheelchairs:

- Before loading a wheelchair it shall be ascertained
- That the battery is securely attached to the wheelchair
- That the battery is disconnected.
- That the battery terminals are insulated in order to prevent short-circuits Wheelchairs which cannot be loaded, stowed, secured and unloaded in an upright position must have the battery removed. The removed battery shall be carried in strong, rigid packaging
- Packaging must be leak tight and impervious to battery fluid
- Batteries must be protected against short circuits, secured upright in their packaging and surrounded by compatible material sufficient to absorb their total liquid contents.
- labeled, corrosive'
- Packaging must be stowed/secured in accordance with the provisions of Chapter-3
The commander shall be informed, by Special Loads Notification of the location of the battery aboard. The ground handling staff shall send a message to the destination or transfer station indicating the passenger's name/ seat number and the location of wheelchair/battery.

Note: Battery driven wheelchairs with dry cell batteries or non - spoilable wet cell batteries are rare: they may be carried as ' checked baggage' in a baggage /cargo compartment provided that the battery has been disconnected and is securely attached to the wheelchair and that the poles have been insulated.

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2.14.3 Cabin

With the exception of guide dogs for blind passengers, only small pets weighing 5 kgs less may be carried in the cabin.

- Prior company approval must have been obtained.
- Such approval will stipulate that the pet shall be carried in a suitable leak-proof container or bag size 45 x 35 x 20 cm. and must stay in the container/ bag, on the floor, for the duration of the flight.
- The passenger, under whose care the pet travels, must be in possession of all Documents required by the authorities at destination.
- The commander and handling staff shall ensure that no animal is carried in the cabin which impedes an emergency evacuation.

2.14.4 Carriage of Weapons, Sporting Weapons and Ammunitions:

- The potential destructiveness of weapons requires their transportation to follow certain approvals and provisions which are outlined in Chapter 10 (Security).

2.14.5 Security Items:

Security Items are not allowed to carry on board. These items are knife, plastic guns (Toys), scissors, screwdriver, hammer etc...

Those items must be picked up at check-in or security control and hand over in an envelope to the correct flight with a baggage label. After arrival all envelopes must be delivered to the passengers. If it is not picked up by the passengers after 10 days all shall be handed over to the local authority.


2.15 Crew

AlMasria Airlines' crew is defined as:

- **Crew, active:** Crew with flight duty on current flight. No flight ticket is required.
- **Crew, "Deadhead" (DHC):** Crew traveling to or from their duty station as passengers, to take up or terminate their flight duty.

Notes:

- The expression "deadhead crew" is used among crew and refers mostly to crew on non revenue flights (ferry flights), no flight ticket and no check-in required.
- To some destinations passive crew are listed on the General Declaration for immigration/governmental reasons to countries so requiring.

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2.16

Intoxicated Passenger

The state of intoxication is not always easy to assess when any passenger, on check-in, or prior to boarding, appears to be under the influence of alcohol, or drugs. The Station Manager should be called immediately and be asked to form an opinion as to whether or not the passenger is fit to travel, being very careful not to make any accusations concerning possible intoxication to the passenger. If there is doubt, the passenger should not be checked-in for the flight and should be refused boarding.

It is most important that an intoxicated passenger be dealt with discreetly and, if possible, away from sight and sound of the public. In extreme cases, the names and addresses of two independent witnesses should be obtained, preferably not company personnel. Such witnesses should be approached on the basis of giving evidence if required.

2.16.1

Shift Changes

If the handling shift changes during the delay, written notes of all matters concerning it must be handed over to the new shift. At stations where there is no 24 hrs coverage by handling staff, a person must remain at the airport for contact in case queries from passengers, signals etc.....

Report on Handling Delayed Flights


1. A report must be sent to General Manager Stations, Cairo.
 - A. A delay over 30 mints at a transit station.
 - B. A departure from a terminal station more than 30 minutes late, unless the delay was known in advance and passengers given a revised reporting time.
2. The report must include the following information:
 - Flight number, station and date.
 - Details of the delay with reason and times.
 - Progress of passenger handling, with times.
 - Details of any unusual incidents, complaints or comments with names of passengers concerned
 - Arrangements made to minimize inconvenience to passengers, such as meals, drinks, hotel accommodation, free message facilities offered and accepted, sightseeing tours or other entertainment arranged. This report will enable Ground Oertions and Stations Director to deal quickly with any complaints or comments subsequently received.

V.I.P.

1. Must be informed personally of the delay, its reason, duration and your action.
2. If the delay is known before his arrival at the airport contact him and advise him not to proceed to the airport, this depends on the duration of the delay.

Why we might get upset from customers?

- Not realizing that human differences are normal and that each customer is expressing a unique case.

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- Mixing up between your personal dignity and your goals to attract customer. Remember that customer is dealing with the company through you and he does not mean you yourself.

2.16.2

Complaints

- Complaints are important because they may be the only way you can ever find out that there is a problem with your business.
- By becoming aware of these problems it is then possible to put them right for the future and consequently to improve the business.
- If we deal with our complaints in the wrong way the effect on our reputation and the knock on effect to our Business can be disastrous.

Turning complaints around

- When faced with a complaint the aim is to turn the situation around. There is nothing more satisfying than turning an unhappy customer into a loyal customer.
- This can be achieved although it is not always easy.

Analyze

Some investigation into the complaint will be necessary.

This may be as simple as just listening to the customer in straight forward cases or may involve detailed enquiries if the situation is complex.

Respond

Once we have got all of the facts we are ready to respond.

This involves taking responsibility for the situation, giving any necessary explanation and offering option to remedy the situation.

ACT

It is not enough to agree a remedy it is also your responsibility to make sure that this is acted upon.


It will only make matters far worse if we make promises that we do not keep.

How to deal with customers during complain?

1. Use your body language:
 - Eye contact.
 - Facial expression.
 - Head movements.
 - Gestures & body movements.
 - Posture & stance.
 - Proximity & orientation.
1. Listen and don't just hear :
 - Hearing versus listening, what is the difference?

Hearing.....

- Is a purely physical function.
- Is a simple activity (you just hear sounds)
- Is automatic; does not take effort.
- Is a natural function.

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- Can take in all sound combined.
- Everyone who can, hears.
- Hearing is one of the five basic senses.

Listening.....

- Is a mental and emotional experience
- Is a complex activity (requires analysis, interpretation, translation.)
- Requires dedicated effort-attention and long term concentration.
- Is a learned skill.
- Isolates sounds, looks for specific meaning and ideas.
- Can be difficult and tiring .
- Few people are excellent listeners.
- Yields personal and career benefit.

Common sense listening tips:

- Let others tell their own stories first.
- Listen for physiological needs.
- Listen for the main ideas.
- Fight off distractions.
- Don't trusts to memory, certain data must be written.
- React to the message, not to the person.
- Try to appreciate the emotion behind the words.
- Use feedback.
- Relax.
- Try not to be critical, either mentally or verbally, of your caller's point of view.
- Create a positive listening environment.
- Ask questions.
- Be motivated to listen.

2.16.3

Types of Pasengers

1. Language and/or cultural barriers:

- Always try to speak clearly, don't use slang words.
- Don't pretend to understand what the passenger is saying if you don't.


2. Elder passenger:

- When dealing with elder passenger you must remember to treat them with respect and attention.
- Their purchasing power is extremely significant.
- They may have trouble reading fine prints, a slightly slower response, or may be hard of hearing.


Always try to help them solve these little problems.

3. Impatient Passenger:

- With today's quicker pace, we often attempting to accomplish many tasks within a short time.
- Our Passenger do the same.
- The rush to fit everything.

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- With today's quicker pace, we often attempting to accomplish many tasks within a short time.
 - Our customers do the same.
 - The rush to fit everything.
4. **Angry Passenger:**
- Anger is like dynamite waiting to explode.
 - When a customer is angry, try to remain calm, they will feel better once they get it out of their system.
 - Always approach the Passenger with respect even if and when they are badly behaving, accept their emotions, but look for an opening to take control. Say things like " I recognize your frustration." Or "let us find a positive conclusion to this problem"
 - Passenger anger provides the opportunity for new relationship to begin with positive results.
5. **Analytical Passenger:**
- Passengers who are analytical tend to need facts and like to know that they are speaking with someone who really knows about the product and the company.
 - They usually take an objective approach to decision making and to problem solving.
 - They rarely show emotions and are not concerned with whether you like them or not.
6. **Undecided Passenger :**
- Some people have difficulties in making decisions.
 - As they are seeking information from several sources , or
 - They just don't want to take the jump, or
 - They regretted their choice in the past, or
7. **The silent Passenger:**
- Be patient, make them feeling relaxed, give him a choice between a couples of things, this will help out get some ideas about his interests.
 - Watch the body language, while his verbal response may be the same to every item you show him, his face will tell you if you are on the right track.
8. **Superior Passenger:**
- Some Passengers may give the impression that they are in some way superior.
 - It is important not to take this kind of attitude seriously.
 - Passengers who show these characteristics can be frustrating to interact with.
 - They may be rude or may make condescending remarks.
 - In reality, this kind of person is usually very insecure and feels that they can somehow feel better if they put someone else down.
 - When dealing with this kind of passengers you must recognize your own self-worth.
 - It is very tempting to try and compete with the passenger and see who is better.
 - But this is very unproductive.

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- When possible use this attitude to your advantage, praise their accomplishment and importance.
- By helping the customer see that he will be the winner in the end, the competition will be reduced.

9. **The eternal complainer:**

- He does not like anything.
- The service, the products, the prices and about everything else too.
- Don't let him discourage you; realize that this is part of his personality.
- Avoid being defensive, let him talk.
- Take the same steps you would take with any other customer to correct his complaint.

10. **Rude Passengers:**


- All of us sometime come face to face with people who are arrogant, rude and totally self assured.
- This might just be on the surface, most of the times these persons are lonely and insecure.
- No matter how strong the urge to put them in their place is, don't do it. Be nice and polite to them, they will not know how to react and eventually they will treat you the same way.

2.17

Greeting Scenario (CHECK-IN)

- Make eye contact and greet the customer with a smile.
- Good Morning (From 0001 till 1200)
Good afternoon (After 1200 till Sunset)
Good evening (from Sunset Till 2359)
- Good morning Sir/Madam
- May I have your ticket & passport please
- May I have your booking Mr. (Address the customer by name)
- How many pieces would you like to check?
- May I kindly ask you to place your luggage, one at a time on the scale
- Mr., do you have any seating preferences
- These are your luggage claim tickets
- Mr./ Mrs. That will be your boarding pass. We will start security check at the gate 01 hour prior to departure & boarding will start 30 minutes prior to the departure time at gate number 5 & your seat number will be 25H.
(Circular the seat, the gate number & ETD)
- Kindly fill out this card & present it at the passport control
- Here is your ----- lounge invitation, please note that the direction is shown on the back of the card (Tick the box for the appropriate lounge & circle the location)
- Mr. / Mrs..... , have a nice flight & thank you for choosing AlMasria Universal Airlines

Note: In case of planned delay you must advise the customer at the counter about the new ETD

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Note: Inform Customer if flight is to be transit in Intermediate Station and how much time it will stay.

2.17.1 **Greeting Scenario (Departure Gate)**

- Good morning/ ... Afternoon/.. Evening Sir/Madam
- May I have your boarding pass please
- Would you kindly have a seat until we start boarding?
- Thank you & have a nice flight

2.17.2 **Medical Information Form (MEDIF)**

A completed MEDIF or similar form as shown in this manual Annex A. (A.27) is required for each passenger:

- a) for which fitness to travel is in doubt, as evidenced by a recent instability, disease, treatment, or operation or other conditions or;
- b) whose medical condition requires provision of special services, such as a stretcher, oxygen, and other medical assistance or the carriage of special medical equipment.




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3.1 General

Definition

Baggage means such articles, effects and other personal property of a passenger as are necessary or appropriate for wear, use, comfort or convenience in connection with his trip. ALMASRIA UNIVERSAL AIRLINES is not liable for damage to fragile or perishable articles, money, jewelry, silverware, valuables, samples, cameras, diving equipment, and surf board.

The following general rules apply:

- AlMasria Universal Airlines may refuse to carry baggage, which:
 - may cause damage to aircraft and/or load, and/or
 - Has not been properly packed.
- Except for diplomatic bags, AlMasria Universal Airlines has the right, but not the obligation, to verify the contents of the baggage, preferably in the presence of the passenger to ascertain, to the extent possible, that the baggage consists of personal effects only. Baggage handling is very important for comfort of our passengers following points must take place to avoid mishandling - misrouting and damage of baggage.
 - Type the baggage according to the flight and destination.
 - Secure that name labels are stocked on the baggage. (Optional)
 - Recheck and confirm destination.
 - Use limited release tags for unsuitable, damaged or frigate baggage's
 - Secure that every passenger must carry his own bags.
 - Pay attention to heavy hand bags during boarding.


The following rules apply for checked baggage:

- Baggage must be:
 - Checked in only by personnel authorized by AlMasria Universal Airlines or Sub-Contractor.
 - Properly marked externally to permit identification with relevant route, flight number and passenger, and
 - Screened by the airport authority hand search or x-ray before check-in.

Baggage that has been checked-in and/or registered shall be delivered to the sorting area or baggage drop area.

Registered baggage shall be by scanning the baggage tag, or by using the Bingo sheet.

- The passenger and his/her checked baggage must always be transported on the same aircraft, unless they have been separated by circumstances where the passenger has not had any possibility to influence the situation.
- To ensure that the passenger checking in baggage is the person onboard the aircraft, all passengers must be identified when checking in baggage and boarding. This can for example be done by checking the passengers ID-card (for some nationalities) or passport.

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3.2 Normal Baggage

The free baggage allowance for checked and unchecked baggage is determined by the ticket fare paid and not by the class actually traveled.

3.3 Unchecked Baggage (Cabin baggage)

General

Definition

Unchecked baggage is the total amount of the baggage presented for carriage in the aircraft cabin.

The following rules apply for unchecked (cabin) baggage:

- The maximum permitted weight per piece is Seven (7) kg.
- Persons with Reduced Mobility (PRM) are allowed to bring assistive devices into the aircraft cabin, provided that general safety rules and the normal weight and dimension limitations are not violated. Examples of such assistive devices are for:

Movement	:	Walkers and canes
Support	:	Cushions for sitting and back support
Personal care	:	Hygienic device for washing/shower. Inset device for W.C
Communication	:	Computers, telephones, hearing aid, etc.

Cellos are the only items allowed as baggage in seat, provided the following rules are followed:

- The cello must be placed on the cabin floor leaning against the seat and be secured with the seat/extension belt.

3.3.1 Carriage of Oversized Cabin Baggage (CBBG)

For passengers who want to carry large baggage items in the cabin, e.g. musical instruments, courier baggage etc. an extra seat can be reserved and paid for.

All pieces of baggage can be booked if they comply with the following conditions and dimensions:

- Instrument on the seat (max. length 100cm, max. width (between the armrests) 43cm, max. depth 58cm)
- Instrument in the footwell (max. length 145cm, max. width (between the armrests) 43cm, max. depth 30cm)


The dimensions assure that the height of the bulky baggage does not exceed the upper edge of the seat. All pieces of baggage which exceed the above mentioned dimensions have to be refused for transportation in cabin.

The maximum weight of the oversized cabin baggage is limited to 50kg.

The baggage has to be packed and padded that no sharp edges can cause injuries. The possibility of rigging (straps, handholds) has to be secured.

The reservation has to be done in advance in AlMasria reservation center.

The booking of the extra seat (EXST) and a seat reservation (in the back of the aircraft) is shown to the passenger. If it is not listed in the PNL add seat reservation and the SSR Element in the DCS during the flight preparation.

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The EXST is always to be placed on a window seat and the passenger beside it.

No allocation of an aisle or emergency exit seat!

Only the passenger has to be checked-in in the DCS, not the EXST.


The passenger ticket and the ticket of the EXST have to be lifted. Information of the weight of the oversized cabin baggage has to be given to the captain. After check-in the passenger proceeds to the security check. If the item exceeds the dimension of the x-ray equipment the staff has to take measures which comply with the required local security regulations.

The passenger has to be preloaded.

The ramp staff of the handling agent will lash the item on the designated seat and secure it from moving.

3.3.1.1 Carry on items:

- Each item carried in a cabin must be stowed in a location that is capable of restraining it
- Weight limitations placard on or adjacent to stowage's must not be exceeded.
- Under seat stowage must not be used unless the seat is equipped with a restraint bar and the baggage is of such size that it may adequately be restrained by this equipment.
- Items must not be stowed in toilets or against bulkheads that are incapable of restraining articles against movement forwards, sideways or upwards unless the bulkheads carry a placard specifying the greatest mass that may be placed there.
For reasons of safety and comfort no item should measure more than 45 x 35 x 15 cm.
Weight not exceed 7 kgs.
- Baggage placed in lockers must not prevent doors from being closed securely.
- Baggage must not be placed where it can impede access to emergency equipment.
Item carried in passenger or crew compartment (e.g., hand baggage of crew or passenger, each item of galley equipment, each serving cart not in use.
- Any medical or other apparatus providing in flight medical aid for a passenger shall be secured in such a way as not to become a hazard by shifting under the appropriate load factors corresponding to the ultimate inertia forces specified in the emergency landing condition of type certification.
- The secure stowage of hand baggage, as prescribed in above, limits by inference, the permissible size and weight of hand baggage.
These limits vary of course as each aircraft type/cabin layout combination.
The company and its handling agent (s) shall brief passengers at check-in by means of placards/posters or orally, upon the maximum size and weight of hand baggage, where practicable, a receptacle should serve as a gauge.
- When boarding is in progress ground staff and, at the aircraft, crew members shall visually scan the hand baggage held by passengers - in case check-in personnel were bypassed - and, where such baggage exceeds the allowance politely deny the passenger access to the aero plane until such baggage has been given up to be stowed in a baggage/cargo hold or suitable place outside of the aircraft cabin.
- Where, in exceptional cases a passenger is prepared to pay for an extra seat in order to carry extremely valuable baggage (e.g., antique musical instruments, works of art etc.) acceptance is only permitted if the safety comfort of other passengers will not be imparted and if the size of such baggage permits it to be secured on the seat in such a manner as to prevent movement forward, Sideways or upwards under crash impact sufficient to induce the ultimate inertia forces specified in the emergency landing condition of type certification.
- Approved stowage's must be clearly placarded with weight limitations and enclosed by latched doors. Baggage placed in lockers must not prevent doors from being closed

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Securely. Under seat stowage may only be used if the seat is equipped with a restraint bar and the baggage is of a size to fit under the seat.

In addition to the one piece of hand-baggage,

The following items will be carried free per passenger:

- 1 overcoat wrap or blanket.
- 1 small lady's handbag or small wrist bag or small bag with shoulder – strap.
- 1 Seeing Eye/ hearing dog.
- 1 umbrella or walking stick.
- 1 small camera and / or binoculars.
- 1 infant's carrying basket and/or baby stroller /push buggy, but only in cargo Compartment.
- A reasonable amount of reading material for the flight.
- For an infant, infant's foods for consumption during the flight.
- For an incapacitated passenger dependent upon
 - 1 wheelchair (cargo compartment)
 - 1 pair crutches
 - self operated dialectic equipment
 - other prosthetic device

3.4 Excess Baggage

Excess Baggage, General

General policy

If the free baggage allowance is exceeded, the passenger shall pay excess baggage charges.

Excess baggage rates

The free baggage allowance is stated in the passenger's ticket. Some passenger categories may have additional baggage allowance, not stated in the ticket.

The excess baggage rates are based on the applicable baggage concept / Weight Concept.

3.5 Checked Baggage

General

Definition


Checked baggage is all baggage for which a baggage identification tag is issued.

Free Baggage Allowance

Each passenger, infants included, is entitled to a certain free baggage allowance.

In addition to the free baggage allowance, special passenger categories may have additional baggage allowance. Also, corporate and leisure agreements may exist which include extra baggage allowance.

The free baggage allowance is stated in the passenger's ticket. Additional baggage allowances are generally not stated in the ticket.

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The free baggage allowance can be based on two baggage concepts, Weight Concept and Piece Concept.

3.5.1 Special baggage

Special baggage can be defined as odd baggage, not packed in a general suitcase or backpack, which can be accepted at the check-in counter as checked baggage and can be transported on the same aircraft as the passenger.

Special baggage, including sporting equipment and musical instruments, can be accepted as free baggage allowance as long as the total number of pieces accepted as free baggage allowance is not exceeded, or the general weight and dimension limits per piece are not exceeded.

All special baggage shall be weighed and measured as general checked baggage.

Special baggage is included the free baggage allowance. If exceeding the free baggage allowance, the passenger shall pay excess baggage charges.

Excess baggage

Special baggage is included in the free baggage allowance. If exceeding the free baggage allowance, the passenger shall pay excess baggage charges.

Exception: Wheelchairs, belonging to disabled passengers, and pushchairs shall always be transported free of charge.

Note: Special excess baggage rules apply for sporting equipment.

Any flight identified as exclusively carrying passengers whose weights are expected to fall outside the standard passenger weight, e.g. fully equipped military personnel or athletic teams, the passenger weight should be determined either by weighing or by requesting the passenger to provide their individual weights.

The load sheet must be endorsed to show whether actual weights or weights provided by the passengers were used. Include the total passenger weight and his endorsement in the SI part of the load message.


If passengers are scale weighed, they shall be asked to carry their personal articles and unchecked baggage while being weighed.

Maximum Weight per Single Piece of Baggage

There is a maximum weight per piece of checked baggage. Each piece may weigh a maximum of 32 kg/70 lbs.

Baggage weighing more than 32 kg, must be repacked by the passenger, or has to be sent as cargo (on a different Airline).

Exceptions: Special baggage, for example wheelchairs belonging to disabled passengers, and large sporting equipment, that cannot be split or repacked, are accepted although the weight exceeds 32 kg/item.

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Baggage not properly packed

AlMasria Airlines may refuse to carry baggage not properly packed.

Exceptions:

- Wheelchairs, belonging to disabled passengers, and baby prams/strollers/pushchairs shall always be transported free of charge.
- Special excess baggage charges and rules apply for sporting equipment and musical instruments.

Handling a request

Sometimes it may be of commercial interest to AlMasria Universal Airlines that certain passengers shall not be charged for their excess baggage. Agents may therefore contact person concerned with a request to this effect.

3.6 Baggage Irregularities

General

Baggage irregularities cause passengers great inconvenience and every effort should therefore always be made to take corrective action promptly and efficiently. This is an important part of the company's image.

Policy

It is AlMasria goal that baggage shall follow the passenger on all flights. When delivered, it shall be undamaged and complete.

Lost Baggage

Baggage missing for more than 30 days is considered lost baggage.

Disposal of unclaimed / unchecked baggage

Unless otherwise prescribed by local laws, the Baggage Service Offices shall keep unclaimed articles in safe custody for a period of three months.

3.6.1 Handling of Checked Baggage Irregularities

The below types of baggage irregularities shall always be reported:


- short-shipped baggage (FWD),
- delayed baggage (AHL),
- found baggage (OHD),
- damaged/pilferage baggage (DPR),
- forwarding baggage.

Short-shipped baggage (FWD)

Short-shipped baggage is delayed baggage not available to passenger upon arrival, but for which a forwarding message has been received advising the new forwarding details of the baggage.

Delayed baggage (AHL)

Delayed baggage is baggage not available to the passenger upon arrival. No forwarding message or information has been received about the baggage.

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A missing report must always be filed immediately after notification from the passenger. Simplified routines such as e.g. collecting business card from passenger and call him/her later on is not acceptable.

Found Baggage (OHD)

Found baggage is baggage tagged to your own station but not claimed by passenger. Found baggage can also be baggage which is untagged. After identification of an unclaimed baggage, details of the baggage must be sent to Lost & found department as an OHD file.

Damage/Pilferage (DPR)

Damaged baggage is baggage that has been e.g. broken or scratched. Pilferage baggage is baggage that has been received with one or more items missing from its contents.


Forwarding Baggage

Baggage found at own station, but tagged to another station or left behind, shall immediately be forwarded to the station concerned. A forward message must be sent to Lost & Found department. This enables the station concerned to inform the passenger at arrival in advance.

For reconciliation and sorting purposes, the baggage must also to be registered in stations local reconciliation system.

Please note that the same tagging/handling/reporting rules that applied for the "original baggage" shall also be used for any baggage that is being forwarded.

Example: A bag containing firearms is found short shipped and shall be forwarded to the correct destination. It must be secured that all rules concerning the transport of firearms are followed.

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3.6.2 Contact the Passenger

Passenger must be informed after 48 hours after time of file issue about the progress of the baggage irregularity handling. A second contact shall be taken within 72 hours of the occurrence.

The following table shows the actions that must be taken by the station when receiving prompts that involves a contact with the passenger:

Files still open after...	Following prompt will appear in the action file	Action to be taken by the station
48 hours	Contact passenger for status/follow up	<p>Contact passenger and advise that we are still tracing the baggage but we need to confirm that the correct information is in the file.</p> <p>The fundamental matching element is the Color and Type, CT, element. Carefully confirm this element with the passenger.</p> <p>Check that all tracing elements are correct and also ask for additional information, such as other name/address on bag etc.</p>
120 hours	Contact passenger for contents	<p>Contact passenger for contents. Ask for items that are very descriptive and may pinpoint him/her as the owner, e.g. book title, art pieces, mechanic items etc.</p> <p>Always include information about quantity, gender, brand, color and size in the contents description.</p> <p>It is very important to use the correct category for the items.</p>
7 days	File to headquarters	<p>Contact the passenger and re-check the information stated in the file and add possible new information. Inform the passenger that the file will be transferred to the Lost & found Office in CAI.</p> <p>The station that issued the file still has the responsibility to update the file and keeping in contact with the passenger.</p>

3.6.3 Crew baggage:

General

The following rules apply when AlMasria Universal Airlines' crew is checking in baggage


- The crew members must identify themselves with Crew ID cards.
- The baggage tag numbers shall be registered in the check-in system.
- The crew is responsible themselves for tagging their baggage correctly:

If the crew leaves the baggage at ...	and the following tag is attached ...	then upon arrival, the crew shall pick up the baggage ...
the aircraft side,	Personal Crew Identification Tag,	At the aircraft side.
the aircraft side,	Personal Crew Identification Tag,	At the aircraft side.
a check-in counter	Personal Crew Identification Tag with Routing Sticker,	In the arrival hall at the final destination.

3.7 Restricted Articles as / in Baggage

Restricted Articles as defined in the IATA Restricted Articles Regulations such as those listed below shall not be accepted for Carriage even if within or part of Passenger Baggage.

- a- Briefcases and attach cases with installed alarm devices.
- b- Compressed gases (flammable, non-flammable and poisonous) such as camping gas.
- c- Corrosive materials (such as acids, alkalis and wet cell batteries).
- d- Etiologic agents
- e- Explosives, munitions, firearms, fireworks, flares
- f- Flammable liquids and solids (such as lighter or heating fuels, matches and articles which are easily ignited)
- g- Irritating materials.
- h- Magnetized materials.
- i- Oxidizing materials (such as bleaching powder and peroxides)Poisons
- j- Radioactive materials
- k- Other restricted articles such as mercury or noxious materials as listed in the IATA 'restricted Articles Regulations.


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3.7.1 Specific items / articles as / in baggage

The following items are occasionally carried by passengers as/in baggage; this list does not claim to be complete and will be updated by experience.

Unless specifically said otherwise, these items must be accounted against the passenger's free baggage allowance.

Arms	<p>Arms and any items which can be used as weapons must not be permitted to be taken into the passenger cabin.</p> <p>Passengers may carry hunting or sporting arms exclusively as/in checked baggage which is loaded in the cargo compartment</p> <p>The arms must be unloaded and packed in an unbreakable container (e.g. original gun case) Passengers have to observe all regulations for the import and transit of arms and weapons for the transit as well as destination country.</p> <p>Bodyguard upon arrival at the aircraft the bodyguard has to hand-over his weapon.</p> <p>Unloaded and secured to the captain it is up to the decision of the captain where the weapon has to be located during the flight (either cockpit or hold)</p>
Ammunition	<p>Only small caliber ammunition for hunting and sporting guns in small quantities may be carried as checked baggage (never as/in hand baggage) Must be securely boxed e.g. original packing.</p>
Batteries	<p>Wet cell batteries will not be accepted for carriage as baggage</p>
Battery driven wheelchair	<p>Carriage only permitted with dry battery or non -spoilable type of battery in which case, prior to loading, cables must be removed; battery and battery contacts must be insulated.</p> <p>Non-spoilable type of battery: Filled with a jelly type electrolyte or wet cell battery with specially designed filling and venting devices mounted on the filler holes, which completely prevent any leakage.</p>
Bicycles	<p>Acceptable as checked baggage for loading:</p> <ul style="list-style-type: none"> ▪ Pedals must be fumed inside and ▪ Handle must be fumed-in parallel to frame.
Oxygen apparatus	<p>Providing oxygen supply to passenger empty bottles will only be accepted as checked baggage.</p> <p>Upon request ALMASRIA UNIVERSAL AIRLINES will provide oxygen supply to a passenger during flight if the passenger has this requested via the tour operator to ALMASRIA UNIVERSAL AIRLINES.</p>
Pram etc.	<p>Shall be checked as checked baggage; must be foldable and folded (tie together so as to prevent unfolding).</p>

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Television Sets	TV's may in principal be carried as baggage but due to risk of implosion must properly be packed in unbreakable packing (e.g. original trade packing)
Skin diving Equipment	Compressed air bottles (incl. Spare bottles) will only be accepted as checked baggage when completely empty. The passenger shall be requested to demonstrate this by opening the valve.
Wheelchair	For a passenger dependent upon it, it will be carried free of charge. * See also under 'Battery wheelchair' above
Note:	Do not operate portable radio receiver, telephone, compact disk player etc. In the passenger cabin during flight.

3.8 Lost and Found

3.8.1 General

To give a good service in lost and found, do not delay all correspondence and get in contact with as much as possible. Delivery always corrects information to the passenger. Please always follow the regulations.

You must not include in Checked Baggage fragile or perishable items, money, jewellery , precious metals, computers, personal electronic devices, negotiable papers, securities , or other valuables, business documents, passports and other identification documents or samples.

Note: While preparing the PIR do not forget to write the weight and contents of the lost piece.


3.8.2 Missing Baggage Procedures:

- Use the standard Property irregularity Report (PIR)
- Use the Baggage Identification Chart
- Send a tracing MISSING message to all stations in passenger's itinerary.

NOTE: All Lost & Found messages must be copied to lostandfound@almasriaairlines.com and m.gamal@almasriaairlines.com

In any case of a loss of checked baggage a property Irregularity Report (PIR) must be completed if not complete PIR upon arrival will only be followed as courtesy.

All files must be followed - up by handling agencies only one week. If passenger's baggage is not found in one week. Handling agencies must hand over the file to lostandfound@almasriaairlines.com.

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3.8.3 Payment Procedures of Missing Baggage:

If after a period of one month the missing items cannot be located claim will be settled by our financial department.

3.8.4 Damaged Baggage

If on arrival at a station a passenger reports that his/her baggage has been damaged the station concerned should issue a DPR indicating the damage. Payments will be handled via Head Office" Accounts Dept."

If a passenger files a claim after having left the airport he/she has to know ALMASRIA UNIVERSAL AIRLINES does not make any payments for damaged baggage.

3.8.5 Damage on Checked Baggage:

Payment for damages on checked baggage may be made locally by the representative of the tour operator or the station. If no local payments are possible, damage on checked baggage will be settled by ALMASRIA UNIVERSAL AIRLINES head office.

If baggage arrive damaged, check first if the piece has been, checked-in damaged at the point of departure already (Limited release tag).

If baggage has been damaged during the flight, 'Damage Pilferage Report' (DPR) must be completed upon arrival.

In case the suitcase can be repaired, by passenger will get the costs for repair or a reasonable sum for the loss of value of his suitcase.


Alternatively, the damaged suitcase can be replaced by a new one of equivalent current value. If the statements of the passenger are doubtful, a specialized dealer must issue a written confirmation of the value and the degree of the damage.

If the file is completed, the station itself keeps one copy of the DPR; all other documents must be compiled to lost&found@almasriaairlines.com .

3.8.5.1 Payment Procedures of Damaged Baggage:

If the suitcase is irreparable, the current value of the suitcase may be compensated the current value has to be calculated according to the following formula:

Price 20% for each year of age = current value, e.g. a two year old suitcase has cost 150 USD $150 - (30 \times 2\text{years}) = 90 \text{ USD}$

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3.8.5.2 Repairable damages are divided in two subparts:-

First: One Minor Damage;

I.e. broken wheel, broken handle, broken zipper ALMASRIA UNIVERSAL AIRLINES will pay up to 20 USD or equivalent currency.

This is valid also for hard plastic and leather baggage.

Second: One Major Damage;

I.e. torn of handle base, side or bottom torn ALMASRIA UNIVERSAL AIRLINES will pay up to 30 USD or equivalent currency.

This is valid for leather and winless baggage's but not for hard plastic.

3.8.6 Found Baggage

If baggage with ALMASRIA UNIVERSAL AIRLINES Baggage tag for another destination has been found.


- Send a telex to the LL-Office of the destination and head office.
- Tag the respective piece of baggage with RUSH tag
- Forward it as soon as possible First available flight the destination
- Send a Forwarding MSG containing tag number, routing and flight numbers to the destination transfer station msg.
- If unclaimed baggage with ALMASRIA UNIVERSAL AIRLINES baggage tag for the station where the piece is found, or without a baggage tag is found.
- Tag the piece with RUSH TAG.
- Send a message to lost&found@almasriaairlines.com immediately

If baggage has been traced;

- Complete reverse side of Rush tag for forwarding
- Send a Forwarding msg. containing tag number, routing and flight numbers to the destination transfer station and lost&found@almasriaairlines.com
- **Before loading, X-Ray the baggage first**
- Send a CFI message to lost&found@almasriaairlines.com after delivering the baggage to the passenger.

3.8.6.1 Pilferage

If a passenger report items out of his checked baggage to be missing, complete a Damage Pilferage Report (DPR) and sent a telex to origin destination and copy to CAIMAXH. This must be done upon arrival; After Leaving the airport ALMASRIA UNIVERSAL AIRLINES has no liability.

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3.8.6.2 Customs Clearance and Delivery

If a lost piece of baggage arrives with RUSH tag at your station, notify the ALMASRIA UNIVERSAL AIRLINES representative, and the passenger immediately.

If local authorities permit customs clearance, clear baggage immediately. After customs clearance, the baggage will be delivered to the passenger.

3.8.6.3 Lost baggage not picked after 5 Days

ALMasria Universal Airlines will forward found baggage(s) or not picked baggage, after 7 days either to the regulatory requirements to customs or airport storage authorities or to ALMasria Universal Airlines safe storage facility.

3.9 Rush/Retagging Tags and Stickers

Introduction

Rush tags/stickers shall be used whenever mishandled bags are forwarded.

Retagging stickers shall be used for retagging of baggage when the passenger has been rerouted.

3.9.1 Rush (Expedite) tag

The following rules apply:

- The tag may only be used for the purpose of forwarding mishandled baggage to its destination, and under the following circumstances:
 - Bag has been registered as on hand (OHD) or quick on hand (QOH) and a request on hand (ROH) has been received
 - Bag has previously been claimed at your station and has been received at your station.
 - Bag has a routing, which includes transfer to a foreign carrier's flight.
 - The tag must always be completed also on the reverse side. It can be completed either by hand or by attaching a copy of the forwarding message.
- A forwarding advice message shall be sent as a FWD, FOH, FAH or FLZ.

The following rules apply when forwarding Rush Baggage on flights:

- The wording "BAGS SEC SCREENED" must be added (manually) in the SI FWD message. The reason for this is that international rules requires the air carriers to screen all unaccompanied baggage, and also to be able to provide information on a manifest that the baggage has, in fact, been screened.