

1. Reservation Procedures

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1.1 Animals.

1.1.1 General information

Governments have issued regulations pertaining to the transportation of live animals.

These outline the importation, exportation and/or transit of animals for the respective territories and provide details on the required documents by the different governments.

Full information on the necessary documents and regulations can be obtained from TIM/TIMATIC, cargo offices, embassies and consulates of the countries concerned.

The passenger has to provide all necessary documents, such as transit permits, health and vaccination certificates, etc.

The transport of the animals must be paid for.

SN accepts the carriage of cats and dogs accompanied by their owners on the same aircraft, either in the passenger cabin (PETC) or in the hold (AVIH), adhering to the IATA live animal regulations.

Other animals can only be transported as cargo.

Some countries permit incoming transportation of live animals only in the hold of an aircraft, as manifested cargo covered by an air waybill (South Africa, United Kingdom, Hong Kong, Saudi Arabia, etc.). Check TIM/TIMATIC!

1.1.2 Travel with pets to/from the European Union

1.1.2.1 General information

The European Commission adopted a decision (EC Regulation 998/2003) establishing a model passport allowing pets and their owners to travel easily within the European Union.

It will provide proof that the animal has been vaccinated against rabies and may also contain details of other vaccinations and clinical examinations.

The pet passport will be accepted in all European member states.

The country of origin and destination will determine the acceptance rules.

The European Commission considers three different areas:

- *European Union:* Austria Belgium Cyprus Czech Rep.
Denmark Estonia Finland France
Germany Greece Hungary Ireland
Italy Latvia Lithuania Luxemburg
Malta Netherlands Poland Portugal
Slovakia Slovenia Spain Sweden
United Kingdom

- *Safe countries:* Ascension Isl. Antigua & Barbuda
Australia Aruba
Barbados Bahrain
Bermuda Canada
Cayman Isl. Croatia
Fiji Falkland Islands
Jamaica Japan
Montserrat Mauritius
Mayotte Netherlands Antilles
New Caledonia New Zealand
Polynesia Fr. Singapore
St Helena St Kitts and Nevis
St Pierre & Miquelon St Vincent & Grenadines
USA Vanuatu
Wallis and Futuna

- *Other countries*

1.1.2.2 Rules and regulations

Following rules apply to movement of dogs, cats and ferrets between member states and from third countries to the European Union:

- Pet originating from the *European Union* and travelling within the *European Union*:
The pet needs its passport, its identification and a proof of anti-rabies vaccination.
- Pet originating from the *European Union*, travelling to a *safe country* and returning to the *European Union*:
The pet needs its passport, its identification and a proof of anti-rabies vaccination.
- Pet originating from the *European Union*, travelling to *other country* and returning to the *European Union*:
The pet needs its passport, its identification, a proof of anti-rabies vaccination and a proof of blood control (to be done 30 days after vaccination but before departure by a laboratory recognised by the EU).
- Pet originating from a *safe country*, travelling to the *European Union*:
The pet needs its identification, a proof of anti-rabies vaccination and a health certificate according to the EU model.
The health certificate must be printed on a single sheet of paper and in the language of the Member State of entry and completed in block letters either in the language of the Member State of entry or in English.
- Pet originating from *other country*, travelling to the *European Union*:
The pet needs its identification, a proof of anti-rabies vaccination, a certificate of vaccination respecting the EU model *and* a proof of a blood control (done 30 days after vaccination but before departure by a laboratory recognised by EU).
The health certificate will need to be printed on a single sheet of paper, in the language of the member state of entry and completed in block letters either in the language of the member state of entry or in English.

Exception: on top of above requirements, Malta, UK, Ireland and Sweden also require a tick treatment as well as a tapeworm (echinococcosis) treatment.

Pets not complying with above requirements may be refused entry in the EU Member State or country of destination or may be placed in quarantine.

1.1.2.3 Passport layout:

The passport measures 100 x 152 mm with a blue cover and the yellow stars of the European emblem. The language used will be English and the official language of the Member State where the passport is being issued. The words "European Union" and the name of the Member State will appear on the cover, along with the passport number.

A complete layout of the passport: is available on the website of the European Union ...<http://europa.eu>

1.1.3 Pets in cabin – PETC

1.1.3.1 Acceptance conditions

The number of pets in cabin is restricted and depending on the aircraft type.

Only cats and dogs are accepted in the cabin.

The maximum weight of a pet in cabin is 6kg, including the bag.

Two or more animals may be carried in the same bag provided they are familiar with each other (kittens, puppies) and the total weight does not exceed 6 kg.

1.1.3.2 Conditions of transportation

Animals to be transported in the cabin must be notified at the time of reservation.

They must be clean, healthy, harmless, odourless, not pregnant and may not offend or disturb other passengers.

The pet has to be kept in a leak-proof soft-sided bag during the entire flight. Only one bag per passenger is permitted.

The size of the bag may not exceed the dimensions of 115 cm in total, which equals the size of carry-on baggage and must fit under the seat in front.

1.1.3.3 Reservation procedure

Action	Axsres pnr transaction
Add a SSR PETC in the PNR, showing the type of animal, the dimensions of the container and the total weight.	4 / PETC NN1 S1 N1 * 1DOG 5KG

Following PETC charges apply per journey (origin/destination):

- b.flex / b.light : 30.00 EUR
- business / economy : 60.00 EUR

1.1.4 Seeing-eye and hearing dog

Guide dogs such as seeing eye and hearing dogs are accepted free of charge in the passenger cabin when accompanying a blind or deaf passenger.

They are accepted on top of the usual PETC allotment. Weight and size limitations are not applicable and the animal doesn't need to be caged.

The presence of a guide dog must be mentioned in the SSR BLND or SSR DEAF (see 1.8.3).

1.1.5 Animals in hold – AVIH

1.1.5.1 Conditions of transportation

If an animal does not qualify for carriage in the cabin, it may be accepted, under certain conditions, in the hold of the same flight as the passenger is travelling on.

Only dogs and cats may be accepted as checked baggage on SN flights.

Animals to be transported in hold must be booked in advance.

The animal must be put in a suitable container large enough for the animal to be able to stand in upright position, turn around and lie down in comfort.

The passenger must supply sufficient food and water for the entire journey.

Animals transported in hold cannot be supervised by the passenger during the flight.

AVIH are not accepted on 146 aircraft.

On AR8 / AR1 aircrafts the crate dimensions may not exceed 91x61x66cm.

1.1.5.2 Reservation procedure

Action	Axsres pnr transaction
Check TIMATIC for eventual restrictions	
Add a SSR AVIH containing the type of animal, the dimensions of the container and the total weight.	4 / AVIH NN1 S1 N1 * 1DOG 15KG

Following AVIH charges apply per journey (origin/destination):

- b.flex / b.light : 70.00 EUR
- business / economy : 140.00 EUR

1.2 Baggage

1.2.1 Cabin baggage

1.2.1.1 Acceptance without extra seat

Certain baggage, such as musical instruments, works of art... etc, is, due to its nature, not suitable for loading in hold.

This baggage may be carried in the cabin, provided....

- the weight does not exceed the maximum permitted free carry-on baggage allowance
- the dimensions do not exceed 30x117x38 cm
- it can be safely stowed in the overhead compartment

1.2.1.2 Acceptance with extra seat

One or more extra seats must be reserved and paid for If the conditions in 1.2.1.1 are not met or if the passenger is not willing to have the baggage stowed in the overhead compartment

Acceptance conditions:

- it must be possible to properly secure the baggage on the seat
- the maximum authorized weight per seat is 75 kg

1.2.1.3 Reservation procedure

Specify the type, weight and dimensions of the baggage in a SSR CBBG:

Action	Axsres pnr transaction
Enter a SSR CBBG	4 / CBBG NN10KG S1 N1 *

If an extra seat is required, apply the reservation procedures and charges as described in chapter 1.5

1.2.2 Excess baggage (SSR XBAG)

The basic free baggage allowance on SN flights is 20kg in b.light/economy and 30kg in b.flex/business compartment.

Exceptions exist mainly to/from Africa stations.

Excess baggage is the part of the baggage exceeding the free baggage allowance.

A maximum of 100 kg/220 lbs per person or party can be accepted as checked baggage.

Action	Axsres pnr transaction
Enter a SSR XBAG	4 / XBAG NN 10KG S1 N1 *

Charges are to be paid up to the point to which the baggage is checked in.

Calculation of the charges vary according to the applicable baggage concept:

1.2.3 Dangerous goods

1.2.3.1 Acceptance

Dangerous goods (DG) are articles and substances which, due to their chemical and/or physical characteristics, may be hazardous to passengers, crew, aircraft or other load on board.

They are listed in IATA's "Dangerous Goods Regulations" (DGR)".

Following chart shows the provisions of dangerous goods:

Permitted in or as carry-on baggage					
	Permitted in or as checked baggage				
		Permitted on one's person			
			Approval of the operator is required		
				The pilot in command must be informed	
Yes	Yes	Yes	No	No	Non-radioactive medicinal or toilet articles (including aerosols) such as hair sprays, perfumes, colognes and medicines containing alcohol. AND
No	Yes	No	No	No	Aerosols in division 2.2 , with no subsidiary risk, for sporting or home use.
					The <u>total net quantity of all above mentioned articles must not exceed 2 kg or 2 L, and the net quantity of each single article must not exceed 0.5 kg or 0.5 L. Release valves on aerosols must be protected by a cap or other suitable means to prevent inadvertent release of the contents</u>
Yes	Yes	Yes	No	No	Alcoholic beverages , when in retail packaging containing more than 24% but not more than 70% alcohol by volume, in receptacles not exceeding 5L, with a total net quantity per person of 5L.
Yes	Yes	No	No	No	Hair curlers containing hydrocarbon gas , up to one (1) per passenger or CM, provided that the safety cover is securely fitted over the heating element. These hair curlers must not be used on board the aircraft at any time. Gas refills for such curlers are not permitted in checked or carry-on baggage.
Yes	Yes	No	Yes	No	Dry ice in quantities not exceeding 2 kg per passenger when used to pack perishables not subject to these Regulations as carry-on baggage provided the package permits the release of carbon dioxide gas (see Note 1).
No	No	Yes	No	No	Safety matches or a lighter with fuel/fluid fully absorbed in a solid and intended for use by an individual when carried on one's person. However, lighters with a flammable liquid reservoir containing unabsorbed liquid fuel (other than liquefied gas), lighter fuel and lighter refills are not permitted on one's person nor in checked or carry-on baggage (see Note 5).
Yes	Yes	Yes	No	No	Non-flammable, non-toxic gas cylinders worn for the operation of mechanical limbs. Also spare cylinders of a similar size if required to ensure an adequate supply for the duration of the journey.

Permitted in or as carry-on baggage					
	Permitted in or as checked baggage				
		Permitted on one's person			
			Approval of the operator is required		
				The pilot in command must be informed	
No	No	Yes	No	No	Radioisotopic cardiac pacemakers or other devices including those powered by lithium batteries, implanted into a person, or radio-pharmaceuticals contained within the body of a person as the result of medical treatment.
Yes	Yes	No	Yes	No	Small gaseous oxygen or air cylinders required for medical
No	Yes	No	Yes	No	Ammunition (cartridges for weapons), securely packaged in quantities not exceeding 5 kg gross weight per person for that person's own use, excluding ammunition with explosive or incendiary projectiles. Allowances for more than one passenger must not be combined into one or more packages.
No	Yes	No	Yes	No	Wheelchairs or other battery-powered mobility devices with non-spillable batteries , provided that the battery is disconnected, the battery terminals are insulated to prevent accidental short circuits and the battery is securely attached to the wheelchair or mobility device (see Note 4).
No	Yes	No	Yes	Yes	Wheelchairs or mobility devices with spillable batteries (see Note 3).
Yes	No	No	Yes	Yes	A mercurial barometer or thermometer carried by a representative of a government weather bureau or similar official agency (see Note 2).
Yes	Yes	Yes	Yes	No	Two small non-flammable gas cylinders fitted into a self-inflating life jacket plus two spare cartridges containing carbon dioxide or other suitable gas in Division 2.2.
Yes	No	No	Yes	No	Heat producing articles such as underwater torches (diving lamps) and soldering irons.
Yes	Yes	Yes	No	No	Medical or clinical thermometer , which contains mercury, one (1) per passenger for personal use, when in its protective case.
Yes	Yes	No	Yes	No	Insulated packaging containing refrigerated liquid nitrogen (Dry Shipper) fully absorbed in a porous material and intended for transport, at low temperature, of non-dangerous products are not subject to these Regulations provided the design of the insulated packaging would not allow the build-up of pressure within the container and would not permit the release of any refrigerated liquid nitrogen irrespective of the orientation of the insulated packaging.
Yes	Yes	No	Yes	No	Avalanche rescue backpack , one (1) per passenger, equipped with a pyrotechnic trigger mechanism containing less than 200 mg net of Division 1.4S and less than 250 mg of compressed gas in Division 2.2 The backpack must be packed in such a manner that it cannot be accidentally activated. The airbags within the backpacks must be fitted with pressure relief valves.

Permitted in or as carry-on baggage					
Permitted in or as checked baggage					
Permitted on one's person					
Approval of the operator is required					
The pilot in command must be informed					
No	Yes	No	Yes	No	Camping stoves and fuel containers that have contained a flammable liquid fuel, may be carried provided the fuel tank of the camping stove and/or fuel container has been completely drained of all liquid fuel and action has been taken to nullify the
Yes	Yes	Yes	No	No	Consumer electronic devices containing lithium or lithium ion cells or batteries , such as watches, calculating machines, camera's, cellular phones, lap-top computers, camcorders, etc. when carried by passengers or crew for personal use. Spare batteries must be individually protected to prevent short circuits and carried in carry on baggage only. In addition, each spare battery must not exceed the following quantities (See note 6). Lithium ion batteries with an aggregate equivalent lithium content of more than 8g but not more than 25g may be carried in carry on baggage if they are individually protected so as to prevent short circuits and are limited to two (2) spare batteries per person.

(1) Operator approval required for checked baggage only.

(2) The barometer must be packed in a strong outer packaging, having a sealed inner liner or a bag of strong leak-proof and puncture-resistant material impervious to mercury, which will prevent the escape of mercury from the package irrespective of its position.

(3) Wheelchairs and other Battery-Powered Mobility Aids shipped as passenger's baggage.

(4) Wheelchairs/mobility aids with gel type batteries do not require the battery to be disconnected provided the battery terminals are insulated to prevent accidental short circuits.

(5) "Strike anywhere" matches are forbidden for air transport.

(6) For lithium metal or lithium alloy batteries, a lithium content of less than 2g; or for lithium ion batteries, an aggregate equivalent lithium content of less than 8g.

1.2.3.2 Reservation procedure

Action	Axsres pnr transaction
Enter the information in a SSR CKIN	4 / CKIN SS1 S1 N1 *

1.2.4 Arms and ammunition

1.2.4.1 General restrictions

Carriage of arms and ammunition is ruled by IATA Resolution 745a.

- Airlines shall not permit passengers to retain custody of ammunition, firearms and other weapons in the passenger cabin.
- Ammunition, firearms and other weapons shall only be accepted for carriage as checked baggage. Such firearms shall be unloaded, i.e. free of ammunition, and suitably packed for such carriage.
- Ammunition shall be carried in the aircraft hold as checked baggage only, and with the approval of the carrier(s) participating in the transportation.

Such ammunition shall consist of small arms ammunition for sporting purposes only, excluding those with explosive or incendiary projectiles, both of which are totally prohibited for carriage by air.

It must be securely boxed, for personal use only and may not be carried in quantities exceeding 5kg (11lb) per passenger.”

Specific rules per country are published in TIM/TIMATIC.

Transportation of arms and ammunition is at the passenger’s own responsibility.

Following arms may be accepted on SN flights with a maximum of 3 per passenger:

- sporting guns, sporting pistols, sporting rifles, hunting rifles.
- small defensive arms such as knives, daggers ...etc

1.2.4.2 Reservation procedure

Action	Axsres pnr transaction
Enter full description in a SSR WEAP	SR. WEAP * HUNTING RIFLES

(other formats see HELP/WEAP)

Arms and ammunition are part of the regular baggage allowance and subject to normal excess baggage rates.

1.2.5 Sport equipment

1.2.5.1 Acceptance

SN considers two categories of equipment:

- A. Small equipment not exceeding 200 cm in length including bicycle, ski equipment, golf bag, body board, scuba equipment, small surfboard...etc
- B. Large equipment between 200 and 300 cm in length including surf board, windsurfing board, canoe etc

The available quota varies according to the booked items in each category.

Equipment items exceeding 300 cm in length are not accepted as checked baggage and must be shipped as cargo.

It is recommended to use a protective wrapping.

1.2.5.2 Reservation procedure

Action	Axsres pnr transaction
<u>Bicycle</u> : specify the type of bicycle, weight and dimensions.	4/ BIKE NN1 S1 N1 *
<u>Other equipment</u> : specify the type of equipment, weight and dimensions.	4/ SPEQ NN1 S1 N1 *

1.2.5.3 Charges

Following charges apply on SN operated flights

Until 31AUG07			
Type	Class	Short-haul	Medium/Long-haul
BIKE	b.light / economy	40.00 EUR	80.00 EUR
	b.flex / business	free	free
Other small equipment	all	Free of charge if within the free baggage allowance. Else, normal excess baggage rate applies (*)	
Large equipment	b.flex / b.light	70.00 EUR	
	business / economy	140.00 EUR	

As from 01SEP07			
Type	Class	Short-haul	Medium/Long-haul
Small equipment	b.light / economy	40.00 EUR	80.00 EUR
	b.flex / business	free	free
Large equipment	b.flex / b.light	70.00 EUR	
	business / economy	140.00 EUR	

(*) one golf bag is granted free of charge for members of the Belgian and European Golf associations (except when travelling in b.light compartment).

1.3 Children and Infants

1.3.1 General

Age-wise, airline passengers are split up into three categories:

- Infant : passenger under 2 years of age
- Child : passenger between 2 and 11 years of age
- Adult : passenger as from 12 years of age

Special provisions apply on for infants and children:

- Infants may not be accepted for travel within the first seven (7) days after birth, unless with prior approval by the medical department (see MEDA cases).
- An infant is not entitled to a separate passenger seat. Besides, passengers travelling with an infant may not be seated in emergency exit rows neither on seats D/E/F of aircraft type AR8.
- A minor under 12 years of age must travel accompanied by an adult of at least 18 years. Only one infant may be accepted per adult. The adult must be capable to look after the minor during the entire trip, including upon check-in and customs clearance.
- Minors between 5 and 11 years may travel unaccompanied if the UMNR procedure is applied for (see chapter 1.3.2).
- Infant and child discounts apply on most of the published fares.

Reservation procedure:

Infant	Axsres pnr transaction
Do not book a seat for the infant. Add a <i>SSR INFT</i> showing date of birth. The name relation (Nx) refers to the adult passenger responsible for the infant.	4 / INFT NN1 S1 N1 * LEWIS/GEORGE 05JAN07

Child	Axsres pnr transaction
Add a <i>SSR CHLD</i> showing the date of birth of the child.	SR. CHLD SN N1 * 15MAY04

1.3.2 Unaccompanied Minors – UMNR

1.3.2.1 General rules

- Children over 5 and under 12 years of age may travel unaccompanied on SN operated flights provided the UMNR procedure is applied for.
- Minors over 3 and under 5 years of age may travel accompanied by a passenger between 12 to 15 years of age, provided the UM procedure is applied for both.
- The UMNR procedure may also be applied for young passengers from 12 to 18 years of age, on special request from the parents or appointed guardian, or in case of doubt about his/her ability to travel unaccompanied.

- Split family:

The UMNR procedure is not required when a minor between 5 and 12 years of age is travelling on the same aircraft, but in a different compartment than his/her parent(s)/guardian

The parent(s)/guardian(s) will be responsible for the minor during the whole flight, including the moment of check-in as well as during boarding and de-boarding of the aircraft.

If children misbehave or become upset, the parent(s)/guardian may be requested to assist and if necessary, may be downgraded in order to be seated together.

1.3.2.2. Acceptance conditions

Following special provisions apply:

- all necessary travel documents must be in order.
- travel arrangements including escort and pickup of the minor at the airport must be made by the parents, legal guardians or other authorized persons.
- the document “Handling Advice for Unaccompanied minors” must be duly completed and signed.
- reservations for the entire journey must be confirmed at time of ticket issuance.

Stopover in Brussels is only allowed, if the parents/legal guardians have made arrangements for the minor to be assisted during transit by an adult.

1.3.2.3 Reservation procedure

Action	Axsres pnr transaction
Add a SSR UMNR showing the age of the minor	4 / UMNR NN1 S1 N1 * UM08
Add a SSR PCTC containing the full contact information of the persons responsible for the child upon departure and arrival.	4/PCTC-SN / * (see HELP / PCTC)
Add the language spoken by the minor	4 / LANG NN1 S1 N1 * DUTCH
Add the OSI CHD item as usual	SR. CHLD SN N1 * 15MAY04

1.3.2.4 Handling fee for UMNRs

A UMNR handling fee of 30.00 EUR applies per journey.

A specified MCO has to be issued.

1.3.3 Baby baskets

1.3.3.1 General information

Infants do not occupy a seat.

SN provides customers with the facility to use a baby basket on some aircraft types. Baby baskets are available for babies of up to approximately 6–8 months.

The dimensions of the basket: may not exceed 70 x 30cm. For security reasons, the maximum permitted weight for the baby is 10kg (15kg basket included).

The baskets are equipped with linen, pillow and a blanket. Babies cannot be kept in the basket during take-off and landing.

Baby baskets are free of charge.

1.3.3.2 Reservation procedure

Action	Axsres pnr transaction
Check the availability and dedicated seat location in the AF/ display	AF / S1 * BSCT
Book the designated seat for the passenger with basket	4 / MSTN NN1 S1 N1 * 01A
Allocate seat(s) for the other passenger(s) in the same pnr	4 / NSST NN1 S1 N2 * 01B
Add the SSR BSCT	4 / BSCT NN1 S1 N1
Insert a SSR INFT showing the name and date of birth of the infant	4 / INFT NN1 S1 N1 * JONES/AL 15FEB07

1.3.3.3 Acceptance of passenger's own baby baskets

SN allows the use of passenger's own baskets on certain aircraft types whenever fasten-seatbelt sign is switched off. The dimensions of the baskets may not exceed those of the baskets provided by the airline (70 x 30 cm).

The location for the baskets is the same as for airline provided baskets. However, passengers shall be recommended to have the baskets stowed in the hold during the flight.

1.3.3.4 Baby strollers

Passengers are allowed to bring their babies up to the aircraft entrance in their own baby strollers.

The strollers must be labelled at check-in and stored in the hold during the flight and delivered to the passenger upon arrival.

1.3.3.5 Car-type' infant seats

A car-type infant seat can be placed on a regular cabin seat (front or rear facing) subject to the following conditions:

- for infants only (up to 2 years of age)
- the base of the car-type infant seat may not exceed the dimensions of 40x40 cm.
- the infant seat must have shoulder belts for the infant
- a regular passenger seat must be booked and an applicable child fare paid
- enter the information in a SSR CKIN item showing that the seat is blocked for the car-type infant seat

ex.

4 / CKIN SS1 S1 N1 * CAR TYPE INFANT SEAT

1.4 Duplicate reservations - DUPE /ADSP

Duplicate reservations are split in 2 categories:

- DUPE two or more confirmed reservations existing **in different pnr**s, for the same name on the same route.
- ADSP two or more confirmed reservations existing **in the same pnr**, on the same route.

Duplicate reservations block space that cannot be sold to other passengers.

The revenue that could have been gained from selling the seats is lost hence producing financial damage to the company.

All new bookings are system controlled for DUPE/ADSP status.

Dupe bookings are identified by comparison of family names, first names, initials, gender (MR, MRS, MISS...) flight segments, routing and FQTV data.

When DUPE/ADSP suspects are found the system acts as follows:

- If at least one ATO/CTO is involved: the pnr is stored on queue 0/1 of the phone field
- If no ATO/CTO is involved: a SSR OTHS message is sent to the GDS requesting the travel agent to contact the nearest SN office

A time limit is set in the PNR to check the action taken by the pnr owner. If no action has been taken upon expiration of the time limit, the obsolete duplicate reservation will be automatically cancelled.

Actions by ATOs / CTOs:

One of the following actions must be taken in Axsres upon receipt of a dupe suspect:

- If a booking is a genuine DUPE or ADSP, cancel the obsolete PNR or respective segments. Add in the received field (6) the PNR address of the valid PNR.
- If a booking is not a DUPE or ADSP, enter one of following remarks including agent's reference :

5NO DUPE WITH PNR xxxxxx BRUSN/XY/12JAN

5NO ADSP BRUNCE BRUSN/XY/12JAN

5NO ADSP BRUNCE BRUMRS BRUSN/XY/12JAN (if different routes involved)

1.5 Extra Seat – EXST

Passengers may request an extra seat to improve their personal comfort or to accommodate bulky baggage.

The extra seat must be reserved and paid for.

Extra seats are not allowed for groups.

Reservation procedure:

Action	Axsres pnr transaction
Book the passenger and the extra seat in the same class of reservation. Enter ZZ/EXST as name for the extra seat	- 1JONES/AL # - 1ZZ/EXST
Book the passenger's seat with SSR NSST	4 / NSST NN1 S1 N1 * 1A (*)
Book an adjacent extra seat with the SSR code EXST related to the passenger's name	4 / EXST NN1 S1 N1 * 1C (*)

(*) If seat allocation is not available (ex. B.flex / economy compartment within Europe), enter the seat requests in a RQST.

Example: 4/RQST NN1 S1 N1 * NSST
4/RQST NN1 S1 N1 * EXST (related to passenger's name)

Charges:

Apply the same fare for the extra seat than for the passenger.

The amount for the extra seat must be entered in the fare calculation box of the passenger's ticket ("Q" surcharge).

1.6 Groups

1.6.1 Group policy

Basically, SN considers three different group types:

- ad hoc group
- tour operator group
- allotment.

Different sales policies apply for each type of group.

Full information and latest updates can be requested to the central group desk in Brussels.

1.6.2 Creation of a group PNR

The following items are mandatory for the creation of a group pnr.

1.6.2.1 Corporate name

Group pnr's must be created under a corporate name (agency's name, tour name, your office city code ... etc).

The name must be preceded by a C/ and components separated by slashes.

Example:

- C / 20 SUNHOLIDAYS / ITALY TWO

1.6.2.2 Flight segments

Groups on SN operated flights must be requested with action code "NG".

Following booking classes apply:

- b.light to be booked in **G** class
- economy to be booked in **G** class
- b.flex to be booked in **R** class
- business to be booked in **D** class

Example:

0 SN 3719 G BRUMAD **NG15**

Seats on non Axsres controlled flights must be requested with the action code 'NN'.

Example:

0 IB 4734 Y MADLPA **NN15** (*)

(*) If the system response shows SS, change the status to NN (.1NN).

1.6.2.3 Agency information fields

Agencies must be identified either by IATA number, by reference number (non IATA agency) or by name.

The IATA number shall be filled in whenever available.
The Agency's Name shall only be used if neither IATA nor reference number exist.

One of the following fields (AI, AR or AN) must be entered compulsorily.

Entry (see also HELP/2A):

Type	Axsres entry
IATA number (7 or 8-digits)	2 AI 1234567
Reference number (max. 16 characters)	2 AR 1234ABCD
Agency Name (max. 50 characters)	2 AN SUN TRAVEL

1.6.2.4 Customer Type

The customer type provides information about the nature of the group.
The full list of customer types can be retrieved by the KCUT* entry.

Entry (see also HELP/2CT):

Create/change field per number	2 CT 1120
--------------------------------	------------------

1.6.2.5 Flexibility Indicator

The flexibility indicator informs Revenue Management about possible alternatives of the group.

Valid SN flexibility indicators are: **N** = No flexibility **P** = flexibility in price

Entry (see also HELP/2TF):

Create/change	2TF P
---------------	--------------

1.6.2.6 Net Net Net revenue field

This field is mandatory for all C/PNRs containing at least one AXSRES controlled flight.

The Net-Net-Net revenue represents the revenue per passenger with all commissions, prorates and any other discounts deducted.
It reflects the total amount of all SN flight segments.

Later changes of the 2NR field can only be made with the approval of Revenue Management.

Entry:

Create/change	2NR EUR 450
---------------	--------------------

Following fare relevant information shall be added in a 5SAVE/ remark:

- routing where Net-Net-Net revenue applies
- interline routing and carriers with fare
- fare base code, ticket designator and fare calculation
- prorate information
- information concerning commission level, tour conductor, taxes, etc.

Where no proper prorate between SN and other airlines can be calculated by the selling office, the confidential remarks must clearly explain the routing to which the value in the Net-Net-Net revenue field applies.

1.6.2.7 Fare information for other airline segments

If a C/PNR contains non-AxsRes controlled segments, the fare information must be entered in a SSR-GRPF.

Example:

3 / GRPF -YY--- * YKXIT35

1.6.2.8 TCP information

If more than one C/PNR exists for the same group the TCP (the complete party is) must be entered into each C/PNR by using SSR-GRPS.

It is very important that the group name in the SSR is absolutely identical with the corporate name in the name field

Example:

4/GRPS - SN --- * TCP 20SUNHOLIDAYS/ATH/FOUR
3/GRPS - YY --- * TCP 20SUNHOLIDAYS/ATH/FOUR

1.6.3 Requesting additional space

If for an existing group pnr additional seats must be requested, a new C/PNR must be created. The same corporate name, agency information and customer type as in the Master pnr must be used.

Enter the OSI TCP-item as well as the Master (pnr) Reference (2MR) as described in chapter 1.6.6.

A request for additional space is subject to a new evaluation by Revenue Management.

1.6.4 Cancel / split group pnr

To cancel all segments of a group pnr enter **XITN**.

In case of partial cancellation, it is important to cancel always the CHILD PNR and keep the PARENT PNR active (see also HELP/SPLITTING).

Update all related OSI- and SSR-items (e.g. TCP, etc.) in all PNRs if necessary.

Whether a PNR is a CHILD or a PARENT is shown in the "SPLIT PTY" item:

Example:

```
SPLIT PTY
1 S8ZJZH/1436Z/06JAN/FRASR/DASU*DVD*
```

DVD = Displayed pnr has been split off from the Parent pnr S8ZJZH

```
SPLIT PTY
1 S8ZJZH/1436Z/06JAN/FRASR/DASU
```

blank = Pnr S8ZJZH is a Child pnr of the currently displayed pnr.

1.6.6 Master PNR Reference

Upon creation of a new group pnr a prompt '*ENTER MASTER PNR REFERENCE IF NEEDED – SEE HELPE/2MR*' is displayed by the system at end of transaction..

If the new pnr is indeed a master pnr, overrule the system response by a new ET (end of transaction) entry and a remark "*THIS IS A MASTER PNR*" will automatically be displayed.

If the new pnr is a child pnr, the reference of the master pnr must be entered by the entry

```
2MR LFXRZ2
```

(see also HELP 2MR)

This entry is only possible upon creation, before initial ET (end of transaction)
The PNR address entered must be a master PNR

Entering the master reference in an additional created group pnr will update the Cross Reference Record (*XR) accordingly (see 1.6.7).

In case of split C/PNRs (child PNRs) the PNR address of the master PNR is inserted automatically after the split action.

1.6.7 Cross Reference Record

The prompt 'CROSS REFERENCE RECORD EXISTS' is displayed in the PNR when more than one C/PNR exists for the same group.

This feature allows the display of all pnr's linked to the same master PNR.

The 'cross reference record' contains all references of pnr's split from the master pnr, including splits of the split, etc as well as all additional pnr's where the master pnr reference was entered manually.

Entry formats:

Display Cross Reference Record	* XR
Display pnr nbr 1 from the Cross Reference Record	* XR1
Display pnr nbr 1 from the Cross Reference Record including SSR display option	* XR1 *S

Example of a Cross Reference Display:

CROSS REFERENCE RECORD FOR PNR KL5XBQ 18SEP 2000 1128Z					
1. Q5782Y M P	2. TADZR4	3. *			
4. KL7FW4 #	5. KL84W8	6. LBLCK4 C			

The indicators displayed after the record locator inform about the type of pnr's:

*	Current pnr from which Cross Reference is displayed
#	Manually entered Master reference record
M	Master
C	Child (pnr split off from current PNR)
P	Parent (pnr from which the displayed PNR has been split off)
H	Purged(H = history)

1.7 Inadmissible and deported passengers.

1.7.1 Inadmissible passengers (INAD).

1.7.1.1 Definition

An inadmissible passenger is a person who is refused admission to a country by its authorities or who is refused onward carriage by an airline or government authority at a point of transfer due to lack of visa, expired passport ...

The responsibility for inadmissible passengers lies fully with the airline(s) concerned.

The inadmissible passenger is consequently sent back to his point of origin, either accompanied (ANAD) or unaccompanied (INAD).

1.7.1.2 Prevention

Most of the governments impose heavy fines for inadmissible passengers. Therefore stations should be very attentive in this matter.

Routine procedures and prevention measures should include:

- check of documents according to TIM/TIMATIC and/or according to documentation provided by the respective head offices
- passenger profiling
- screening of passenger lists and inbound connections
- use of document verification equipment (e. g. UV lights, magnifiers, etc.)
- use of digital camera

Further controls and hiring of foreign personnel to perform document checks on departure must be evaluated in cooperation with Security (BRUQFSN).

If passengers are denied acceptance please inform Security (BRUQFSN) and Facilitation (BRUDXSN).

In case of doubt, please contact TSO (Team Security Officers) at ..

- Phone: +32 2 723.34.30 or +32 475 73.11.38
- Fax: +32 2 723.37.07
- e-mail: securitytso@brusselsairlines.com

1.7.1.3 Reservation procedure

Action	Axsres pnr transaction
Create the pnr as usual	
Add an OSI item specifying number, name(s) and class of travel	4 OSI SN 1INAD 1JONES/A YCL

In Brussels, reservations are centralized by TSO.

1.7.1.4 Ticketing

Any unused parts of the passenger's ticket or other valid transportation documents shall be used to cover the return fare. Cash payment will be required if no unused tickets are available.

Any restrictions on that ticket shall be waived and the ticket be used for immediate onward/return carriage. An annotation 'RESTRICTIONS WAIVED DUE INAD' shall be made in the 'Endorsements / restriction' box of all remaining coupons.

Due to passenger's own responsibility for holding proper documentation, such tickets cannot be refunded. Tickets will neither be refunded if the reason for inadmissibility is a forgery of identity.

However, if the passenger is unable to cover fully or partly the cost of his return journey and/or if the available amount is not sufficient, the carrier(s) involved will be obliged to carry the passenger back to the point of origin (or to a point where he is admissible).

The inbound carrier shall re-ticket the inadmissible passenger to his point of origin, provided that, if the authorities have specified another destination, the inbound carrier shall ticket the passenger accordingly.

Ticketing guidelines:

Item	Action
Origin/Destination	Original point of departure and final point of destination
Sales indicator	Siti
Passenger description	PI
Fare	Fare in the currency of the country of origin
Original Issue	Carrier, Form and Serial number of ticket originally issued, plus agent's numeric code.
Equivalent amount paid	3-letter currency code of the country from which the whole journey originally started.
Total	Amount of difference to be collected in the currency of the country from which the whole journey started, converted into the currency of the country of rerouting at the banker's selling rate
Issue in exchange for	Carrier, form and serial number of inbound ticket for which the new ticket is being exchanged.
Form of Payment	TKT/COLLECT

1.7.1.5 Advice messages

An INAD pre-advice (before departure) message is to be dispatched for inadmissible passengers.

The departing station shall inform immediately after flight confirmation the destination and the transit station by telex of the following:

- name of passenger, followed by the code INAD
- complete routing to destination
- any other handling related information
- ticket number and amount to be collected (if applicable)
- full address of passenger at the destination
- any other address or information which might help to collect the missing amount to cover the return fare

This message is to be sent to the stations of destination and transit (xxxKMSN, xxxMISN) + BRUAMSN, BRUQFSN, BRUDXSN and BRUTWSN.

1.7.1.6 Ticket for escort of ANAD.

The reservation needs to be done by TSO on the Federal Police's request. The escort must be booked in "Y" class.

On TSO's request, a ticket will be issued by the ticketing desk at Brussels National airport with following data:

Fare basis:	XESCORT
Endorsement box:	SN ONLY / NON ENDO / ESCORT FOR ANAD
Fare:	100.00Eur + taxes
IT code:	ITSNESC
Debit account:	6175200000
Cost centre	Station concerned

1.7.2 Deportees (DEPU / DEPA)

1.7.2.1 Definition

A deportee is a passenger who entered a country but who, at a later stage, is formally ordered by the authorities to leave that country.

The responsibility for deportees lies fully with the local authorities.

1.7.2.2 Reservation procedure.

A deportee may travel either accompanied (DEPA) or unaccompanied (DEPU).

The departing authorities decide whether a security escort is required and if yes, the number of escorts.

Deportees are inventory controlled.

Travel is only allowed in b.light or economy compartment.

Action	Axsres pnr transaction
Add a SSR DEPA or DEPU item with reason for deportation	4 / DEPA NN1 S1 N1 *

Exception: deportees are not allowed on SN flights to Kinshasa (FIH).

1.7.2.3 Deportees in transit at Brussels airport.

- Deportees are allowed to transit at Brussels airport provided following conditions are observed:
- The number of deportees in transit at Brussels airport is limited to 5 per day. Therefore, prior consent of the “Belgian Immigration office” is required.
- The departing authorities must send a request for approval to Mr Marc De Mil either by fax (+32 2 206.14.70) or by e-mail (mdemil@dofi.fgov.be).
- A minimum transit time of 2 hours must be observed between the arrival and departure flights (reduced to 1h30 if both flights are operated by SN).
- The escort(s) of a DEPA must accompany the deportee until final destination.

1.8 MEDA - Passengers with reduced mobility

1.8.1 Glossary

Blind	Blind passenger who needs assistance. May be accompanied by a seeing-eye dog
Deaf	Passenger requiring assistance for announcements inside the airport building or on board the aircraft. May be accompanied by a hearing dog.
M A C	Medical Assistance Coordination department. Provides clearance for MEDA cases Phone: +32 2 723.37.03 Fax: +32 2 723.37.05 E-mail Meda@brusselsairlines.com SITA: BRUIMSN
Medical case	Passenger requiring medical clearance
Non-ambulatory passenger	Passenger requiring assistance for boarding / de-boarding and moving inside the aircraft
Non-medical case	Passenger with reduced mobility for whom no medical clearance is required
Oxygen	Passenger may require supplementary oxygen on board for therapeutic reasons
P R M	Passenger with Reduced Mobility: whose physical, medical or mental condition requires individual attention and/or special assistance.
Stretcher case	Passenger travelling on a stretcher
Wheelchair type R-ramp	Passenger who can ascend and descend steps and move in the aircraft cabin
Wheelchair type S-steps	Passenger cannot ascend and descend steps, but can move in the aircraft cabin.
Wheelchair type C-cabin	Passenger is completely immobile. He/she must be carried up/down the steps and to/from his/her seat

1.8.2 General handling procedures

1.8.2.1 Non-MEDA cases

No medical clearance is needed for passengers only requiring special assistance inside the airport building and/or upon embarkation/disembarkation.

Such passengers include:

- Deaf (SSR DEAF): Specify if accompanied by a hearing dog
- Blind (SSR BLND): Specify if accompanied by a seeing-eye dog.
- Elderly people (SSR WCHR)
- Expectant mothers in normal health, up to 34 weeks of the pregnancy (i.e. until 6 weeks before expected confinement)
- Wheelchair passengers (SSR WCHR / WCHS): if the need for a wheelchair is not a result of a medical condition (example: because of comfort, old age, etc.)
- Holders of a FREMEC card
- Children with visible contagious children's diseases (measles, chicken pox)

1.8.2.2 MEDA cases

The consent of the MAC - Medical Assistance Coordination department is required for the following categories of passengers:

- Wheelchair passengers of type WCHS and WCHC if the need for a wheelchair is a result of a medical condition
- Passengers whose mental or physical condition require assistance or might be a risk for themselves, for other persons or for the safety of the flight.
- Passengers suffering from a disease that could be contagious or could be passed on to other passengers on board (except typical children's diseases).
- Passengers requiring medical attention or medical equipment on board.
- Pregnant women as from the 34th week of pregnancy
- Babies under the age of 7 days.
- Persons with arms and/or legs in casts or splints
- Stretcher cases (STCR)
- Passengers needing extra oxygen (OXYG)

1.8.2.3 Acceptance conditions

Request for medical clearance must reach the MAC department at least 48 hours before departure.

A medical clearance is only valid for the flight(s) and date(s) specified (there is no minimum or maximum validity)

Clearance granted is only valid in normal circumstances. If a serious deterioration of the medical condition took place in between the time of clearance and the actual flight, new clearance must be requested.

For safety reasons passengers with reduced mobility may not be seated in emergency exit rows.

Unless agreed by the MAC department, passengers travelling as MEDA cases must be accompanied.

Persons under 15 years of age do not qualify as escort, unless otherwise agreed upon by above department.

Escorts may not travel on a seat available basis.

Stretchers may not be used for transportation outside the aircraft.

If required, passengers must arrange for an ambulance service to be organized to/from the aircraft. Ambulance access to/from the apron must be coordinated with the station responsible.

1.8.3 Reservation procedures

1.8.3.1 Stretcher / Incubator

Stretcher cases are inventory controlled and seat related.

Action	Axsres pnr transaction
Check the availability and dedicated seats in the AF/ display	AF/S1*STCR (*)
Book the designated seat	4/ MSTN NN1 S1 N1 * (*)
Add request for stretcher in a SSR STCR with full information on passenger's physical condition	4/ STCR NN1 S1 N1 * (*)

(*) If the AF/ display shows ...“NO VALID SEAT FREE. TAKE -MN- ACTION OR IF APPLICABLE WAITLIST”... request the STCR with a MN code.

Stretchers are not available on SN aircraft types 146, 733 and 734.

1.8.3.2 Wheelchairs

Action	Axsres pnr transaction
--------	------------------------

WCHR: passenger can ascend/descend steps and move inside the cabin

No restrictions apply. Add SSR WCHR with reason	4/ WCHR NN1 S1 N1* free text
--	-----------------------------------

WCHS: passenger cannot ascend/descend steps but can move inside the cabin

Insert SSR WCHS with MN action code. Include full information on passenger's physical condition.	4/ WCHS MN1 S1 N1 * free text
---	--

WCHC: passenger is completely immobile

Check availability and dedicated seats in the AF/ display	AF / S1 * WCHC (*)
Book the mandatory dedicated seat	4/ MSTN NN1 S1 N1 * (*)
Insert SSR WCHC including full information on passenger's physical condition.	4/ WCHC NN1 S1 N1 * ..free text..... (*)

(*) If the AF/ display shows ...“NO VALID SEAT FREE. TAKE -MN- ACTION OR IF APPLICABLE WAITLIST”... request the WCHC with a MN code.

Ex.

4 / WCHC MN1 S1 N1 * BROKEN LEG.....

1.8.3.3 Oxygen

Based on the information of the MEDIF – part 2, supplementary oxygen can be provided on board of certain aircrafts. Only company bottles may be used on board.

Request for oxygen bottles must be entered in a SSR MEDA.

4/ MEDA NN1 S1 N1* OXYGEN CONTINUOUS FLOW...

The charges are defined by the MAC department and must be collected by means of a MCO at the time of ticketing.

1.8.3.4 Electrically powered medical equipment

Under certain conditions and on certain flights, SN accepts passengers using electrically powered medical equipment. In such case, SN provides the electricity for the on-board operation of e. g. incubators for the transportation of babies or respirators (machine substitute for natural breathing).

The use of such equipment is technically limited and is subject to safety clearance by the relevant technical departments, via the respective coordinating departments.

Only to be used on point-to-point flights or on-line transfer flights

Request must be entered in a SSR MEDA.

4/ MEDA NN1 S1 N1* ...free text.....

1.8.3.5 Kidney dialysis machine and CAPD bags

Passengers depending on a kidney dialysis machine or CAPD (continuously ambulatory peritoneal dialysis) and requiring bags with dialysis solution, may check in these items free of charge (maximum 25 kg).

A kidney dialysis machine (approximate measures 80-60-40 cm) may also be carried free of charge (in cabin and/or in hold, whichever is applicable/possible). The use on board is not permitted.

Request must be entered in a SSR MEDA.

4/ MEDA NN1 S1 N1* ...free text.....

1.8.4 Medical information sheet – MEDIF

The MEDIF sheet is a standard IATA form, containing 2 parts:

Part 1: Handling advice (i.e. general and handling information)
Passenger's declaration

Part 2: Medical information (confidential).

The MEDIF form is used as a basis for medical clearance and to decide the conditions of transportation of the passenger.

The Medical Assistance Co-ordination Service (BRUIMSN) responsible for medical clearance may overrule decisions made by the passenger's private physician.

The parts must be completed by:

Part 1 (handling advice)	: the reservation office.
(passenger's declaration)	: the passenger.
Part 2	: the passenger's private physician.

The MEDIF form is required for all MEDA cases at least 24 hours before departure for European flights and 48 hours before departure for long haul flights.

After this deadline acceptance cannot be guaranteed.

1.8.5 FREMEC

The name 'FREMEC' stands for **FRE**quent traveler's **ME**dical **C**ard.

The card is issued and renewed by the respective medical departments upon special request and submission of a completed MEDIF form (except paragraph B - itinerary)

The card facilitates travel for passengers with permanent or chronic reduced mobility.

The holder of a valid FREMEC is to be considered as a non-MEDA case.

Acceptance criteria:

The passenger must be the holder of the FREMEC card and his journey must be completed within its period of validity. His medical condition must correspond with the one described on the card.

Holders of a FREMEC card not complying with above conditions, must be considered as MEDA cases.

FREMEC cardholders do not have any priority in acceptance. Quota restrictions on the number of PRMs remain applicable.

1.9 Name change policy

Revenue Management has the possibility to inhibit name changes in pnr's. The "inhibit name change" indicator can be activated selectively per flight and class of reservation.

When the "inhibit name change" indicator is set for a flight/class, the restriction will become effective when the sales quota has been reached and availability shows closed for sale.

Nevertheless, corrections of spelling errors in family names are always permitted up to a maximum of two characters and one time only. Changes to the first name are always possible.

The name change restrictions do not apply to group pnr's.

On all SN operated flights, the "inhibited name change" restriction is systematically activated on the lower yield classes.

Name change restrictions can be checked by the entry:

VBV SN1234/10JAN # INI

ON = restriction applies
OFF = restriction does not apply

Name changes in Axsres:

When changing names in a pnr containing one or more segments with an inhibit name change indicator set to active the end of transaction (ET) will be rejected and a message 'NO ET POSSIBLE DUE TO NAME CHANGE' will be displayed.

In this case the existing booking must be cancelled and a new PNR created.

Name changes by travel agents:

Most of the GDSs do not restrict name changes in their systems. Therefore name changes by travel agents will be rejected by Axsres and flight segment returned with a HX status code.

A SSR OTHS explaining the reason for the cancellation will be added in the message.

1.10 No-show handling

A 'No-show' is a passenger holding confirmed space on a flight but not showing up for check-in upon departure.

If a passenger is reported as no-show on a SN operated flight his segment status will be changed from HK to NS.

All SN onward and/or return flights will automatically be cancelled by the Super Agent tool.

A SSR OTHS will be inserted with the comment "CNLD AFTER NO-SHOW".

Prevention of incorrect auto-cancellation in Axsres

Dummy no-shows can be created in specific circumstances, such as

- customer or booking office failed to cancel unwanted reservations
- passenger is Goshow on another flight
- passenger is misconnecting due to delay
- last minute check-in
- check-in errors
- etc

In order to prevent automatic cancellation after involuntary no-show an OSI item with following mandatory format must be entered in the pnr:

4 OSI SN KEEP SN123 / 01JAN

The flight number in the OSI item refers to the flight following the No-show segment.

1.11 Passport, Visa and health information

Although final checking of the passenger's travel documents will be performed at the check-in counters for certain destinations, it is imperative that the passenger is informed at the time of booking about the documents he/she will need.

When special regulations for return passengers on leaving the country of turnaround or stopover apply, all necessary information must be provided so that the passenger does not face difficulties at the time of departure.

It is most important that transit passengers are informed about the visa regulations in stopover points when their hotel is not located within the transit area.

Information about the various government regulations can be found in the TIM manual or via the TIMATIC program (see HELP/TIMATIC).

1.12 Reconfirmation policy

Excerpt from IATA's recommended practice 1762:

"... Reconfirmation procedures apply solely on the reservations that are made by that member (airline) over its own services. Members (airlines) participating in booking or ticketing a passenger are not required to advise passengers of the reconfirmation requirement for reservations made on services of other members (airlines).

.....

Reconfirmation shall not be required when the passenger breaks his journey at a point for less than 72 hours."

It is always recommended to request the passenger's contact abroad in order to enable our local sales offices to contact the passenger in case of flight irregularities.

Special provisions apply on SN flights to/from Africa.

- Passengers travelling from Europe to Africa:
reconfirmation of the return flight from Africa to Europe is required.
- Passengers travelling from Africa to Europe:
reconfirmation of the return flight from Europe to Africa is not required.

Reservation procedure

Action	Axsres pnr transaction
Retrieve the pnr	*SN206 / 15JUL - JONES
Change the segment status into RR	.2RR
Add new FONE field	9.....

1.13 Seat selection

1.13.1 Seat selection policy

Seat selection is available on all SN operated flights.

A seat location can be booked on board of the aircraft either by selecting a seat number from a previously displayed seat map (selective seating) or according passenger's preferences (generic seating).

Following exceptions apply:

- no seat selection applies in b.light / economy compartment on flights within Europe
- seat selection may not be available some SN marketing flights

All SN operated flights are non-smoking.

1.13.2 Selective seating

Selective seating allows the pre-allocation of a specific seat number.

The available seat locations can be displayed by the AC/ entry

Example:

AC / SN2333 C 15MAR BRUHEL

(see also HELP/AC/)

Seat locations can be booked as follows:

SN operated flights	pnr transaction
Book non-smoking seat 1A	4/ NSST NN1 S2 N1P1 *01A

SN marketing flights	pnr transaction
In a free flow environment	4/ RQST NN1 S1 N1 *01A

(see also HELP/RQST)

1.13.3 Generic seating

When the seat map (AC/) is not available or is sold out, generic seating allows the notification of the passenger's preferences, such as aisle or window location.

Generic seating is available in PNRs of maximum 4 passengers.
Adjacent seats are allocated for passengers booked in the same PNR.

Generic seating shall not be used when mandatory seating applies (see 1.13.4).

Following parameters exist:

Option	Definition
NSSA	Non-smoking aisle
NSSB	Non-smoking bulkhead
NSSW	Non-smoking window

Entry formats:

4/ NSSW NN2 S1 N1	(AxsRes controlled flight)
-------------------	----------------------------

3/ NSSA NN1 S1 N1P1	(non-AxsRes controlled flight)
---------------------	--------------------------------

(see also HELP/GENERIC)

1.13.4 Mandatory seating

For safety or comfort reasons dedicated seats may be assigned to some categories of passengers such as

- passengers requiring BSCT
- MEDA cases

The dedicated seats are shown in the AF/ display.

Book the seat locations as follows:

4/MSTN NN1 S1 N1 * 14A

1.14 Special meals

1.14.1 General information

SN is offering a variety of special meals in order to meet the medical and/or religious needs of passengers. They are available on all SN operated flights except in b.light compartment

Special meals must be requested at least 24h before departure.

Following types of special meals are available on SN operated flights:

Code	Description
AVML	Asian Vegetarian meal. Meatless meal cooked and seasoned Indian style.
BBML	Baby Food. Strained fruit, vegetables, meat and dessert.
BLML	Bland meal. Light meal for stomach, bowels, liver and gall bladder.
CHML	Children's Menu. Kit combining food with entertainment.
DBML	Diabetic meal. Special meal for diabetes.
FPML	Fruit meal.
GFML	Gluten Free meal. No grain products used.
HFML	High fibre meal. Meal with high nutritious value. Gastro-intestinal complaints.
KSML	Kosher meal. Under rabbinical supervision.
LCML	Low Calorie meal. Plenty of roughage, low in fat and carbohydrates.
LFML	Low Fat/Cholesterol meal. Special meal for metabolic diseases.
LPML	Low Protein meal. Amount of protein prescribed by physician.
LSML	No Salt Meal / Low Sodium meal. Salt free diet meal.
MOML	Moslem meal. Religious meal for Moslems.
NLML	Non-lactose meal. Meal without dairy products.
PRML	Low purin meal. With low uric acid content.
VGML	Western Vegetarian meal. Meatless meal western style without dairy products.
VLML	Vegetarian Lacto Ovo meal. Meatless meal western style with dairy and egg products.

1.14.2 Reservation procedure

Assign a SSR item to the passenger(s) / segment(s) involved

	PNR transaction
Book a VGML on all flights and for all passengers	ML . VGML
Book a VGML on segment 1 for passenger in name item 2	ML. VGML S1 N2

(other entry formats see HELP / ML.)

Remarks:

- If a new segment is booked, and a meal is already confirmed on an existent segment the same meal will automatically be booked on the new segment as well.
- At time of entry, the system checks whether the passenger has already a meal booked for the same flight number (either from previous or same transaction).

Only BBML is not checked (as a passenger can have a special meal plus a BBML allocated to his/her name). If a double meal is booked, an error is given.

- If the generic entry without segment number is used, the system will only consider segments where no meal has been booked previously. This allows an agent to do a short entry (e.g. ML.VGML) whenever additional segments are booked in a PNR.
- If a name change is done on a segment where a special meal has been booked, the meal item will automatically be assigned to the new name item.