

The background of the slide is a light gray gradient with several realistic water droplets of various sizes scattered across it. The droplets have highlights and shadows, giving them a three-dimensional appearance.

UNIT 19: HANDLING AIR PASSENGERS

P4 DESCRIBE FACILITIES AND SERVICES PROVIDED FOR PASSENGERS ARRIVING AT AIRPORTS

P5 ANALYSE THE ROLES AND RESPONSIBILITIES OF THE DIFFERENT ORGANIZATIONS INVOLVED IN THE PASSENGER HANDLING PROCESS



ESSENTIAL SERVICES AND FACILITIES FOR PASSENGERS ARRIVING AT AIRPORTS:

DISEMBARKATION

- **DISEMBARKATION**

DISEMBARKATION OR DEBARCATION IS THE PROCESS OF LEAVING A SHIP OR AIRCRAFT, OR REMOVING GOODS FROM A SHIP OR AIRCRAFT.

1. PROVISION OF AIR-BRIDGE

A JET BRIDGE (ALSO TERMED JETWAY, GANGWAY, AEROBRIDGE/AIRBRIDGE, AIR JETTY, PORTAL, SKYBRIDGE OR ITS OFFICIAL INDUSTRY NAME PASSENGER BOARDING BRIDGE (PBB)) IS AN ENCLOSED, MOVABLE CONNECTOR WHICH MOST COMMONLY EXTENDS FROM AN AIRPORT TERMINAL GATE TO AN AIRPLANE, AND IN SOME INSTANCES FROM A PORT TO A BOAT OR SHIP, ALLOWING PASSENGERS TO BOARD AND DISEMBARK WITHOUT GOING OUTSIDE OR BEING EXPOSED TO THE ELEMENTS.

DEPENDING ON BUILDING DESIGN, SILL HEIGHTS, FUELING POSITIONS, AND OPERATIONAL REQUIREMENTS, A JET BRIDGE MAY BE FIXED OR MOVABLE, SWINGING RADIALLY AND/OR EXTENDING IN LENGTH.

ESSENTIAL SERVICES AND FACILITIES FOR PASSENGERS ARRIVING AT AIRPORTS: **DISEMBARKATION**

1. PROVISION OF AIR-BRIDGE (CONTINUED)

ADVANTAGES

- JET BRIDGES PROVIDE ALL-WEATHER DRY ACCESS TO AIRCRAFT AND ENHANCE THE SECURITY OF TERMINAL OPERATIONS. THEY ARE OFTEN PERMANENTLY ATTACHED AT ONE END BY A PIVOT TO THE TERMINAL BUILDING AND HAVE THE ABILITY TO SWING LEFT OR RIGHT. THE CABIN, AT THE END OF THE LOADING BRIDGE, MAY BE RAISED OR LOWERED, EXTENDED OR RETRACTED, AND MAY PIVOT, TO ACCOMMODATE AIRCRAFT OF DIFFERENT SIZES. THESE MOTIONS ARE CONTROLLED BY AN OPERATOR'S STATION IN THE CAB. THE CAB IS PROVIDED WITH AN ACCORDION-LIKE CANOPY, WHICH ALLOWS THE BRIDGE TO DOCK WITH AIRCRAFT WITH DIFFERING SHAPES, AND PROVIDE A NEARLY WEATHER-PROOF SEAL. ADDITIONALLY, MANY MODELS OFFER LEVELING DEVICES FOR THE PORTION OF THE FLOOR THAT MAKES CONTACT WITH THE AIRCRAFT; THIS ALLOWS PASSENGERS TO SLOWLY TRANSITION FROM LEVEL AIRCRAFT FLOOR TO SLOPING JET BRIDGE FLOOR. AS SUCH, JET BRIDGES PROVIDE ENHANCED ACCESS TO AIRCRAFT FOR PASSENGERS WITH MANY TYPES OF DISABILITIES AND MOBILITY IMPAIRMENTS, AS THEY MAY BOARD AND DISEMBARK WITHOUT CLIMBING STAIRS OR USING A SPECIALIZED WHEELCHAIR LIFT.

ESSENTIAL SERVICES AND FACILITIES FOR PASSENGERS ARRIVING AT AIRPORTS: **DISEMBARKATION**

1. PROVISION OF AIR-BRIDGE (CONTINUED)

DIS-ADVANTAGES

- LOADING BRIDGES RESTRICT AIRCRAFT PARKING TO SPOTS IMMEDIATELY ADJACENT TO THE TERMINAL. THUS, AIRPORTS USE MOBILE STAIRCASES TO FACILITATE DISEMBARKING AT HARDSTANDS (REMOTE PARKING POSITIONS).
- LOADING BRIDGES MAY POSE HAZARDS TO AIRCRAFT IF HANDLED IMPROPERLY. IF THE BRIDGE IS NOT RETRACTED FULLY BEFORE DEPARTURE, IT MAY CONTACT PROTRUDING PARTS OF THE TAXIING AIRCRAFT, REQUIRING REPAIR AND DELAYS. FURTHERMORE, DURING COLD WEATHER, THE LOADING BRIDGE MAY BECOME FROZEN TO THE AIRCRAFT. IN THIS CASE, WHEN THE JET BRIDGE RETRACTS, IT COULD DAMAGE THE AIRCRAFT IF THAT AREA HAS NOT BEEN PROPERLY DE-ICED.
- WHEN REGIONAL JETS ARE USED, JET BRIDGES HAVE ANOTHER DISADVANTAGE, SINCE THEY ALLOW ONLY ONE AIRCRAFT TO PARK AT THE GATE AT A TIME. SEVERAL AIRLINES HAVE REMOVED JET BRIDGES AT REGIONAL JET GATES AT AIRPORTS SUCH AS ATLANTA WHICH ARE SHORT ON GATES. WHEN HAVING PASSENGERS DISEMBARK ON THE TARMAC OR THE RAMP, AIRLINES CAN FIT TWO OR MORE REGIONAL JETS PER GATE. IN MANY OTHER PLACES LIKE BEIJING CAPITAL AIRPORT AND PARIS CHARLES DE GAULLE AIRPORT, A GATE FOR LARGE AIRCRAFT CAN BE USED TO ACCOMMODATE TWO SMALLER AIRCRAFT.
- SEVERAL INCIDENTS OF JET BRIDGES COLLAPSING INCLUDE SYDNEY, HONG KONG, SEATTLE AND LOS ANGELES.

ESSENTIAL SERVICES AND FACILITIES FOR PASSENGERS ARRIVING AT AIRPORTS: **DISEMBARKATION**

2. TERMINAL TRANSFER

IN CASES WHERE THE AIRPORT FEATURES MULTIPLE TERMINALS WHICH ARE FAR APART OR NOT PHYSICALLY CONNECTED, AND WHERE THERE EXISTS NO PEOPLE MOVER OR OTHER TRANSFER ALTERNATIVE, A ZERO-FARE TRANSFER BUS MAY BE EMPLOYED TO TRANSFER CONNECTING PASSENGERS FROM ONE TERMINAL TO ANOTHER.

THIRD PARTY COMPANIES OFFERING SERVICES TO AIRLINE PASSENGERS MAY ALSO OPERATE BUSES AS PART OF THEIR BUSINESS, WITH PICK-UP AND DROP OFF POINTS NEAR THE AIRPORT TERMINAL, AND EXTRA LUGGAGE SPACE. THESE USUALLY COMPRISE:

- **OFF-AIRPORT CAR PARKING SERVICES.** THESE CAR PARK PROVIDERS PROVIDE CHEAP CAR-PARKING SOME DISTANCE FROM THE AIRPORT, BY TRANSFERRING PASSENGERS IN SHUTTLE BUSES. THESE CAN BE ANYWHERE FROM LUXURY COACHES, FULL SIZE BUSES OR MINIBUSES, SOMETIMES FITTED WITH LUGGAGE TRAILERS.
- **CAR RENTAL COMPANIES.** OFTEN, CAR RENTAL PROVIDERS WILL HAVE THEIR VEHICLES STORED OFF-SITE, AND TRANSFER CUSTOMERS IN REGULAR BUSES.
- AIRPORT HOTELS WILL OFTEN OFFER A COMPLIMENTARY AIRPORT BUS SERVICE, TO ENTICE GUESTS TO STAY AT THEIR PROPERTY.

ESSENTIAL SERVICES AND FACILITIES FOR PASSENGERS ARRIVING AT AIRPORTS: **DISEMBARKATION**

3. ESCORTS FOR WALKING TO TERMINAL

AN ESCORT PASS IS VERY SIMILAR TO A BOARDING PASS. AN AIRLINE CHECK-IN AGENT CAN ISSUE AN ESCORT PASS TO SOMEONE WITH A GOVERNMENT-ISSUED PHOTO ID WHO WISHES TO ACCOMPANY A MINOR CHILD OR A PERSON WITH A DISABILITY, AGE-RELATED OR NOT, TO A DEPARTURE GATE. AIRLINES ALSO ISSUE ESCORT PASSES TO SOMEONE WHO NEEDS TO TO MEET MINOR CHILDREN OR PERSONS WITH DISABILITIES AT A DOMESTIC ARRIVAL GATE. ESCORT PASS HOLDERS MUST CLEAR AIRPORT SECURITY AND COMPLY WITH THE SAME REGULATIONS AS AN AIRLINE PASSENGER.

ESCORT PASSES ARE NOT THE SOLUTION TO ALL GATE-RELATED PROBLEMS, BUT THEY DO ALLOW FAMILY MEMBERS TO TAKE THEIR MINOR CHILDREN, GRANDCHILDREN, AND RELATIVES WITH MOBILITY ISSUES OR DISABILITIES TO DEPARTURE GATES. SOME AIRPORTS AND AIRLINES WILL ALSO ISSUE ESCORT PASSES THAT ALLOW YOU TO MEET INCOMING PASSENGERS AT THEIR ARRIVAL GATES.

IMPORTANT: ESCORT PASSES ARE NEVER ISSUED FOR PEOPLE MEETING PASSENGERS ON INCOMING INTERNATIONAL FLIGHTS IN THE US, DUE TO CUSTOMS AND IMMIGRATION REGULATIONS.

IF YOUR FRIEND OR LOVED ONE NEEDS WHEELCHAIR ASSISTANCE OR WILL NEED IT IF YOU ARE NOT GIVEN AN ESCORT PASS, CALL THE AIRLINE(S) IN QUESTION AT LEAST 48 HOURS IN ADVANCE AND ASK TO ARRANGE WHEELCHAIR SERVICE. IMPORTANT: BE SURE TO MENTION THAT YOUR LOVED ONE OR FRIEND IS ELDERLY, HAS A DISABILITY OR IS A MINOR.

ESSENTIAL SERVICES AND FACILITIES FOR PASSENGERS ARRIVING AT AIRPORTS: DISEMBARKATION FOR PASSENGERS WITH SPECIAL NEEDS

1. PASSENGERS WITH REDUCED MOBILITY (PRM)

PRMS OR PASSENGERS WITH RESTRICTED MOBILITY REPRESENT ONE OF THE FASTEST-GROWING DEMOGRAPHICS IN AVIATION WITH ANNUAL GROWTH IN PASSENGER NUMBERS OFTEN AT LEAST SIX TIMES THAT OF THE OVERALL RATE OF PASSENGER GROWTH AT MANY GLOBAL AIRPORTS.

WHAT IS A PASSENGER WITH RESTRICTED MOBILITY?

AS DEFINED BY MONARCH, A BRITISH LOW-COST AIRLINE BASED AT LUTON AIRPORT, A PRMS IS SOMEONE WHO MIGHT BE:

- **UNABLE TO WALK LONG DISTANCES** – A BUGGY (WHERE AVAILABLE) OR A WHEELCHAIR SHOULD BE PROVIDED AT THE AIRPORT TO ASSIST WITH THE LONG DISTANCES.
- **UNABLE TO ASCEND STAIRS** – A BUGGY (WHERE AVAILABLE) OR A WHEELCHAIR SHOULD BE PROVIDED TO ESCORT THE PASSENGER UP TO THE AIRCRAFT STEPS, WHERE THEN A LIFT ON/OFF THE AIRCRAFT SHOULD BE AVAILABLE BY THE USE OF AN AMBILIFT.
- **COMPLETELY IMMOBILE** – A BUGGY (WHERE AVAILABLE) OR A WHEELCHAIR SHOULD BE PROVIDED TO ESCORT THE PASSENGER UP TO THE AIRCRAFT STEPS, WHERE THEN A LIFT ON/OFF THE AIRCRAFT SHOULD BE AVAILABLE BY THE USE OF AN AMBILIFT.

ESSENTIAL SERVICES AND FACILITIES FOR PASSENGERS ARRIVING AT AIRPORTS: **DISEMBARKATION FOR PASSENGERS WITH SPECIAL NEEDS**

1. PASSENGERS WITH REDUCED MOBILITY (PRM) CONTINUED

EU AIRPORTS CAN DECIDE TO PROVIDE THE PRM ASSISTANCE WITH THE USE OF OWN STAFF AND EQUIPMENT, OR THEY CAN DECIDE TO OUTSOURCE THE PRM ASSISTANCE SERVICE TO A THIRD PARTY SERVICE PROVIDER.

THE REGULATION CLEARLY DESCRIBES THE REQUIREMENTS THAT AIRPORTS AND AIRLINES IN THE EU HAVE TO COMPLY TO WHEN PROVIDING ASSISTANCE TO PRMS UPON ARRIVAL TO OR DEPARTURE FROM THE AIRPORT.

- AT DEPARTURE THE ASSISTANCE SHOULD BE PROVIDED FROM ARRIVAL AT THE AIRPORT AREA TO THE AIRCRAFT SEAT;
AND
- AT ARRIVAL, ASSISTANCE SHALL BE PROVIDED FROM THE AIRCRAFT SEAT TO THE NEXT POINT OF ONWARD TRAVEL INSIDE THE AIRPORT BOUNDARY.

THE PRM ASSISTANCE SERVICE IS FINANCED THROUGH A NON-DISCRIMINATORY SERVICE CHARGE (INCLUDED IN THE TICKET PRICE) FOR ALL DEPARTING PASSENGERS.

ESSENTIAL SERVICES AND FACILITIES FOR PASSENGERS ARRIVING AT AIRPORTS: **DISEMBARKATION FOR PASSENGERS WITH SPECIAL NEEDS**

2. UNACCOMPANIED MINORS

HOW THE AIRLINES HANDLE UNACCOMPANIED MINORS

AMERICAN AIRLINES

THE FORT WORTH, TEXAS-BASED CARRIER CHARGES A HIGH FEE FOR UNACCOMPANIED MINORS, AND THEY CAN'T FLY ON AMERICAN IF THEY ARE UNDER AGE 5. UNACCOMPANIED CHILDREN AGES 5 THROUGH 7 ARE ACCEPTED ON NONSTOP OR THROUGH FLIGHTS ONLY AND MUST BE ACCOMPANIED BY A PARENT OR RESPONSIBLE ADULT UNTIL THEY BOARD THE AIRCRAFT AND THE FLIGHT HAS LEFT THE GATE. THE CHILD MUST BE MET AT THE DESTINATION BY ANOTHER PARENT OR RESPONSIBLE ADULT. KIDS FLYING ALONE AGES 8 THROUGH 14 CAN FLY ON NONSTOP, THROUGH, OR CONNECTING FLIGHTS. CONNECTING FLIGHTS MUST BE MADE THROUGH THE CARRIER'S 10 HUBS AND MAJOR AIRPORTS. FINALLY, KIDS FLYING ALONE CAN'T BE ON FLIGHTS WHERE THEY MUST MAKE A CONNECTION WITH ANOTHER AIRLINE.

ESSENTIAL SERVICES AND FACILITIES FOR PASSENGERS ARRIVING AT AIRPORTS: **DISEMBARKATION FOR PASSENGERS WITH SPECIAL NEEDS**

2. UNACCOMPANIED MINORS

HOW THE AIRLINES HANDLE UNACCOMPANIED MINORS

DELTA AIR LINES

DELTA ALSO CHARGES A HIGH FEE EACH WAY FOR UNACCOMPANIED MINORS. THE ATLANTA-BASED CARRIER DOES NOT ALLOW CHILDREN AGE 4 AND UNDER TO TRAVEL ALONE; CHILDREN AGES 5 TO 7 CAN ONLY TRAVEL ON NONSTOP FLIGHTS, WHILE KIDS AGES 8 TO 14 CAN FLY ON BOTH NONSTOP AND CONNECTING FLIGHTS. THE PROGRAM IS OPTIONAL FOR CHILDREN 15 TO 17 YEARS OLD. A PARENT OR DESIGNATED ACCOMPANYING ADULT MUST TAKE AN UNACCOMPANIED MINOR TO THE DEPARTURE GATE AND REMAIN UNTIL THE FLIGHT HAS LEFT THE GROUND. PARENTS OR AN ACCOMPANYING ADULT SHOULD REPORT TO THE DESTINATION AIRPORT ONE HOUR BEFORE SCHEDULED ARRIVAL TO GET A GATE PASS, AND A VALID ID MUST BE PRESENTED BEFORE THE CHILD IS RELEASED.

ESSENTIAL SERVICES AND FACILITIES FOR PASSENGERS ARRIVING AT AIRPORTS: **DISEMBARKATION FOR PASSENGERS WITH SPECIAL NEEDS**

2. UNACCOMPANIED MINORS

HOW THE AIRLINES HANDLE UNACCOMPANIED MINORS

JET BLUE

JETBLUE OFFERS BY FAR THE MOST DETAILS ON HOW IT HANDLES CHILDREN FLYING ALONE. CHILDREN BETWEEN THE AGES OF 5 AND 14 YEARS ARE REQUIRED TO FLY AS UNACCOMPANIED MINORS FOR A HIGH FEE EACH WAY. PARENTS ARE REQUIRED TO FILL OUT AN UNACCOMPANIED MINOR FORM BEFORE TRAVEL AND BRING THREE COPIES OF THE DOCUMENT TO THE AIRPORT. THE NEW YORK-BASED AIRLINE REQUIRES A PHOTO ID FROM THE PERSON DROPPING OFF AND PICKING UP CHILDREN.

ESSENTIAL SERVICES AND FACILITIES FOR PASSENGERS ARRIVING AT AIRPORTS: **DISEMBARKATION FOR PASSENGERS WITH SPECIAL NEEDS**

2. UNACCOMPANIED MINORS

HOW THE AIRLINES HANDLE UNACCOMPANIED MINORS

SPIRIT AIRLINES

SPIRIT, BASED IN FORT LAUDERDALE, FLORIDA, ACCEPTS CHILDREN BETWEEN 5 AND 14 YEARS OLD AS UNACCOMPANIED MINORS. THEY ARE ONLY ACCEPTED ON NONSTOP OR DIRECT FLIGHTS THAT DON'T REQUIRE A CHANGE OF AIRCRAFT OR FLIGHT NUMBER. PARENTS AND GUARDIANS ARE ADVISED TO LET THE AIRLINE KNOW WHEN BOOKING AN UNACCOMPANIED MINOR. THE FEE EACH WAY INCLUDES A DRINK AND SNACK.

ESSENTIAL SERVICES AND FACILITIES FOR PASSENGERS ARRIVING AT AIRPORTS: **BAGGAGE**

1. BAGGAGE RECLAIM

IN AIRPORT TERMINALS, A BAGGAGE RECLAIM AREA IS AN AREA WHERE ARRIVING PASSENGERS CLAIM CHECKED-IN BAGGAGE AFTER DISEMBARKING FROM AN AIRLINE FLIGHT.

A TYPICAL BAGGAGE CLAIM AREA CONTAINS BAGGAGE CAROUSELS OR CONVEYOR SYSTEMS THAT DELIVER CHECKED BAGGAGE TO THE PASSENGER. THE BAGGAGE CLAIM AREA GENERALLY CONTAINS THE AIRLINE'S CUSTOMER SERVICE COUNTER FOR CLAIMING OVERSIZED BAGGAGE OR TO REPORT MISSING OR DAMAGED BAGGAGE.

SOME AIRPORTS REQUIRED THAT PASSENGERS DISPLAY THEIR BAGGAGE RECEIPT OBTAINED AT CHECK-IN SO THAT IT CAN BE POSITIVELY MATCHED AGAINST THE BAG THEY ARE TRYING TO REMOVE FROM BAGGAGE RECLAIM, AND MANY AIRPORTS STILL RECOMMEND THE BAGGAGE RECEIPT IS CHECKED AGAINST THE BAG TAG OF THE BAG RECLAIMED. THIS SERVES TWO PURPOSES: FIRST IT REDUCES BAGGAGE THEFT, AND SECONDLY IT HELPS TO PREVENT PASSENGERS FROM ACCIDENTALLY LEAVING THE AIRPORT WITH ANOTHER PASSENGER'S BAG THAT BEARS RESEMBLANCE TO THEIR OWN.

ESSENTIAL SERVICES AND FACILITIES FOR PASSENGERS ARRIVING AT AIRPORTS: **BAGGAGE**

2. LOST AND DAMAGED ASSISTANCE

FOR DOMESTIC FLIGHTS WITHIN THE UNITED STATES, HERE IS WHAT YOU SHOULD DO IF YOUR BAGS ARRIVE **DAMAGED**:

- **HOLD ONTO YOUR BOARDING PASS AND YOUR CHECKED LUGGAGE RECEIPTS.**

IF YOU DON'T HAVE YOUR BOARDING PASS, YOU CAN USE ANY FLIGHT DOCUMENT WITH A BOOKING REFERENCE NUMBER. THIS NUMBER IS ASSIGNED TO YOUR FLIGHT RESERVATION BY THE AIRLINE AND IS A SIX-DIGIT CODE, WHICH MAY INCLUDE BOTH LETTERS AND NUMBERS.

- **REPORT THE DAMAGE BEFORE LEAVING THE AIRPORT AFTER RECEIVING YOUR BAGS.**

IF IT IS NOT POSSIBLE TO REPORT THE DAMAGE BEFORE LEAVING THE AIRPORT, YOU MAY BE ABLE TO DO SO LATER, BUT REQUIREMENTS VARY FROM ONE AIRLINE TO ANOTHER, SO CHECK YOUR AIRLINE'S POLICY ONLINE.

- **FILL OUT A DAMAGE CLAIM FORM, OR PROPERTY IRREGULARITY REPORT.**

YOU WILL PROBABLY BE ASKED TO DO THIS IF YOU REPORT THE DAMAGE IN PERSON, BUT SOME AIRLINES HAVE THE FORMS ONLINE, AS WELL.

- **PRESENT YOUR BAGS FOR INSPECTION SO THEY CAN BE REPAIRED OR REPLACED.**

AGAIN, IT IS BEST TO DO SO BEFORE YOU LEAVE THE AIRPORT, IF POSSIBLE. THE AIRLINE WILL NEGOTIATE A SOLUTION WITH YOU, WHETHER THEY REPAIR THE DAMAGE, REPLACE THE ITEMS, OR OTHERWISE COMPENSATE YOU.

- **FILE A CLAIM WITH THE AIRLINE FOR DAMAGED ITEMS IN YOUR BAGS.**

THERE ARE SEVERAL EXCEPTIONS TO WHAT THE AIRLINE WILL COVER IN TERMS OF PACKED ITEMS AND THEY MAY DENY ANY RESPONSIBILITY AT ALL, BUT IF YOU CAN PROVIDE A COMPELLING CASE THAT THEY ARE LIABLE, IT MIGHT BE WORTH YOUR TIME.

ESSENTIAL SERVICES AND FACILITIES FOR PASSENGERS ARRIVING AT AIRPORTS: **BAGGAGE**

2. LOST AND DAMAGED ASSISTANCE

FOR DOMESTIC FLIGHTS IN THE UNITED STATES, HERE'S WHAT TO DO WHEN THE AIRLINES **LOSE** YOUR BAGS:

- **HOLD ONTO YOUR FILE REFERENCE NUMBER THAT THE AIRLINE PROVIDED YOU.**

YOU SHOULD HAVE RECEIVED THIS WHEN YOU FILLED OUT THE PROPERTY IRREGULARITY REPORT (PIR) AFTER YOUR BAGS WERE DELAYED.

- **KEEP YOUR RECEIPTS IF YOU HAVE TO REPLACE NECESSARY ITEMS.**

THESE INCLUDE ITEMS LIKE TOILETRIES OR UNDERWEAR—THINGS THAT WERE IN YOUR BAGS THAT YOU CAN'T REALLY DO WITHOUT FOR A FEW DAYS. ONCE YOU FILE A CLAIM, YOU CAN GET REIMBURSED FOR THESE EXPENSES.

- **ASSEMBLE A DETAILED LIST OF CONTENTS FOR YOUR LOST BAGS.**

ANY RECEIPTS OR OTHER PROOF OF THE ITEMS WILL BE HELPFUL. THERE ARE SEVERAL EXCEPTIONS TO WHAT AIRLINES WILL COVER IN TERMS OF PACKED ITEMS, BUT YOU SHOULD BE ABLE TO GET REIMBURSED FOR MOST OF THE CONTENTS YOU CAN ACCOUNT FOR.

- **FILE A CLAIM WITH THE AIRLINE FOR COMPENSATION.**

CHECK WITH YOUR CARRIER TO SEE WHAT THE DEADLINE IS FOR FILING A LOST LUGGAGE CLAIM. INCLUDE THE RECEIPTS AND DOCUMENTS FOR BOTH YOUR REPLACEMENT ITEMS AND THE CONTENTS OF YOUR LUGGAGE.

ESSENTIAL SERVICES AND FACILITIES FOR PASSENGERS ARRIVING AT AIRPORTS: **BAGGAGE**

3. OVERSIZED & OVERWEIGHT BAGGAGE PICK-UP

OVERSIZED LUGGAGE AND OVERWEIGHT LUGGAGE ARE TWO DIFFERENT BALL GAMES.

OVERSIZED LUGGAGE REFERS TO BAGS THAT ARE OVER THE GENERAL SIZE LIMITATIONS, BAGS CARRYING ITEMS SUCH AS SPORTS EQUIPMENT LIKE BOARDS AND SKIS, GOLF BAGS, MUSICAL INSTRUMENTS, AND BABY STROLLERS. transfer and transit passengers

OVERWEIGHT BAGGAGE MEANS YOUR APPROPRIATELY SIZED CHECK-IN BAGGAGE WEIGHS MORE THAN THE ALLOTTED LIMIT THAT IS TYPICALLY ALLOWED.

BE PREPARED TO FIRST CHECK YOUR BAGS IN AT THE REGULAR CHECK IN DESK, SO THAT YOUR BAGS CAN BE TAGGED WITH THE APPROPRIATE LABELS TO MAKE SURE YOUR BAG REACHES THE DESTINATION, BUT YOU WILL THEN BE DIRECTED TO THE SPECIFIED 'OVERSIZE' LUGGAGE LOADING AREA WHICH IS USUALLY NOT TOO FAR AWAY OR DIFFICULT TO FIND. SUBSEQUENTLY, UPON ARRIVAL YOUR OVERSIZE BAG WILL NOT COME OUT ON THE REGULAR BAGGAGE CLAIM, BUT YOU WILL HAVE TO GO TO THE DESIGNATED PICK UP AREA FOR IRREGULARLY SIZED BAGS.

ESSENTIAL SERVICES AND FACILITIES FOR PASSENGERS ARRIVING AT AIRPORTS:

TRANSFER AND TRANSIT PASSENGERS

UNLESS A DIRECT FLIGHT, IT IS COMMON TO FLY THROUGH AT LEAST ONE CITY FROM EITHER THE ORIGINAL FLIGHT YOU BOARDED OR TO ANOTHER FLIGHT AT DIFFERENT AIRPORT.

WHEN YOU TAKE THE SAME AIRCRAFT YOU WERE ON TO GET TO THE NEXT TRANSFER AIRPORT, IT IS CALLED “**TRANSIT.**” ON THE OTHER HAND, WHEN YOU USE SEPARATE AIRCRAFT OR AIRLINE TO GET TO YOUR NEXT TRANSFER DESTINATION, IT IS CALLED “**TRANSFER.**”

IN A NUT SHELL, BOTH TRANSFER AND TRANSIT REQUIRE INTERMEDIATE STOPS, BUT DEPENDING ON THE NEXT FLIGHT, BECOME EITHER OF ONE. TRANSIT PASSENGERS USE THE SAME AIRLINE ALL ALONG, AND STOP AT INTERMEDIATE DESTINATION FOR 1-2 HOURS FOR CLEANING OR FUELING AND BOARD ON THE SAME AIRCRAFT TO GET TO THE FINAL DESTINATION.

TRANSFER PASSENGERS, HOWEVER, TAKE SEPARATE AIRCRAFT OR EVEN AIRLINE AND BOARDING TIME MAY DIFFER DEPENDING ON THE AIRLINE.

ESSENTIAL SERVICES AND FACILITIES FOR PASSENGERS ARRIVING AT AIRPORTS: **TRANSFER AND TRANSIT PASSENGERS**

- **AIRPORT LOUNGES**

AN AIRPORT LOUNGE IS A FACILITY OPERATED AT MANY AIRPORTS. AIRPORT LOUNGES OFFER, FOR SELECTED PASSENGERS, COMFORTS BEYOND THOSE AFFORDED IN THE AIRPORT TERMINAL ITSELF, SUCH AS MORE COMFORTABLE SEATING, QUIETER ENVIRONMENTS, AND OFTEN BETTER ACCESS TO CUSTOMER SERVICE REPRESENTATIVES. OTHER ACCOMMODATIONS MAY INCLUDE PRIVATE MEETING ROOMS, TELEPHONES, WIRELESS INTERNET ACCESS AND OTHER BUSINESS SERVICES, ALONG WITH PROVISIONS TO ENHANCE PASSENGER COMFORT, SUCH AS FREE DRINKS, SNACKS, PERIODICALS, AND SHOWERS.



OPTIONAL SERVICES AND FACILITIES FOR PASSENGERS ARRIVING AT AIRPORTS: FOR MEETING ARRIVING PASSENGERS

- ARRIVAL INFORMATION

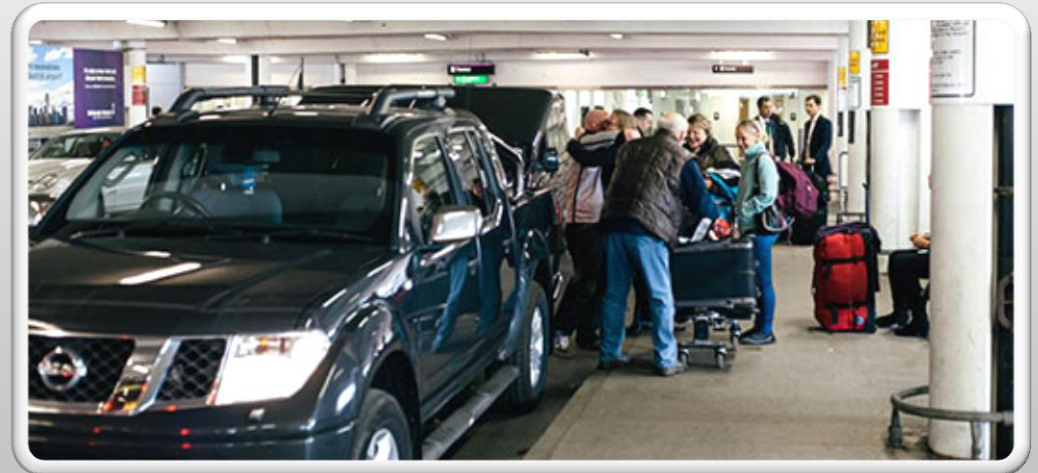
A FLIGHT INFORMATION DISPLAY SYSTEM (FIDS) IS A COMPUTER SYSTEM USED IN AIRPORTS TO DISPLAY FLIGHT INFORMATION TO PASSENGERS, IN WHICH A COMPUTER SYSTEM CONTROLS MECHANICAL OR ELECTRONIC DISPLAY BOARDS OR TV SCREENS IN ORDER TO DISPLAY ARRIVALS AND DEPARTURES FLIGHT INFORMATION IN REAL-TIME. THE DISPLAYS ARE LOCATED INSIDE OR AROUND AN AIRPORT TERMINAL. A VIRTUAL VERSION OF A FIDS CAN ALSO BE FOUND ON MOST AIRPORT WEBSITES AND TELETXT SYSTEMS. IN LARGE AIRPORTS, THERE ARE DIFFERENT SETS OF FIDS FOR EACH TERMINAL OR EVEN EACH MAJOR AIRLINE. FIDS ARE USED TO ASSIST PASSENGERS DURING AIR TRAVEL AND PEOPLE WHO WANT TO PICK UP PASSENGERS AFTER THE FLIGHT.



OPTIONAL SERVICES AND FACILITIES FOR PASSENGERS ARRIVING AT AIRPORTS: FOR MEETING ARRIVING PASSENGERS

- MEETING PASSENGERS

DROPPING OFF OR PICKING UP PASSENGERS. BEFORE YOU LEAVE TO PICK-UP SOMEONE FROM THE AIRPORT, USE THE FLIGHT INFORMATION / ARRIVALS PAGE. YOU CAN CHECK TO SEE IF THE FLIGHT IS ON TIME AND WHICH BAGGAGE CAROUSEL WILL BE USED. YOU MAY PICK UP PASSENGERS AT THE ARRIVALS CURB DIRECTLY OUTSIDE OF BAGGAGE CLAIM.



OPTIONAL SERVICES AND FACILITIES FOR PASSENGERS ARRIVING AT AIRPORTS

- TOURIST INFORMATION
- CURRENCY EXCHANGE
- CATERING/FOOD AND RETAIL OUTLETS

REGULATORY AND CONTROL SERVICES AND FACILITIES FOR PASSENGERS ARRIVING AT AIRPORTS

- UK BORDER AGENCY

THE UK BORDER AGENCY IS RESPONSIBLE FOR MAKING MILLIONS OF DECISIONS EVERY YEAR ABOUT WHO HAS THE RIGHT TO VISIT OR STAY IN THE COUNTRY, WITH A FIRM EMPHASIS ON NATIONAL SECURITY AND A CULTURE OF CUSTOMER SATISFACTION FOR PEOPLE WHO GO TO THE UK LEGALLY.

THE AIRPORT FACILITIES INCLUDE:

- PASSPORT AND VISA CHECKS
- CUSTOMS (PROHIBITED ITEMS, DUTY PAYMENTS)

REGULATORY AND CONTROL SERVICES AND FACILITIES FOR PASSENGERS ARRIVING AT AIRPORTS

- PORT HEALTH

IN THE AIRPORTS THE LOCAL AUTHORITIES ARE RESPONSIBLE FOR CARRYING OUT A RANGE OF HEALTH CONTROLS FOR THE PROTECTION OF PUBLIC AND ANIMAL HEALTH.

- **INFECTIOUS DISEASE CONTROL**

THE INTERNATIONAL HEALTH REGULATIONS 2005 LAY DOWN A SERIES OF MEASURES THAT PREVENT, PROTECT AGAINST, CONTROL AND RESPOND TO THE INTERNATIONAL SPREAD OF DISEASE. LOCAL AUTHORITIES CONTROLS RISKS FROM SICK PASSENGERS AND FROM PESTS SUCH AS INSECTS AND RODENTS THAT MAY BE ON BOARD THE VESSEL. AUTHORITIES ARE ALSO RESPONSIBLE FOR MONITORING PESTS AND INSECTS IN AND AROUND THE AIRPORT.

- **FOOD AND WATER SAFETY**

CHECKS ARE CARRIED OUT TO ENSURE THAT THE WATER USED ON BOARD IS SAFE TO DRINK, SAMPLING IS CARRIED OUT AT FILLING POINTS ON THE AIRPORT, FROM TRANSPORTERS AND ON THE AIRCRAFT. FOOD SAFETY REGULATIONS APPLY ON BOARD AIRCRAFT AND AUTHORITIES WORK WITH THE AIRLINES AND IN-FLIGHT CATERING COMPANIES TO ENSURE THAT THEY HAVE EFFECTIVE FOOD SAFETY MANAGEMENT MEASURES IN PLACE TO ENSURE THAT THE FOOD IS SAFE TO EAT.

- **ANIMAL HEALTH**

IMPORTS OF LIVE ANIMALS ARE REGULATED BY ANIMAL HEALTH, IMPORTS MUST BE MADE THROUGH A LIVE ANIMAL BORDER INSPECTION POST.

- **IMPORTED FOOD CONTROLS**

MUCH OF THE FOOD CONSUMED IN THE UK IS IMPORTED; THE SPEED OF AIR TRAVEL MAKES IT A PREFERRED MEANS OF TRANSPORTING FRESH PRODUCE.

- **ENVIRONMENTAL CONTROLS**

LOCAL AUTHORITIES ALSO CARRY OUT NOISE AND AIR QUALITY MONITORING AROUND THE AIRPORT TO ENSURE THAT THE DISTURBANCE TO LOCAL RESIDENTS IS MINIMISED AND TO PROTECT THEIR HEALTH.

ROLES AND RESPONSIBILITIES OF AIRPORT OPERATORS IN RELATION TO ARRIVING PASSENGER-HANDLING PROCESSES

- **BAGGAGE SECURITY**

SECURITY SCREENERS MUST SCREEN ALL PASSENGERS AND CARRY-ON LUGGAGE. THEY ARE RESPONSIBLE FOR PASSENGER SAFETY AND DETECTION OF POTENTIAL TROUBLE AT SECURITY CHECKPOINTS LOCATED BEFORE THE BOARDING GATE AREAS IN ALL AIRPORT TERMINALS.

MOST CHECKPOINT STATIONS HAVE AT LEAST TWO OR THREE EMPLOYEES WORKING ON ONE STAFF, WITH ONE PERSON MONITORING THE X-RAY EQUIPMENT USED TO SCAN THE CARRY-ON ITEMS, ANOTHER TO MAKE SURE THE WALKTHROUGHS ARE GOING SMOOTHLY, AND A THIRD PERSON TO UTILIZE HAND-HELD METAL DETECTORS TO SCAN PASSENGERS AND TO PHYSICALLY INSPECT THE BAGGAGE, IF NECESSARY. SCREENERS DO NOT HAVE THE POWER TO ARREST SUSPECTS, BUT MUST COORDINATE WITH AIRPORT POLICE DURING ANY CRIMINAL OCCURRENCES.

ROLES AND RESPONSIBILITIES OF AIRPORT OPERATORS IN RELATION TO ARRIVING PASSENGER-HANDLING PROCESSES

- **AIRPORT BAGGAGE AGENT**

DUTIES

THE MAIN RESPONSIBILITY OF A BAGGAGE AGENT IS TO ASSIST PASSENGERS WITH BAGGAGE PICKUP AND RESOLVE ISSUES WITH DELAYED, LOST, OR DAMAGED ITEMS. TYPICALLY, BAGGAGE AGENTS WORK IN AN OFFICE SETTING, BUT DEAL ALMOST ENTIRELY WITH THE GENERAL PUBLIC. AGENTS RESPOND TO PASSENGER CONCERNS BOTH IN PERSON AND OVER THE PHONE, AND MUST FILL OUT FORMS ACCORDING TO THE NATURE OF THE INCIDENT. BAGGAGE AGENTS UTILIZE COMPUTER SOFTWARE TO TRACK AND CATALOGUE LUGGAGE. THIS HELPS TO EFFICIENTLY RESOLVE PROBLEMS AND MAINTAIN CUSTOMER RELATIONS WHEN LUGGAGE IS LATE, LOST, OR DAMAGED.

ROLES AND RESPONSIBILITIES OF AIRPORT OPERATORS IN RELATION TO ARRIVING PASSENGER-HANDLING PROCESSES

- **AIRPORT CUSTOMER SERVICE REPRESENTATIVES**

DUTIES

AIRPORT CUSTOMER SERVICE REPRESENTATIVES ARE RESPONSIBLE FOR WORKING ON THE PHONE AND IN PERSON TO PROVIDE INFORMATION ABOUT TRAVEL PLANS FOR CUSTOMERS. THIS COULD INVOLVE GIVING THE CUSTOMER INFORMATION ABOUT ARRIVAL AND DEPARTURE TIMES, RESERVING TICKETS WITH A PARTICULAR AIRLINE, AND A WIDE VARIETY OF OTHER TOPICS. THESE REPRESENTATIVES WORK WITH A COMPANY'S COMPUTER SYSTEM TO ACCOMPLISH THEIR WORK. CUSTOMER SERVICE REPS ARE RESPONSIBLE FOR GREETING PASSENGERS, GUIDING THEM TO THE PROPER TERMINAL, EXPLAINING AIRPORT REGULATIONS, AND ASKING FOR VOLUNTEERS TO TAKE A LATER FLIGHT WHEN ONE HAS BEEN OVERBOOKED.

ROLES AND RESPONSIBILITIES OF AIRPORT OPERATORS/GROUND HANDLERS IN RELATION TO ARRIVING PASSENGER-HANDLING PROCESSES

- **PASSENGER SERVICE AGENT**

DUTIES

A PASSENGER SERVICE ASSISTANT IS A CUSTOMER SERVICE REPRESENTATIVE OR AGENT WHO ASSISTS PEOPLE USING TRANSPORTATION SERVICES. MOST WORK ON THE GROUND AT AIRPORTS FOR AIRLINES. THESE DUTIES INCLUDE CHECKING IN PASSENGERS, HANDLING BAGGAGE HANDLING, MAKING ANNOUNCEMENTS, AND ASSISTING WITH BOARDING AND SECURITY. THESE AGENTS OFTEN WORK WITH PASSENGERS WITH DISABILITIES AND/OR UNACCOMPANIED MINORS.

BIBLIOGRAPHY

- [HTTPS://EN.WIKIPEDIA.ORG/WIKI/AIRPORT BUS#TERMINAL TRANSFER](https://en.wikipedia.org/wiki/Airport_bus#terminal_transfer)
- [HTTPS://WWW.TRIPSAVVY.COM/HOW-TO-GET-AN-AIRPORT-ESCORT-PASS-2972614](https://www.tripsavvy.com/how-to-get-an-airport-escort-pass-2972614)
- [HTTPS://WWW.INTERNATIONALAIRPORTREVIEW.COM/ARTICLE/31099/FOCUS-PRMS-PASSENGERS-RESTRICTED-MOBILITY-RIGHTS/](https://www.internationalairportreview.com/article/31099/focus-prms-passengers-restricted-mobility-rights/)
- [HTTPS://WWW.FALCK.COM/EN/SERVICES/PERSONS-WITH-REDUCED-MOBILITY/WHY-PRM-SERVICE](https://www.falck.com/en/services/persons-with-reduced-mobility/why-prm-service)
- [HTTPS://WWW.TRIPSAVVY.COM/HOW-THE-AIRLINES-HANDLE-UNACCOMPANIED-MINORS-54047](https://www.tripsavvy.com/how-the-airlines-handle-unaccompanied-minors-54047)
- [HTTPS://EN.WIKIPEDIA.ORG/WIKI/BAGGAGE RECLAIM](https://en.wikipedia.org/wiki/Baggage_reclaim)
- [HTTPS://WWW.AIRHELP.COM/EN/KNOW-YOUR-RIGHTS/BAGGAGE-DELAYED-LOST-DAMAGED/#LOST_US_FILE_A_CLAIM](https://www.airhelp.com/en/KNOW-YOUR-RIGHTS/BAGGAGE-DELAYED-LOST-DAMAGED/#LOST_US_FILE_A_CLAIM)
- [HTTPS://WWW.HELPGOABROAD.COM/BLOG/TRAVELING-WITH-OVERSIZED-BAGGAGE/](https://www.helpgoabroad.com/blog/traveling-with-oversized-baggage/)
- [HTTP://WWW.PORTHEALTHASSOCIATION.CO.UK/AIRPORTS/](http://www.porthealthassociation.co.uk/airports/)
- [HTTPS://WWW.JOBMONKEY.COM/AIRLINE/SECURITY SCREENER/](https://www.jobmonkey.com/airline/security_screener/)