



UNIT 22: ONBOARD PASSENGER OPERATIONS

P1 DESCRIBE ONBOARD FACILITIES PROVIDED FOR PASSENGERS BY DIFFERENT TYPES
OF AIRLINES

P2 COMPARE LEVELS OF ONBOARD SERVICES PROVIDED BY DIFFERENT TYPES OF
AIRLINES

ONBOARD PASSENGER FACILITIES

- **TYPES OF AIRLINES**

1. **LOW COST**

A LOW-COST CARRIER OR LOW-COST AIRLINE IS AN AIRLINE WITHOUT MOST OF THE TRADITIONAL SERVICES PROVIDED IN THE FARE, RESULTING IN LOWER FARES AND FEWER COMFORTS. TO MAKE UP FOR REVENUE LOST IN DECREASED TICKET PRICES, THE AIRLINE MAY CHARGE FOR EXTRAS SUCH AS FOOD, PRIORITY BOARDING, SEAT ALLOCATING, AND BAGGAGE.

2. **AIR CHARTER**

AIR CHARTER IS THE BUSINESS OF RENTING AN ENTIRE AIRCRAFT (I.E., CHARTERING) AS OPPOSED TO INDIVIDUAL AIRCRAFT SEATS (I.E., PURCHASING A TICKET THROUGH A TRADITIONAL AIRLINE).

3. **FULL-SERVICE SCHEDULED**

A FULL SERVICE AIRLINE TYPICALLY OFFERS PASSENGERS IN FLIGHT ENTERTAINMENT, CHECKED BAGGAGE, MEALS, BEVERAGES AND COMFORTS SUCH AS BLANKETS AND PILLOWS IN THE TICKET PRICE. THE SEATS GENERALLY HAVE MORE RECLINE THAN A LOW COST CARRIER AS WELL AS MORE LEG ROOM. FULL SERVICE AIRLINES OFFER PASSENGERS THE CHOICE OF ECONOMY OR BUSINESS CLASS TRAVEL AND ON SOME FLIGHTS PREMIUM ECONOMY AND FIRST CLASS.

ONBOARD PASSENGER FACILITIES

- **DIFFERENT STANDARD CABINS / AIRLINE CABIN CLASSES**

THERE ARE 4 CABIN CLASSES OFFERED ON MOST AIRLINES:

ECONOMY, PREMIUM ECONOMY, BUSINESS, AND FIRST CLASS

ECONOMY: GENERALLY SPEAKING, IN ECONOMY CLASS YOU'LL GET A SEAT THAT TAKES YOU FROM POINT A TO POINT B. THERE ARE SOME DIFFERENCES HOWEVER, THE MOST NOTICEABLE OF WHICH ARE SEAT WIDTH AND PITCH (LEGROOM). PITCH CAN VARY FROM 28-34 IN AND WIDTH FROM 17-33 IN. WHILE THESE FEW INCHES MIGHT NOT SEEM LIKE MUCH NOW, WHEN YOU'RE IN THAT SEAT FOR 6+ HOURS – THEY MATTER! OTHER FACTORS THAT MAY VARY ARE POWER OUTLETS, WI-FI, FOOD, IN-FLIGHT ENTERTAINMENT, TYPE OF TV SCREEN AND LEVEL OF SERVICE.

PREMIUM ECONOMY: PREMIUM ECONOMY CAN BE CALLED MANY DIFFERENT THINGS. VIRGIN AMERICA CALLS IT MAIN CABIN SELECT, BRITISH AIRWAYS USES THE TERM WORLD TRAVELLER PLUS AND SAS CALLS IT SAS PLUS. BUT IT'S ALL THE SAME THING: ECONOMY WITH SOME ADDED OOMPH. AND ADDED COST, OF COURSE. FLYING PREMIUM ECONOMY WILL GIVE YOU A DEDICATED LOUNGE AT THE AIRPORT, AND THE SEATS WILL BE IN A DIFFERENT CABIN TO ECONOMY. USUALLY, YOU'LL GET A WIDER SEAT WITH A GREATER PITCH, LARGER TV SCREENS, BETTER FOOD (THIS COULD BE A LARGER SELECTION, COMPLIMENTARY DRINKS, ETC.), AND A GREATER LUGGAGE ALLOWANCE.

ONBOARD PASSENGER FACILITIES

- **DIFFERENT STANDARD CABINS / AIRLINE CABIN CLASSES**

THERE ARE 4 CABIN CLASSES OFFERED ON MOST AIRLINES:

ECONOMY, PREMIUM ECONOMY, BUSINESS, AND FIRST CLASS

BUSINESS: THEY SAY THAT IF YOU FLY BUSINESS CLASS ONCE, YOU'LL NEVER BE HAPPY IN ECONOMY AGAIN. WHILE IT MIGHT BE HARD TO EASILY SEE THE BENEFITS OF PREMIUM ECONOMY OVER ECONOMY, THE LUXURIES OF BUSINESS OVER PREMIUM ECONOMY ARE IMMEDIATELY APPARENT. BUSINESS CLASS IS IN FACT BECOMING SO GOOD, THAT MANY AIRLINES HAVE ABANDONED THEIR FIRST CLASS SEATS ALTOGETHER. SIMPLY PUT: EVERYTHING IS BETTER. FROM PRE-FLIGHT DRINKS IN REAL GLASSES, TO MEALS SERVED ON REAL CHINA WITH PROPER KNIVES AND FORKS, YOU'RE SPOILT ROTTEN. FULL FLAT-BED SEATS ARE THE GENERAL STANDARD FOR BUSINESS CLASS, WITH SEAT WIDTH GOING AS WIDE AS 34 IN AND PITCH ALL THE WAY TO 87 IN. SOME AIRLINES EVEN OFFER A CHAUFFEURED PICK-UP AND DROP-OFF SERVICE IF YOU LIVE WITHIN A CERTAIN DISTANCE FROM THE AIRPORT, AND MOST – IF NOT ALL – HAVE A DEDICATED LOUNGE IN THE AIRPORT WHERE YOU CAN FILL UP ON FREE FOOD AND DRINKS.

FIRST CLASS: THE PINNACLE OF AIR TRAVEL, FIRST CLASS IS RESERVED FOR CELEBRITIES AND THE SUPER-RICH (OR THE SUPER-LUCKY). THINK ALL THE PERKS FROM BUSINESS, LATHERED WITH A THICK LAYER OF LUXURY. ASIDE FROM PRIVACY AND SEAT SIZE (BEAR IN MIND THAT MANY FIRST CLASS FLIGHTS DON'T SO MUCH HAVE SEATS, AS INDIVIDUAL SUITES), NOTICEABLE DIFFERENCE IS PRICE, WITH SEATS COSTING UP TO FIVE TIMES AS MUCH AS BUSINESS CLASS SEATS. THE STANDARD OF SERVICE IS INCOMPARABLE IN FIRST CLASS, WITH HIGHLY TRAINED CREW ABLE TO ANTICIPATE A PASSENGER'S EVERY NEED. THE STANDARD OF FOOD LEAPS UP A NOTCH UP TOO, WITH MANY MENUS AND DISHES CREATED BY MICHELIN STARRED CHEFS.

ONBOARD PASSENGER FACILITIES

- **FACILITIES FOR CHILDREN**

CHILD FRIENDLY AIRLINE ENTERTAINMENT VARIES GREATLY FROM AIRLINE TO AIRLINE. IT'S TOUGH FOR AN AIRLINE TO COVER ALL AGES, BUT SOME AIRLINES PUT A GREAT DEAL OF THOUGHT INTO THEIR YOUNGER PASSENGERS.

- AIR NEW ZEALAND – KIDS PACK FEATURING THE JET CADETS, THEY PROVIDE OLBAS OIL IF CHILDREN SUFFER FROM EAR-ACHE DURING TAKE-OFF OR DESCENT. FOR AN EXTRA FEE, AIR NEW ZEALAND ALSO HAVE A SKY COUCH A ROW OF SEATS WHICH CAN EXTEND AND ESSENTIALLY MAKE A COUCH/BED.
- AMERICAN AIRLINES – NEW PLANES HAVE KIDS' TV SHOWS AND GAMES.
- ASIANA– 'HAPPY MOM' SERVICE INCLUDES BABY, TODDLER AND CHILD MEALS, AND A BABY SLING SERVICE FOR THOSE WHO DO NOT HAVE A BASSINET SEAT OR WHOSE BABIES ARE TOO LARGE FOR BASSINET. A MAGIC SHOW IN ALL CLASSES PLUS FACE PAINTING AND ART MAGIC BALLOONS. THEY ALSO HAVE COOKIE MAKING, DRESSING UP PHOTO SESSIONS AND NAME STICKER MAKING! YOU CAN ALSO REQUEST A CELEBRATION PARTY FOR A SPECIAL EVENT.
- BRITISH AIRWAYS – DEDICATED KIDS' CHANNEL FROM DISNEY AND CARTOON NETWORK, PLUS FAMILY MOVIES. COLOURING BOOK WITH PUZZLES AND CRAYONS IN A SWIM BAG STYLE RUCK-SACK. (VERY LIMITED AMOUNTS OF NAPPIES ARE CARRIED ON BOARD, AND A COUPLE OF BOTTLES OF SMA MILK, JUST IN CASE A PARENT RUNS OUT.)
- EMIRATES – DEDICATED FAMILY CHECK-IN AREA AT DUBAI INTL AIRPORT. KIDS PLAY AREAS IN FIRST CLASS AND BUSINESS LOUNGES AT DUBAI AIRPORT, CHILD SIZE HEADSETS, PUZZLE BOOKS, MAGNETIC SKETCHER, BACK PACK, SOFT TOYS AND A BABY AMENITY KIT. KIDS TV CHANNELS AND GAMES. ALSO A KIDS MAGAZINE AND THE CREW WILL TAKE A POLAROID PHOTO OF YOUR CHILD WEARING THE EMIRATES HAT AS A SOUVENIR. ON ARRIVAL INTO DUBAI, THERE IS A SPECIAL 'STROLLER' DELIVERY SERVICE FOR PARENTS WITH BABIES, PROVIDED IMMEDIATELY AFTER DISEMBARKING.
- JETBLUE – CHILDREN'S TV SHOWS, UNLIMITED CHILDREN SNACKS AND DRINKS FOR FREE.
- KOREAN AIR– THEY PROVIDE A FREE AMENITY KIT FOR PREGNANT PASSENGERS TRAVELLING FROM KOREA TO ALL INTERNATIONAL DESTINATIONS. THE TUBES INCLUDE BLACKBERRY FOR CREAM AND ORGANIC SKIN CARE CREAM, SLEEPING SOCKS AND TEA.

ONBOARD PASSENGER FACILITIES

- **FACILITIES FOR PASSENGERS WITH DISABILITIES**

A PERSON WITH A DISABILITY MAY HAVE A PHYSICAL OR MENTAL IMPAIRMENT THAT IMPACTS A MAJOR LIFE ACTIVITY - SUCH AS WALKING, HEARING, OR BREATHING. THIS MAY BE ON A PERMANENT OR TEMPORARY BASIS. FOR EXAMPLE, A PERSON WITH A TEMPORARY DISABILITY MAY HAVE A BROKEN LEG THAT IS TEMPORARILY FUSED OR IMMOBILIZED. AIRLINES MUST ACCOMMODATE THE NEEDS OF AIR TRAVELERS WITH DISABILITIES.

THE AIR CARRIER ACCESS ACT (ACAA) IS A LAW THAT MAKES IT ILLEGAL FOR AIRLINES TO DISCRIMINATE AGAINST PASSENGERS BECAUSE OF THEIR DISABILITY. THE DEPARTMENT OF TRANSPORTATION IS RESPONSIBLE FOR ENFORCING THE ACAA, WHICH APPLIES TO ALL FLIGHTS TO, FROM, OR WITHIN THE UNITED STATES.

AIRLINES ARE ALSO REQUIRED TO PROVIDE PASSENGERS WITH DISABILITIES MANY TYPES OF ASSISTANCE, INCLUDING WHEELCHAIR OR OTHER GUIDED ASSISTANCE TO BOARD, DEPLANE, OR CONNECT TO ANOTHER FLIGHT; SEATING ACCOMMODATION ASSISTANCE THAT MEETS PASSENGERS' DISABILITY-RELATED NEEDS; AND ASSISTANCE WITH THE LOADING AND STOWING OF ASSISTIVE DEVICES.

ONBOARD PASSENGER FACILITIES

- **SEATBACK FACILITIES**

BASIC AMENITIES

SEATS ARE FREQUENTLY EQUIPPED WITH FURTHER AMENITIES. AIRLINE SEATS MAY BE EQUIPPED WITH A RECLINING MECHANISM FOR INCREASED PASSENGER COMFORT, EITHER RECLINING MECHANICALLY (USUALLY IN ECONOMY CLASS AND SHORT-HAUL FIRST AND BUSINESS CLASS) OR ELECTRICALLY (USUALLY IN LONG-HAUL FIRST CLASS AND BUSINESS CLASS). MOST AIRCRAFT ALSO FEATURE TRAYS FOR EATING AND READING, EITHER IN THE SEATBACK WHICH FOLDS DOWN TO FORM A SMALL TABLE IN MOST ECONOMY CLASS SEATS, OR INSIDE THE ARMREST WHICH FOLDS OUT IN MOST FIRST CLASS, BUSINESS CLASS, BULKHEAD, AND EXIT ROW SEATS. MOST AIRLINE SEATS ALSO FEATURE A POCKET WHICH MAY CONTAIN AN IN-FLIGHT MAGAZINE AND SAFETY INSTRUCTIONS.

ON SMALL AND SHORT-HAUL AIRCRAFT, OR ON LOW-COST CARRIERS, SOME OF THESE AMENITIES MAY NOT BE INSTALLED. FOR INSTANCE, ON SEVERAL AIRCRAFT, RYANAIR HAS INSTALLED NON-RECLINING SEATS WITHOUT SEAT POCKETS WITH THE SAFETY MANUALS STITCHED TO THE SEAT BACK INSTEAD. EVEN ON AIRLINERS WITH RECLINING SEATS, SOME SEATS MAY HAVE A RESTRICTED RECLINE OR NO RECLINE. TYPICALLY THIS WILL BE THE REAR ROW OF THE CABIN WHERE A REAR BULKHEAD BLOCKS THE RECLINE, OR SEATS IMMEDIATELY IN FRONT OF THE EMERGENCY EXIT WHERE A RECLINED SEAT MIGHT RESTRICT ACCESS TO THE EMERGENCY EXIT, CREATING A POTENTIAL SAFETY HAZARD. INDEPENDENT SEAT REVIEW SITES SUCH AS SEATGURU OFTEN WARN PASSENGERS AGAINST THESE SEATS. DURING TAKE-OFF AND LANDING THE CREW ASK PASSENGERS TO PUT THEIR SEATS IN AN "UPRIGHT" (UNRECLINED) POSITION AND TO LIFT AND STOW THEIR TRAY TABLES.

ONBOARD PASSENGER FACILITIES

- **SEATBACK FACILITIES**

ADVANCED AMENITIES

- SEATS MAY BE EQUIPPED WITH POWER PORTS (EITHER EMPOWER, AC, DC, OR USB POWER-ONLY SOCKETS) FOR SMALL ELECTRICAL APPLIANCES AND PORTS FOR HEADPHONES FOR THE AUDIO ENTERTAINMENT. SOME AIRLINES ALSO PLACE TV-SCREENS IN THE BACK OF EACH SEAT AS PART OF THE IN-FLIGHT ENTERTAINMENT SYSTEM ON LONG-HAUL AIRCRAFT.
- MOST LONG-HAUL AIRCRAFT (AND SHORT-HAUL AIRCRAFT ON SOME AIRLINES) FEATURE SEATS WITH ADJUSTABLE HEADRESTS IN ALL CLASSES, ALLOWING THE PASSENGER TO ADJUST THE HEADREST FOR COMFORT.
- SOME BUSINESS CLASS CABINS FEATURE SEATS THAT RECLINE TO A SLOPED FLAT POSITION. THESE "LIE FLAT AT AN ANGLE" SEATS ALLOW FOR GREATER COMFORT THAN TRADITIONAL RECLINER SEATS, BUT ARE LESS COMFORTABLE THAN FULLY HORIZONTAL FLAT BED SEATING. MOST INTERNATIONAL FIRST-CLASS AND A GROWING NUMBER OF INTERNATIONAL BUSINESS-CLASS CABINS FEATURE SEATS WHICH RECLINE TO A FULL-HORIZONTAL FLAT POSITION, FORMING A BED.



ONBOARD PASSENGER FACILITIES

- **INFORMATION, E.G. ROUTE, DESTINATION**
 - ✓ PASSENGERS ARE OFFERED IN-FLIGHT WI-FI THAT THEY CAN USE TO DOWNLOAD FLIGHT TRACKING APPS
 - ✓ PASSENGERS ARE PROVIDED WITH AN IN-FLIGHT FLIGHT TRACKING SYSTEM THAT IS PRE-INSTALLED ON THE TV'S ON THE BACK OF THE SEATS
 - ✓ PASSENGERS CAN RECEIVE THIS INFORMATION DIRECTLY FROM FLIGHT ATTENDANTS

ONBOARD PASSENGER FACILITIES

- **IMMIGRATION DOCUMENTATION**

AN ARRIVAL CARD, ALSO KNOWN AS AN INCOMING PASSENGER CARD, LANDING CARD OR DISEMBARKATION CARD, IS A LEGAL DOCUMENT USED BY IMMIGRATION AUTHORITIES OF MANY COUNTRIES TO OBTAIN INFORMATION ABOUT INCOMING PASSENGER NOT PROVIDED BY THE PASSENGER'S PASSPORT (SUCH AS HEALTH, CRIMINAL RECORD, WHERE THEY WILL BE STAYING, PURPOSE OF THE VISIT, ETC.) AND TO PROVIDE A RECORD OF A PERSON'S ENTRY INTO THE COUNTRY.

THE CARD MAY ALSO PROVIDE INFORMATION ON HEALTH AND CHARACTER REQUIREMENTS FOR NON-CITIZENS ENTERING THE COUNTRY. SOME COUNTRIES REQUIRE AN ARRIVAL CARD FOR EACH INCOMING PASSENGER, WHILE OTHERS REQUIRE ONE CARD PER FAMILY UNIT, AND SOME ONLY REQUIRE AN ARRIVAL CARD FOR NON-CITIZENS ONLY.

SOME COUNTRIES, SUCH AS SINGAPORE AND THAILAND, ATTACH A DEPARTURE CARD TO THE ARRIVAL CARD, WHICH IS RETAINED IN THE ALIEN'S PASSPORT UNTIL THEIR EVENTUAL DEPARTURE. THE ARRIVAL CARD CAN ALSO BE COMBINED WITH A CUSTOMS DECLARATION, WHICH SOME COUNTRIES REQUIRE INCOMING PASSENGERS TO FILL OUT SEPARATELY.

U.S. Customs and Border Protection

Customs Declaration

FORM APPROVED OMB NO. 1581-0009

13 CFR 122.27, 148.12, 148.13, 148.103, 148.115, 148B.21 CFR 8316

Each arriving traveler or responsible family member must provide the following information (only ONE written declaration per family is required). The term "family" is defined as "members of a family residing in the same household who are related by blood, marriage, domestic relationship, or adoption."

1 Family Name: First (Given) Middle Last

2 Birth date: Month Day Year

3 Number of Family members traveling with you

4 (a) U.S. Street Address (hotel name/destination) (b) City (c) State

5 Passport issued by (country)

6 Passport number

7 Country of Residence

8 Countries visited on this trip prior to U.S. arrival

9 Airline/Flight No. or Vessel Name

10 The primary purpose of this trip is business: Yes No

11 I am (We are) bringing:

(a) fruits, vegetables, plants, seeds, food, insects: Yes No

(b) meats, animals, animal/wildlife products: Yes No

(c) disease agents, ool cultures, snails: Yes No

(d) soil or have been on a farm/ranch/pasture: Yes No

12 I have (We have) been in close proximity of livestock: Yes No (both as tourist or handling)

13 I am (We are) carrying currency or monetary instruments over \$10,000 U.S. or foreign equivalent: Yes No (see definition of monetary instruments on reverse)

14 I have (We have) commercial merchandise: Yes No (articles for sale, samples used for soliciting orders, or goods that are not considered personal effects)

15 RESIDENTS—the total value of all goods, including commercial merchandise I/We have purchased or acquired abroad, (including gifts for someone else but not items mailed to the U.S.) and anyone bringing to the U.S. is: \$ VISITORS—the total value of all articles that will remain in the U.S., including commercial merchandise is: \$

Read the instructions on the back of this form. Space is provided to list all the items you must declare.

I HAVE READ THE IMPORTANT INFORMATION ON THE REVERSE SIDE OF THIS FORM AND HAVE MADE A TRUTHFUL DECLARATION.

X Signature Date (month/day/year)

CBP Form 6059B (04/14)

U.S. Customs and Border Protection Welcomes You to the United States

U.S. Customs and Border Protection is responsible for protecting the United States against the illegal importation of prohibited items. CBP officers have the authority to question you and to examine you and your personal property. If you are one of the travelers selected for an examination, you will be treated in a courteous, professional, and dignified manner. CBP Supervisors and Passenger Service Representatives are available to answer your questions. Comment cards are available to compliment or provide feedback.

Important Information:

U.S. Residents—declare all articles that you have acquired abroad and are bringing into the United States.

Visitors (Non-Residents)—Declare the value of all articles that will remain in the United States.

Declare all articles on this declaration form and show the value in U.S. dollars. For gifts, please indicate the retail value.

Duty—CBP officers will determine duty. U.S. residents are normally entitled to a duty-free exemption of \$800 on items accompanying them. Visitors (non-residents) are normally entitled to an exemption of \$100. Duty will be assessed at the current rate on the first \$1,000 above the exemption.

Agricultural and Wildlife Products—To prevent the entry of dangerous agricultural pests and prohibited wildlife, the following are restricted: Fruits, vegetables, plants, plant products, soil, meat, meat products, birds, snails, and other live animals or animal products. Failure to declare such items to a Customs and Border Protection Officer, Customs and Border Protection Agriculture Specialist/Fish and Wildlife Inspector can result in penalties and the items may be subject to seizure.

Controlled substances, obscene articles, and toxic substances are generally prohibited entry.

The transportation of currency or monetary instruments, regardless of the amount, is legal. However, if you bring in to or take out of the United States more than \$10,000 U.S. or foreign equivalent, or a combination of both, you are required by law to file a report on FinCEN 105 (formerly Customs Form 4750) with U.S. Customs and Border Protection. Monetary instruments include coin, currency, travelers checks and bearer instruments such as personal or cashiers checks and stocks and bonds. If you have someone else carry the currency or monetary instrument for you, you must also file a report on FinCEN 105. Failure to file the required report or failure to report the total amount that you are carrying may lead to the seizure of all the currency or monetary instruments, and may subject you to civil penalties and/or criminal prosecution. SIGN ON THE OPPOSITE SIDE OF THIS FORM AFTER YOU HAVE READ THE IMPORTANT INFORMATION ABOVE AND MADE A TRUTHFUL DECLARATION.

Description of Articles (I/We may continue on another CBP Form 6059B) Value CBP Use Only

PAPERWORK REDUCTION ACT STATEMENT: An agency may not conduct or sponsor an information collection and a person is not required to respond to this information unless it displays a current valid OMB control number. The control number for this collection is 1581-0009. The estimated average time to complete this application is 4 minutes. Your response is mandatory. If you have any comments regarding the burden estimate you can write to U.S. Customs and Border Protection Office of Regulations and Rulings, 90 K Street, NE, 10th Floor, Washington, DC 20229.

CBP Form 6059B (04/14)

ONBOARD PASSENGER FACILITIES

- **MEDICAL FACILITIES AND ASSISTANCE**

1. PORTABLE OXYGEN BOTTLES
2. FIRST AID KITS
3. AUTOMATED EXTERNAL DEFIBRILLATORS
4. EMERGENCY MEDICAL KIT

IN THE CASE OF MEDICAL EMERGENCIES ON BOARD, THE AIR CREW MIGHT MAKE AN EMERGENCY LANDING DEPENDING ON THE SEVERITY OF THE SITUATION.

ONBOARD PASSENGER FACILITIES

- **AMENITIES**

1. MEDITATION APPS, STRETCHING EXERCISES AND YOGA VIDEOS

2. PILLOWS, BLANKETS AND COMFORTABLE SLEEP GEAR

3. LESS JUNK FOOD, MORE NOURISHING MEALS

4. IN-FLIGHT ENTERTAINMENT

AMONG OTHERS

LEVEL OF ONBOARD SERVICE FOR LOW-COST, CHARTER AND SCHEDULED AIRLINES:

- **PRE-BOOKABLE OPTIONS**

1. BUY AIRLINE TICKETS EARLY FOR BETTER SEATING. THE EARLIER YOU PURCHASE YOUR AIRLINE TICKET, THE MORE OPTIONS YOU WILL HAVE FOR CHOOSING THE BEST SEAT. HOWEVER, SOME AIRLINES, LIKE ALLEGIAN AIR AND SPIRIT AIRLINES, CHARGE TO SELECT SEATS AND OTHERS, LIKE SOUTHWEST AIRLINES, DO NOT ASSIGN SEATING. AIRLINES OFTEN HOLD OR RESERVE A NUMBER OF SEAT ASSIGNMENTS FOR AIRPORT CHECK-IN, SO THE NUMBER OF PRE-ASSIGNED SEATS PASSENGERS CAN SELECT AT BOOKING IS OFTEN LIMITED.
2. PAY FOR EXTRA BAGGAGE
3. IF YOU WOULD LIKE TO TRAVEL WITH YOUR PET THEN IT MUST BE BOOKED AS CARGO AND TRAVEL IN THE HOLD.
4. SOME AIRLINES OFFER THE OPTION OF PAYING FOR MEALS DURING BOOKING. YOU CAN NOW ORDER YOUR INDULGENT MAIN MEAL IN ADVANCE FOR YOUR NEXT BRITISH AIRWAYS FLIGHT IN WORLD TRAVELLER (ECONOMY), SOURCED LOCALLY FROM REPUTABLE SUPPLIERS AND FRESHLY PREPARED BEFORE YOUR FLIGHT. IF YOU ARE FLYING IN FIRST, CLUB WORLD (BUSINESS CLASS) OR WORLD TRAVELLER PLUS (PREMIUM ECONOMY), YOU CAN MAKE YOUR MEAL SELECTION FROM THE ON-BOARD MENU BETWEEN 30 DAYS AND 24 HOURS BEFORE YOUR FLIGHT, FOR NO EXTRA CHARGE.

LEVEL OF ONBOARD SERVICE FOR LOW-COST, CHARTER AND SCHEDULED AIRLINES

- COMPARISON | LOW COST CARRIERS (NO FRILLS AIRLINES) VS FULL-SERVICE SCHEDULED

YES! FULL SERVICE IS BETTER!

- IF THINGS GO WRONG (DELAYS, LOST BAGGAGE ETC), THERE IS A CUSTOMER SERVICE DEPARTMENT THAT WILL GENERALLY HELP AND COMPENSATE YOU FOR INCONVENIENCE. NO FRILLS AIRLINES OFFER VERY LIMITED CUSTOMER SERVICES INVOLVING EITHER EXPENSIVE PHONE LINES OR IMPERSONAL E-MAILS (IF YOU'RE LUCKY ENOUGH TO GET A RESPONSE).
- IF A FLIGHT GETS CANCELLED, FULL SERVICE AIRLINES CAN USE THEIR ALLIANCE PARTNERS TO HELP GET PASSENGERS HOME. FOR EXAMPLE, PASSENGERS ON A CANCELLED BRITISH AIRWAYS FLIGHT FROM NEW YORK CAN BE RE-BOOKED ONTO AN AMERICAN AIRLINES FLIGHT TO GET HOME SOONER THAN THE NEXT BA FLIGHT. LOW-COST CARRIERS DO NOT HAVE PARTNER AIRLINES TO DO THIS, IF THEY CANCEL A FLIGHT YOU COULD BE STRANDED FOR DAYS - THIS DOES HAPPEN!
- YOUR LOW COST FLIGHT QUICKLY BECOMES MORE EXPENSIVE WHEN ADDING ON ALL OF THE HIDDEN EXTRAS SUCH AS CHECKED-IN BAGGAGE CHARGES, IN-FLIGHT ENTERTAINMENT, FOOD AND DRINK. SEE OUR TIPS BELOW ON HOW TO MAKE SURE YOU GET THE CHEAPEST PRICE FOR YOUR FLIGHTS.
- NO FRILLS CARRIERS OFTEN USE AIRPORTS WITH CHEAPER FEES THAT ARE FURTHER FROM THE CITY CENTRE. THE EXTRA TIME AND COST TO GET INTO THE CITY MAY NOT BE WORTH THE MONEY SAVED ON THE FLIGHT. DON'T BE FOOLED BY AIRPORT NAMES, MAKE SURE YOU KNOW EXACTLY WHERE YOU'RE FLYING TO!
- LOW COST FLIGHTS ARE SO CHEAP PARTLY BECAUSE THE AIRLINE PAYS LESS FOR AIRPORT LANDING SLOTS THAT ARE AT UNSOCIABLE HOURS (EARLY MORNING OR LATE EVENING). FULL SERVICE CARRIERS GENERALLY OPERATE MORE FREQUENT FLIGHTS THROUGHOUT THE DAY, SO YOU CAN CHOOSE THE TIME THAT SUITS YOU BEST.

LEVEL OF ONBOARD SERVICE FOR LOW-COST, CHARTER AND SCHEDULED AIRLINES

- COMPARISON | LOW COST CARRIERS (NO FRILLS AIRLINES) VS FULL-SERVICE SCHEDULED

NO! LOW COST IS BETTER!

- SOME FLIGHTS ARE SO SHORT THAT SACRIFICING COMFORT, IN-FLIGHT ENTERTAINMENT AND FOOD IS SIMPLY NOT A BIG DEAL.
- NO FRILLS AIRLINES DO SOMETIMES USE THE SAME AIRPORT AS THE FULL SERVICE CARRIERS - CHECK THIS BY LOOKING FOR THE EXACT NAME OF THE AIRPORT OR 3-LETTER IATA AIRPORT CODE. FOR EXAMPLE, BOTH BRITISH AIRWAYS AND EASYJET FLY TO MADRID BARAJAS AIRPORT (MAD).
- LOW-COST CARRIERS OPERATE THE SAME TYPES OF AIRCRAFT AS THE FULL SERVICE CARRIERS AND ARE SUBJECT TO THE SAME STRICT RULES ON MAINTENANCE - SAFETY IS CERTAINLY NOT SACRIFICED.
- MAJOR PROBLEMS SUCH AS CANCELLATIONS ARE INFREQUENT ENOUGH THAT FOR COST-CONSCIOUS LEISURE TRAVELLERS IT'S PROBABLY WORTH THE SMALL RISK OF BEING STRANDED FOR A MUCH CHEAPER FLIGHT.
- YOU SHOULD ALWAYS HAVE TRAVEL INSURANCE ANYWAY, THAT SHOULD COVER YOU FOR THE COSTS OF GETTING HOME OR AT LEAST COMPENSATE YOU IN THE EVENT OF A CANCELLED FLIGHT - CHECK YOUR POLICY.

LEVEL OF ONBOARD SERVICE FOR LOW-COST, CHARTER AND SCHEDULED AIRLINES

- COMPARISON | LOW COST CARRIERS (NO FRILLS AIRLINES) VS FULL-SERVICE SCHEDULED

COMPARING THE COSTS

OF COURSE, CHOOSING BETWEEN FULL SERVICE AND LOW COST CARRIERS IS LIKELY TO COME DOWN TO THE COMPLETE PACKAGE OF QUALITY, SERVICE, AND PRICE. IT'S A TRADE-OFF, FOR EXAMPLE: 'SHALL I FLY EASYJET TO MADRID OR PAY AN EXTRA \$30 TO GO BRITISH AIRWAYS?' - HOW MUCH THE EXTRA SERVICE AND QUALITY IS WORTH IS UP TO YOU. BUT FIRST, MAKE SURE YOU'RE COMPARING LIKE WITH LIKE. LOW COST CARRIERS HAVE A HABIT OF SNEAKING UP ON YOU WITH HIDDEN EXTRA NTY CHARGES THAT YOU PROBABLY DIDN'T CONSIDER WHEN CHOOSING WHICH FLIGHT TO BOOK.

HERE IS A LIST OF THINGS THAT LOW COST CARRIERS CHARGE FOR:

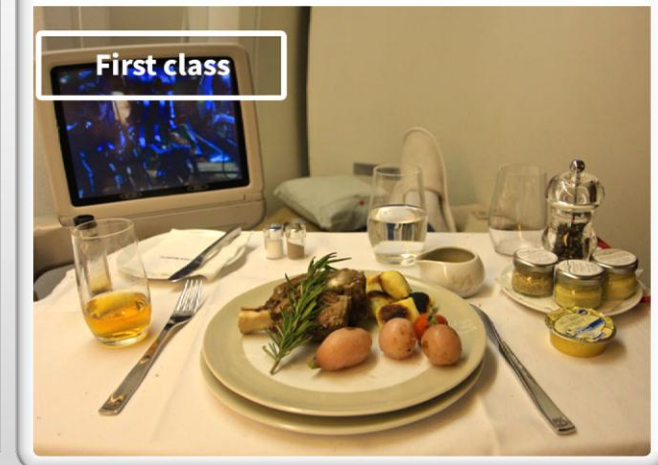
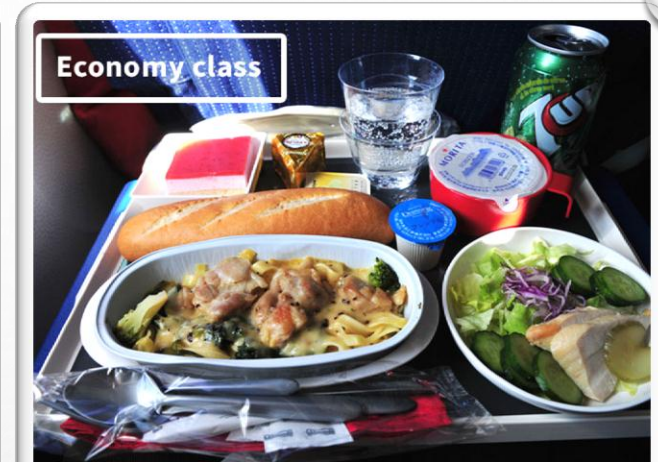
- PAYING FOR YOUR FLIGHT - RIDICULOUS AS IT SEEMS, RYANAIR ONLY OFFER ONE FREE PAYMENT METHOD, THE OBSCURE PREPAID MASTERCARD
- CHECKING IN - YOU HAVE TO CHECK IN, RIGHT? RIGHT. AND RYANAIR CHARGE YOU FOR THE PLEASURE.
- CHECKED-IN BAGGAGE - LOW COST CARRIERS CHARGE FOR CHECKING IN HOLD BAGS, WHICH INCREASES WITH WEIGHT
- BOARDING FIRST - PAY TO AVOID THE SCRUM FOR SEATS, WHICH CONTRASTS WITH THE CIVILISED PRE-ALLOCATED SEATING ON FULL SERVICE CARRIERS
- FOOD AND DRINK - ONBOARD PRICES CAN BE ASTRONOMICAL SO EITHER BRING YOUR OWN OR CHOOSE TO FLY FULL SERVICE
- IN-FLIGHT ENTERTAINMENT - SOME AIRLINES OFFER PAID-FOR FILMS AND TV; ON LONGER FLIGHTS THIS IS AN IMPORTANT CONSIDERATION
- ON BOARD AMENITIES - PILLOWS, HEADPHONES ETC, AND RYANAIR ARE EVEN PLANNING TO CHARGE FOR USING THE TOILET!

LEVEL OF ONBOARD SERVICE FOR LOW-COST, CHARTER AND SCHEDULED AIRLINES

- FOOD AND BEVERAGE PURCHASABLE ON BOARD

IN COMMERCIAL AVIATION, BUY ON BOARD (BOB) IS A SYSTEM WHERE IN-FLIGHT FOOD OR BEVERAGES ARE NOT INCLUDED IN THE TICKET PRICE, BUT ARE EITHER PURCHASED ON BOARD, OR ORDERED IN ADVANCE AS AN OPTIONAL EXTRA DURING OR AFTER BOOKING PROCESS.

THE COMPLIMENTARY FOOD SERVED ON AIRCRAFTS ARE USUALLY JUST SODA, COFFEE/TEA AND BISCUITS/SNACKS. THIS CAN ALSO VARY DEPENDING ON THE LENGTH OF THE FLIGHT.



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