

Passenger and Baggage Handling Manual

Approval: I.N.A.C. (Portuguese Civil Aviation Authority)

Approved by:



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The following symbols placed against an item indicate changes from the previous edition:

- - Addition of a new item
- △ - Change to an item
- ⊗ - Cancellation of an item



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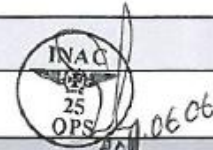


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1. Introduction

1.1 Contents and purposes

The SATA Internacional Passenger and Baggage Handling Manual (PHM) contains information about **rules, procedures and company policies** related to transportation of passenger and baggage.

The contents of the PHM concerns not only to company policies regulations and requirements, but also to national and international regulation and legislation issued by the aviation regulatory authorities, governments and European Union.

All the information contained in this Manual is the support for practice and training of SATA Internacional staff involved in passenger and baggage handling that must be thoroughly familiar with these instructions. However, regulations in PHM shall always be applied with **common sense and discrete attitude** considering SATA Internacional particular activities, commercial image and best interests.

1.2. International air transport

Legislation concerning the international air transport of passengers and baggage are regulated by international organisations. The most important pieces of legislation, manuals and Associations are:

Montreal Convention

This treaty was adopted on the 28th May, 1999, by the International Conference of Aviation Legislation, concerning the International Civil Aviation Organization (ICAO), modernizes and consolidates the unification of certain rules related to International Air Transport (e.g. documents used for travel and the liability of the airlines). This regulation reinforces and actualises established dispositions at Warsaw Convention on 12th October, 1929. Portugal rededicates this Convention by Decree 39/2002 on November 27th.

(CE) 889/2002 Regulation

This Regulation dated 13th May, establishes the responsibility of the Airline if any accident occurs and the baggage is lost or damaged.

(CE) 261/2004 Regulation

This Regulation dated 11th February, establishes common rules for passenger assistance in case of denied boarding, cancellation or long delay flights.

(CE) 1107/2006 Regulation

This Regulation dated 05th July, concerns the rights of disabled persons and persons with reduced mobility in the air transportation.

IATA Passenger Services Conference Resolutions Manual

This Manual contains several resolutions (mandatory procedures and rules to all industry), and recommended practices. In spite of the autonomy of Airline Companies to adapt their own procedures and rules, IATA recommends a correspondence in the internal regulation.

Several determinations in this Manual are annually adapted or altered at the IATA Passenger Services Conference.

International Air Transportation Association (IATA)

IATA is a nongovernmental organisation, founded in 1945 with two purposes:

- 1 - "To ensure that the aircraft used to carry the world's passengers and goods are able to proceed with maximum safety and efficiency, under clearly defined and universally understood regulations".
- 2 - "To ensure that people, cargo and mail can move anywhere on this vast global network as easily as though they were on a single airline within a single country".

International Civil Aviation Organisation (ICAO)

It is a United Nations governmental international agency which creates world standards, recommendations, technical instructions for safe transport and regulates civil aviation.

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1.3 Abbreviations list

The table below shows the abbreviations used in the PHM alphabetically sorted followed by explanation.

| Abbreviation | Explanation |
|---------------------|---|
| AD | <i>Agent discount (ticket for Travel or Cargo Agents)</i> |
| AHL | <i>Advise if Holding – process of missing baggage (missing baggage)</i> |
| AHM | <i>Aircraft Handling Manual (SATA property)</i> |
| ATB | <i>Automated ticket and boarding pass</i> |
| ATD/A | <i>Actual Time of Departure/Arrival</i> |
| AVIH | <i>Live animal in hold</i> |
| AVML | <i>Asian vegetarian Meal</i> |
| BBML | <i>Baby meal</i> |
| BLML | <i>Bland meal</i> |
| CHML | <i>Child meal</i> |
| CSC | <i>SATA (Contact Centre)</i> |
| CHM | <i>Cargo Handling Manual (SATA property)</i> |
| DBC | <i>Denied Boarding Compensation</i> |
| DBML | <i>Diabetic meal</i> |
| DCS | <i>Departure Control System</i> |
| DEPA | <i>Accompanied deportee Passenger</i> |
| DEPU | <i>Unaccompanied deportee Passenger</i> |
| DGR | <i>Dangerous Goods Regulations (IATA)</i> |
| DPR | <i>Damaged/Pilfered Report</i> |
| DSE | <i>Special Sack Rights of International Monetary Fund (fictitious money which exchange rate is used for International transactions)</i> |
| ESHO | <i>Extra Assistant for UM</i> |
| ETD/A | <i>Estimated Time of Departure/Arrival</i> |
| EXST | <i>Extra seat for comfort</i> |
| FIM | <i>Flight Interruption Manifest – Document used when no applicable flight coupons are available for the remaining portion of the journey and time is too short to re-issue the tickets.</i> |
| FOH | <i>Forward On Hand baggage</i> |
| FOW | <i>Forward Found Baggage (without prior demand)</i> |
| FPML | <i>Fruit platter</i> |
| GEBA | <i>Government Excess Baggage Authorisation</i> |
| GFML | <i>Gluten-free meal</i> |

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| | |
|---------------|---|
| HFML | <i>High-fibre meal</i> |
| HNML | <i>Hindu meal</i> |
| IATA | <i>International Air Transport Association</i> |
| ICAO | <i>International Civil Aviation Organization</i> |
| ID | <i>Industry discount</i> |
| INAC | <i>National Civil Aviation Institute (Portugal)</i> |
| INAD | <i>Inadmissible passenger</i> |
| JPML | <i>Japanese meal</i> |
| KSML | <i>Kosher meal</i> |
| LCML | <i>Low-calorie meal</i> |
| LDM | <i>Load message</i> |
| LFML | <i>Low-cholesterol/low-fat meal</i> |
| LPML | <i>Low-protein meal</i> |
| LSML | <i>Low-sodium/salt meal</i> |
| MAAS | <i>Meet and assist</i> |
| MCO | <i>Miscellaneous Charge Order – Voucher used in Air Transport</i> |
| MCT | <i>Minimum Connecting Time</i> |
| MOML | <i>Moslem meal</i> |
| MTR | <i>Tariffs Regulation Manual (SATA)</i> |
| NLML | <i>No lactose meal (lactose-free)</i> |
| NOREC | <i>Booked passenger but not in PNL</i> |
| NOSHOW | <i>Booked passenger but not checked in</i> |
| NSML | <i>No salt meal</i> |
| OHD | <i>On Hand Baggage – Found baggage file</i> |
| ORML | <i>Oriental meal</i> |
| PAT | <i>Passenger Air Tariff (IATA)</i> |
| PETC | <i>Pet in cabin</i> |
| PHM | <i>Passengers and baggage Handling Manual</i> |
| PIR | <i>Property Irregularity Report</i> |
| PNC | <i>Portuguese abbreviation for Cabin Crew</i> |
| PNL | <i>Passengers Name List</i> |
| PNT | <i>Portuguese abbreviation for Technical Crew</i> |
| PRM | <i>Passenger with reduced mobility</i> |
| PRML | <i>Low purine acid meal</i> |
| PSQ | <i>Passenger Services & Quality Department</i> |

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| | |
|--------------|--|
| ROH | <i>Request On Hand baggage (Found baggage)</i> |
| RVML | <i>Raw vegetarian meal</i> |
| SFML | <i>Sea food meal</i> |
| SPML | <i>Special meal</i> |
| STD/A | <i>Scheduled time of Arrival/Departure</i> |
| TIM | <i>Travel Information Manual (IATA)</i> |
| UM | <i>Unaccompanied Minor</i> |
| VGML | <i>Vegetarian meal</i> |
| VIP | <i>Very important person</i> |
| VLML | <i>Western vegetarian meal (lacto-ovo)</i> |
| XBAG | <i>Excess baggage</i> |
| WM/WT | <i>World Management/World Tracer – International informatics system to manage and search for lost and/or damage baggage.</i> |
| ZED | <i>Zonal employee discount</i> |

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1.4 Phonetic alphabet (ICAO)

The phonetic alphabet established by ICAO is used not only in Air Traffic Control communications, but also in verbal transmission for correct spelling of words or abbreviations, e.g. passenger's names.

The table below shows the phonetic alphabet:

| Letter | Spelling |
|--------|----------|
| A | Alpha |
| B | Bravo |
| C | Charlie |
| D | Delta |
| E | Echo |
| F | Foxtrot |
| G | Golf |
| H | Hotel |
| I | India |
| J | Juliet |
| K | Kilo |
| L | Lima |
| M | Mike |
| N | November |
| O | Oscar |
| P | Papa |
| Q | Quebec |
| R | Romeo |
| S | Sierra |
| T | Tango |
| U | Uniform |
| V | Victor |
| W | Whiskey |
| X | X-ray |
| Y | Yankee |
| Z | Zulu |

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2. Acceptance

2.1. General rules

In accordance with the contract of carriage, passengers are responsible for obtaining all documents required for travel, for checking the ticket validity, and for complying with regulations, orders, demands, rules or instructions, informed by SATA.

Stations must control the complying with previous paragraph.

1. Check-in recommended time

This is the recommended time for our passengers to present themselves **at the check-in location or other point of departure**.

Recommended times are established according to the table below and published time referred, before STD (Scheduled Time of Departure):

| | Passengers with checked baggage | | |
|--|------------------------------------|----------------------------------|-----------------|
| | Check-in recommended time | Web / Mobile Check-in (drop-off) | Latest check-in |
| Domestic Flights | 1h 30 min | 1h 15 min | 45 min |
| International flights within Europe | 1h 30 min | - | 45 min |
| Intercontinental flights | 2h 30 min | - | 60 min |
| | Passengers without checked baggage | | |
| | Check-in recommended time | | |
| | Without telephonic check-in made | With telephonic check-in made | |
| Domestic and International flights within Europe | 50 min | 30 min | |
| Intercontinental flights | 70 min | - | |

1.1. Exceptions

Check-in deadlines stipulated above, should not be considered for **Charter Flights**: exceptions may be locally decided upon specific flight characteristics (tour operator information, legal requests of destination country, security procedures or others), however, not later than the time indicated above.

2. Late passenger check-in acceptance

Late passenger may be accepted, with or without baggage, only with the approval of the station manager or his representative.

When a passenger is denied boarding, apologise and explain the reasons, showing advice agreements applied and published in the respective timetables and tickets. Passenger should be sent to final destination at the earliest opportunity under similar transport conditions. However, in this case, compensation is not applicable (PHM 7.5.).



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3. Late transit passenger check-in acceptance

For transit passengers see PHM 10.3.

For transfer passengers see PHM 10.4.

4. Flight operating carrier identity

According to EC Regulation, the air carrier shall inform the passenger of the identity of the flight operating carrier, usually, at booking time. Nevertheless, in the event of a change of such identity (e.g. charters, ACMI, etc.), information on the new carrier identity shall also be provided to passengers at the check-in time, if not possible to inform passengers before. The passenger has the right to decide not to travel anymore and get the ticket refund, or to change the flight to the operating air carrier initially designated. However, and since this is a voluntary change, it not be guaranteed assistance to passengers.

2.2. Passenger and baggage registration

1. Types of check-in

- Tele Check-in, through CSC (Call Centre – 707 22 72 82):
 - Only for passengers travelling without hold luggage;
 - Available 24h before STD.
- Web check-in, through SATA's web site (www.sata.pt);
- Mobile check-in, through mobile phone (<http://m.sata.pt>).

Note: The above services are available departing from specific airports only.

General conditions can be found at:

for web check-in: <http://www.sata.pt/en/content/general-conditions-web-check>

for mobile check-in: http://m.sata.pt/sata_mobile/mcheckin/conditions

Other passenger's check-in will be made at check-in counters in the Airport.

2. Passenger's Ticket verification

Verify:

- Ticket Validity;
- Coupon Sequence and Utilisation (coupons are valid for the transportation only as shown on the Ticket and will not be accepted in a different sequence);
- Period of Validity (If booking is not confirmed for the first leg, please fill out "Valid from", accordingly to applicable fare);
- Applicable Fare (verify if fare is valid for the date of carriage commencement);
- If it is a Conjunction Ticket;
- Free Baggage Allowance
- Specific ticket information (CHD, INF, ID, etc.);
- Open Ticket (OPEN – check the whole ticket).

Passengers with an Open ticket but in PNL or passengers with confirmation only for a continuing flight should attend Sales Counter, in order to change reservation and/or reissue ticket, avoiding - go show /no-show.

Once check-in is started, passengers with a waiting list reservation can only be accepted at the check-in counter.

3. Electronic Ticket verification

Verify:

- Routing;
- Applicable Fare (verify if fare valid for the date of carriage commencement)
- If the ticket number is in the passenger registration.

4. Other travel documents verification

Failure to comply with certain countries' entry regulations (e.g. Boston and Canada) can cause serious inconveniences to our passengers and high penalties for the Carrier, thus at the departure station it is mandatory to check if the passenger has the necessary documents for all his journey (country of transit, transfer or destination).

Passengers are responsible for travel documents validity (passport, visas, health certificates, customs restrictions, etc.) and for complying with all laws, regulations, orders, demands, travel requirements and rules or instructions of countries to be flown from, into or through (transit or transfer). Information about requirements of the different countries can be provided by the Carrier or by any Travel Agency.

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Documents verification should be done according to the requirements imposed by the authorities of countries to be flown from, into or through, as specified in TIMATIC (IATA Travel Information Manual).

If the passenger documentation does not comply with the defined regulation we shall deny boarding.

5. Check-in

Check-in procedures at the airport counter are:

| Action | Procedure |
|--------|--|
| 1 | Welcome the passenger and kindly salute him (use passenger family name and title if applicable). |
| 2 | Ask passenger for flight ticket, including conjunction ticket as well as other travel documents required (student and resident fares), check if tickets are valid for flight and if the names match with passports and ID (and other travel documents according to the country of destination or transfer). Insert the information in the system, if applicable. |
| 3 | Ask if the passenger is transporting dangerous goods. Call his/ her attention to the dangerous goods information placard and perform the Security Questionnaire (Questionnaire for Baggage and/or profiling) according to Security Manual requirements (Security Manual – Chapter 4.5.1, item 7.). |
| 4 | Ask if passenger is a frequent flyer member (SATA Imagine) and insert his number in the system (if necessary and applicable). |
| 5 | If it is a code-share flight, inform the operating carrier to the passenger. |
| 6 | Check for remarks or special information about passenger in the system (add or change if necessary). Inform Coordination Supervisor if necessary and fill out all necessary forms/documents. |
| 7 | Check for pre-seats or ask for passenger's seat preference (when applicable). |
| 8 | Ask for passenger's baggage (cabin/ checked baggage). |
| 9 | In case of checked baggage, confirm the number of volumes, weight and baggage destination. Place the check-in tags on the baggage and inform the passenger where it should be collected. Mention customs formalities and other necessary additional information, when applicable. For Baggage check-in routine (see PHM 6.2.). |
| 10 | In case of cabin baggage, confirm the number of volumes, weight and dimensions, when applicable. The cabin baggage tag should be placed on the bag revealing passenger's name, flight number and date. For cabin baggage routine (see PHM 5.1.). |
| 11 | Hand over all travel documents to the passenger, confirming number of pieces and the destination printed in the baggage tags. |
| 12 | Hand over boarding pass to the passenger, inform the passenger about the departure gate and boarding time (In case of delay of the flight, inform passenger about the reason for the delay and the new estimated time of departure – ETD - or, at least, the time when new informations will be given to all passengers - ADVCT). Procedures to deliver boarding passes are explained below (6.) |
| 13 | In case the passenger is travelling in Executive Class (SATA Plus Class) or is a SATA Imagine Gold or Silver card member or Corporate invite him/ she to the Lounge. |
| 14 | In case the passenger is travelling in Executive Class (SATA Plus Class) inform about the possibility of using the "green way" service, the parking 24h free and the Valet Express service (if applicable in the specific airport). |
| 15 | Say goodbye and wish the passenger a pleasant flight. |

△

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Remarks:

It is strictly forbidden to keep, even for a short period of time, documents, any kind of object and/or baggage belonging to passengers.

Flight Captain shall be informed of all special cases, so, at automatic stations print-out must be explicit and exact. The same requirements must be considered when filling out electronic application form IM-SMV-008).

Note: The check-in agent's attitude, posture and appearance are very important and determine the image that passengers hold on from SATA services.

Thus, don't forget to:

- . Welcome the passenger with a smile;
- . Use passengers name: Mr./ Mrs. (first and family name);
- . Be pleasant and speak with a clam tone of voice and don't interrupt the passenger;
- . look at the passenger, don't speak with the head down;
- . Provide clear, exact and concise information. In case of doubt, contact the supervisor or a colleague with more experience;
- . Present yourself carefully.

Remember that the Excellency of the Service starts with you.

6. Boarding pass

Boarding passes are used in order to:

- Easier passenger control;
- Control checked passengers and their identification (for security reasons);
- Provide information about flight number, boarding time and seat on board (when applicable).

6.1. Procedures

Boarding passes issuance:

| Action | Procedure |
|--------|--|
| 1 | Boarding pass filled out manually: Fill out adequate spaces (flight no., reference, gate, seat on board when applicable). Boarding pass issued automatically: Verify all records in system and print boarding pass. |
| 2 | Advise passenger to show boarding pass at the gate and when entering aircraft, to inform seat on board when applicable. |
| 3 | Hand over boarding pass to the passenger informing about departure gate and expected boarding time (In case of flight delay, inform passenger about delay reason and ETD or the ADVCT, as applicable). |
| 4 | Passenger can have his boarding pass only after verification of ticket, documents, baggage registration and check-in performed. |
| 5 | Babies boarding passes must refer "INF" and "NO SEAT" at space where number of seat is written. |
| 6 | For stand-by and ID2 passengers two diagonal parallel lines should be draw as settled in PHM 4.4 |
| 7 | Boarding passes are envelope type. Insert the corresponding flight coupon before delivering it to the passenger. In case of electronic ticket and since it does not exist a flight coupon, it is necessary to check if the ticket number is registered on the boarding pass. |

2 - ACCEPTANCE

2.3. Passengers in waiting list

1. Introduction

HN passengers (Holding Need) are passengers with no confirmed reservation at the point of origin or with some segments of their journey not confirmed, on the same flight or on subsequent flights. These passengers when starting their journey should be:

- Accepted with no restrictions, when enough seats are available; or
- Inserted in the waiting list, when reduced seats are available and will be accepted when/or any availability occur considering waiting list sequence.

2. Waiting list priorities

Waitlisted passengers should be accepted considering priorities listed in table below.

Special cases, duly justified, may cause the acceptance on a different order from the stated below.

Passengers in the same category will be accepted by the order of presentation at the check-in counter.



| Priority | Explanation |
|-----------------------|---|
| 1st | <ul style="list-style-type: none"> a) Passengers overbooked on other flight; b) No record passengers (NOREC); c) Deputies on official trip; d) Official government members on official trip; e) Cases of illness, or death of a relative duly proved; f) Passengers with SATA Imagine Goldsky card; g) Passengers with connecting flights (single ticket, conjunction flights or separated tickets for SATA flights); h) Passengers with the longer journey (valid for multi-leg flights) i) Destinations with less flights (e.g. 1 flight a week) j) Passengers with SATA Imagine Silver Sky card; k) Passengers with SATA Imagine Blue Sky card; |
| 2nd | Revenue passengers which are not SATA Imagine members |
| 3rd | <ul style="list-style-type: none"> a) S1 – SATA employees in service; b) R1 – SATA employees travelling on holidays; c) B1, G1, N1 (according to discount) – B (employees from other carriers in service); G (passengers under governmental order); N (employees from other carriers travelling on holidays); |
| 4th | Passengers using youth card (YYZ) |
| 5th | <ul style="list-style-type: none"> a) Passengers R2 (SATA active employees and family); b) Passengers R2 (SATA retired employees and family); c) Passengers N2. <p>Please note:</p> <ul style="list-style-type: none"> i. For passengers with the same reservation code, use priority as follows: <ul style="list-style-type: none"> 1. Transit passenger; 2. Transfer passenger; |

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| | |
|--|--|
| | <ul style="list-style-type: none"> 3. Passenger on return journey; 4. Passenger having higher fare tickets; 5. Passenger starting their journey <ul style="list-style-type: none"> ii. If necessary seniority can be used to prioritise. Priority will be given to employees with older SATA admission date as shown in the company identity card. iii. Passengers with SP/DEP R2 tickets have the same priority as passengers with SP/EMP R2 tickets when travelling together. iv. Waiting list registration should not be made more than two hours before STD. |
|--|--|

When, due to operational reasons, the acceptance of the waitlisted passengers might be different from check-in presentation or any other, Coordination Supervisor will decide according to the best judgement of the situation, but the option must be justified and referred on the Daily Report.

3. HN passengers (Holding Need) with transfer flights not confirmed

For, HN passengers (Holding Need) checked for a flight but with no confirmation for the following transfer flight(s), proceed as follows:

| Action | Procedure |
|--------|---|
| 1 | Make sure that passenger is aware of the acceptance conditions. |
| 2 | Question passenger about all travel documents required for countries where he may be retained due to lack of confirmed reservation. |
| 3 | Verify ticket and weight baggage only to next destination shown on the ticket. |
| 4 | Accept the passenger only to the confirmed reservation destination. |
| 5 | Inform by message or telephone, the station where the passenger has no confirmed reservation. |

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2.4. Offload priorities

| Offload priorities order | Description |
|---|--|
| 1st | <p>1 – Empty mail bags.</p> <p>2 – SATA service material (without air waybill).</p> <p>3 – Cargo S2.</p> <p>4 – Single general fare, not booked Cargo (SP flights only)</p> <p>5 – ID2 passengers and baggage, in reverse order of 5th priority from table “Priorities from the waiting list” established in PHM 2.3/2.</p> |
| 2nd | <p>6 – Cargo not booked (but with available space by the order referred on a) to g), (see no. 10)</p> <p>7 – Passengers using youth card (YYZ)</p> <p>8 – Passengers with no confirmed reservation and his baggage, (including excess baggage).</p> |
| 3rd | <p>9 – ID1 passengers and his baggage by the reverse order of 3rd priority from table “Priorities from the waiting list” established in PHM 2.3/2.</p> |
| 4th (Offload of this products or passengers may represent cost to carrier) | <p>10 – Regular booked cargo by the following order:</p> <ul style="list-style-type: none"> a) S1 cargo; b) Revenue cargo; c) Valuable cargo; d) Live animals; e) Perishable cargo; f) Foreign diplomatic cargo; g) Aircraft spares from other companies, ships, factories etc., immobilised by damage; h) All kinds of lost cargo; i) Films and photographs; j) Newspapers, magazines, lotteries, sportive bets; k) Medicine, serums and vaccines; l) Portuguese diplomatic cargo; <p>11 – Service SATA mail (only letters).</p> <p>12 - All kinds of lost cargo.</p> <p>13 - CP mail (Postal orders) – see no. 4.</p> <p>14 – Passengers with confirmed reservation and his baggage, (including excess</p> |

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| | |
|---|--|
| | baggage) in reverse order of 1st priority from table “Priorities from the waiting list” established in PHM 2.3/2. |
| 5th Cannot be refused or offloaded | <p>15 – SATA Express cargo</p> <p>16 – LC/AO mail according to priority list below (see remark 4):</p> <ol style="list-style-type: none"> a) LC/AO mail; b) Blue mail; c) Express Mail (EMS); <p>17 – Diplomatic Portuguese mail (excluding diplomatic cargo).</p> <p>18 – AOG/Urgently needed spare parts for SATA aircraft on ground.</p> |

Notes:

1 – Rerouting offloaded products related to a flight irregularity will be considered comparing 5th and 4th priorities of the affected flight and 3rd and 2nd of the present flight.

2 – Any doubt will be clarified and decided by Station manager or who's entitled.

3 – Not accepted ID2 passengers, can clarify any doubts about priorities of acceptance consulting flight report, but only after flight departure.

4 – An allotment of 150 Kg or equivalent volume was established in a contract between SATA Air Açores and CTT (Portuguese Post Company), for postal mail in every SATA Açores flight. In flights with stopovers, meaning more than one destiny, the allotment must not exceed 150 Kg.

In flights to Flores, priority shall be given to postal deliveries, without prejudice of Express Mail to other islands.

When, due to flight cancellation or operational reason limitations, accumulation of mail occurs, priority of acceptance in next available flights should be as follows:

1. Express Mail (EMS) – 1st flight;
2. Blue Mail – 1st or 2nd flight;
3. LC/AO Mail – 2nd or 3rd flight;
4. CP Mail – Send on 4th or 5th next flights.

If Mail exceeds the established, CTT agreed allotment, SATA must be informed and, in no more than 12 days, mail should be flown away on SATA flights controlled conditions. If necessary, CP mail (Postal orders) should be flown away using week end flights.

3 – SPECIAL CATEGORIES OF PASSENGERS

3. Special Categories of Passengers

3.1. Very important passengers (VIP)

1. Definition

Besides usual respect and deference all passengers are treated, very important passengers (VIPs) are passengers who, due to their official rank or social position, are treated by SATA Group with special care and enjoy special privileges and personalized treatment.

This privilege and personalized treatment must be **used with description**, so that others passengers don't feel neglected.

VIPs **personalized treatment** means presenting compliments at departure, transit and arrival stations and special assistance to all travel procedures.

2. VIP list

- President of f the Republic;
- President of the Parliament;
- Prime Minister;
- President of the Supreme Justice Court;
- President of Constitutional Court;
- Patriarch of Lisbon;
- Vice Presidents of the Parliament;
- Vice Prime Minister;
- Senior of the Diplomatic Society;
- Ministre of Presidency
- Special Representatives of the Republic for Açores and Madeira;
- Ministers;
- Portuguese Ambassadors;
- Attorney general;
- Justice purveyor;
- General Commander-in-Chief of the Army;
- Marshals and Admirals;
- President of Supreme Administrative Court;
- President of "Tribunal de Contas";
- President of Supreme Military Court;
- President of the Parliament of Madeira and Açores;
- President of the Regional Government of Madeira and Açores;
- Former Presidents of the Regional Government of Açores;
- Vice President of the Parliament of Madeira and Açores;
- State Secretaries;
- Regional Government Secretaries;
- Regional Government Sub-Secretaries;
- Presidents or Secretaries of political parties with resolution statute in Republic Assembly and Regional Parliaments;
- Commanders-in-Chief of the three branches of the Army;
- Members of Sate Council (ex-Presidents of Republic, 5 members designated by the Presidency of the Republic);
- Operational Commander of Açores;
- Counsellor Judge of the Regional Section of "Tribunal de Contas" of Açores;
- President Judge "Círculo Judicial de Ponta Delgada";
- President Judge of "Círculo Judicial de Angra do Heroísmo";
- Republic Attorney Office of "Círculo Judicial de Ponta Delgada";
- Republic Attorney Office of "Círculo Judicial de Angra do Heroísmo";

3 – SPECIAL CATEGORIES OF PASSENGERS

- Bishop of the Azores;
- President of National Civil Aviation (INAC);
- General Commanders of PSP and GNR;
- President of the Administration Board of SATA Air Açores and SATA International;
- President of the Administration Board of Portuguese airlines.

3. Reservation of a VIP

△ Whenever a VIP passenger intends do make a reservation in a SATA Group company must be identified with OSI VIP and SSR MAAS remark in the PNR. Commercial Department may clarify any doubt.

Assigned staff should previous verify each flight for the existence of VIP passengers.

A VIP pre-advise message must be sent in order to inform other stations where passenger may not be identified.

4. Assistance

4.1. At departure station

| Action | Procedure |
|---|---|
| 1 | Welcome passenger upon arrival at the airport. |
| 2 | Assist passenger during check-in, boarding, travel documents verification, etc. |
| 3 | If passenger is not classified as a VIP, check-in staff, must inform Coordination Supervisor or Station Manager, of his presence. |
| 4 | Check-in staff should seek for information about how many passengers are accompanying the VIP in order to assign suitable seats on board. |
| 5 | Special care in preventing irregularities (e.g. mishandling baggage) avoiding all situations that could seem less respectable towered passenger. |
| 6 | Make all possible efforts to please these special passenger (VIP) (or his representative) concerning to seat allocation on board and separate embarkation (before or after other passengers according to VIP convenience) |
| 7 | On SATA International flights VIPs, when travelling in Economy Class, can be upgraded to Executive Class. |
| 8 | Before boarding , flight cabin crew, should be informed about the total of VIP passengers boarding. |
| 9 | Station Manager or his representative should refer VIPs to cabin crew). |
| Note: In special relevant situations VIP should be accompanied by an airline head staff. | |

4.2. On board

VIP shall be treated with appropriate **description**, so that other passengers don't feel neglected.

VIP meal will be served according to class of service he will travel.

3 – SPECIAL CATEGORIES OF PASSENGERS

4.3. At Transit Station

At disembarkation, cabin crew, should refer the VIP presence to ground staff

During transit time VIP should be treated according to his state.

4.4. Disembarkation Station

It is convenient that VIPs disembark before the other passengers.

To avoid that other passengers notice the VIP presence in the cabin he should disembark first.

5. Commander's information

The Captain must be informed about VIP presence on board, use a (CI), a mandatory automatic system print out, containing information about certain categories of passengers and special load on board. At Stations with no System use (Electronic IM-SMV-008).

3 – SPECIAL CATEGORIES OF PASSENGERS

3.2. Frequent Flyers

1. Definition

The SATA Group companies' Frequent Flyer program is called **SATA IMAGINE**.

SATA IMAGINE was created to assure clients' loyalty by offering additional advantages from the normal services provided.

Database with information about SATA most important clients is fundamental to acknowledge customers' behaviours and needs, and continuously adapt services towards their expectations.

It is fundamental that our staff dealing with SATA IMAGINE members is aware that these clients are unique and extremely important to SATA.

Actualized version with general SATA IMAGINE Terms and Conditions can be found at the Internet SATA site (www.sata.pt).

2. Members

- a) SATA IMAGINE members are all customers that have enrolled SATA IMAGINE by filling the enrolment form at the internet or by filling the enrolment leaflet and leaving it at any of our ticketing offices.
- b) All customers who are at least 2 years old residing in any country can join the SATA IMAGINE as long as there is no local legislation stating otherwise.
- c) SATA is entitled to exclude a SATA IMAGINE member when:
 - Does not comply with the regulation, the general conditions and other rules governing the SATA IMAGINE normal operation;
 - He makes false statements;
 - Behaves in a disorderly manner when either on board or on the premises of one of the organizing Companies or Associated Companies.

If an employee or head staff observes any of the above situations, he must report it to the Passenger Services & Quality department.

3. Class of Cards

| Card type | Card attribution | Benefits and prizes |
|-------------------|--|--|
| Blue Sky | <ul style="list-style-type: none"> • SATA IMAGINE enrolment; | <ul style="list-style-type: none"> • Award tickets in exchange for air miles; • Upgrade to SATA Plus Class or Comfort Class in exchange of air miles; • Blue level priority when using SATA's Call Center; • Blue level priority at Check-in whenever there is a queue; • Special conditions when using services provided by SATA IMAGINE partners; |
| Silver Sky | <ul style="list-style-type: none"> • Clients with 25.000 status miles accumulated on SATA Group flights during 24 months; | All the benefits of Blue Sky, plus: <ul style="list-style-type: none"> • Silver level priority when using SATA's Call Center; • SilverSky member access to the Lounges at airports listed at www.sata.pt; • Check-in at Executive Class counters at the airports listed at www.sata.pt; • Priority in reclaiming hold baggage; • Silver level priority at Check-in whenever there is a queue; • The chance to offer, on written authorization, a reward ticket to the person or other persons of their choice. 100% of the miles needed for the flight will be deducted from their account; • 25% bonus miles increase on their miles for flights taken with Grupo SATA, these miles will count as bonus miles. |
| Gold Sky | <ul style="list-style-type: none"> • Clients with 70.000 status miles accumulated on SATA Group flights during | All the benefits of SilverSky, plus: <ul style="list-style-type: none"> • Gold level priority when using SATA's Call Center; • Gold level priority at Check-in whenever there is a queue; |



3 – SPECIAL CATEGORIES OF PASSENGERS

| | | | |
|---|--|------------|---|
| △ | | 24 months; | <ul style="list-style-type: none"> • GoldSky member plus a guest access to the Lounges at the range of national and international airports listed at www.sata.pt; • Over the class fare paid, additional 10kg for hold baggage on weight Concept schedule SATA flights and 1 extra volume for hold baggage, on SATA flights from/to EUA; • 40% bonus miles increase on their miles for flights taken with Grupo SATA, these miles will count as bonus miles; • Reward tickets can be changed with any charges; • Exemption from the GoldSky new card issuing fee in the case of loss or change of name. |
|---|--|------------|---|

4. Credit and miles usage

SATA IMAGINE miles Tables containing the information about the number of accrual miles and the miles necessary for an award ticket can be checked at www.sata.pt (always the most updated version).

4.1 Definitions of Status Miles, Bonus Miles and Prize Miles.

- 4.1.1** Status Miles are miles awarded by flying on airlines that are part of the SATA Group. These miles may count in terms of raising the card's category.
- 4.1.2** Bonus Miles are miles awarded in all other ways, namely via services supplied by partner companies, promotions, and purchase of miles in exchange for payment of a published rate, among other possibilities.
- 4.1.3** Prize Miles is the total miles available for use as prizes.

4.2 The miles can be credit from the following forms:

- a)** For any normal SATA Air Açores or SATA Internacional flight and for any Azores Express or Sata Express charter flight, Members will be credited with the number of status miles corresponding to the trip that they are taking in accordance with the miles calculator available at www.sata.pt.
- b)** Accumulation of bonus miles resulting from partnerships that SATA Imagine may establish with other companies and entities shall require compliance with specific rules established for each partnership. Members may also be required to join in advance in order to benefit from these partnerships.

3.3 Executive Class (SATA Plus Class)

Passengers travelling in Executive Class or SATA Plus Class are passengers who should be handled and treated in a special manner.

8. Check-in

When the local infrastructure and the handling contract permits, passengers travelling on SATA Plus Class or Executive Class are entitled to use a special check-in counter (Portuguese airports–SATA Plus counter).

9. Unchecked baggage

See limitations in PHM 5.1.

10. Checked baggage

See limitations in PHM 6.1.

Baggage shall be registered and priority tag attached (mod. OD-SMV-047).

11. Access to lounges

When local infrastructure and the handling contract permits, passenger travelling in this class may access to special assistance lounges, granting additional comfort while waiting for boarding. Passengers travelling in regular SATA International flights may use following lounges:

- Ponta Delgada – SATA Plus Lounge
- Horta – SATA Plus Lounge
- Terceira – SATA Plus Lounge
- Pico – SATA Plus Lounge
- Lisboa – Blue Lounge
- Porto – Blue Lounge
- Funchal – Blue Lounge

12. Embarkation and Disembarking

Passengers travelling in this class may be offered to choose to be the last to board at last and to disembark on the first place.

13. Transit

Transit passengers travelling in SATA Plus or Executive Class shall receive a different colour transit card identifying them as passengers with airport lounge access allowance (whenever possible).

14. Meals

See PHM 9.1.

3 – SPECIAL CATEGORIES OF PASSENGERS

3.4. Unaccompanied Minors (UM)

1. Definition and scope

Unaccompanied Minor(UM) is a child between 5 (incl.) and 11 years (incl.) of age, not being accompanied by an adult with at least 18 years of age (except when his parents have less than 18 years old), fully capable of taking care of the minor during the entire trip (including check-in, and customs formalities, changing aircrafts, transit, etc.). See 3. Acceptance Conditions, here under.

Acceptance of unaccompanied minors older than 5 (incl.) and younger than 11 years (incl.) implies the payment of a fixed tax. Taxes and values are defined in MTR (see Tariff and Regulation Manual).

Note: It is not authorized that the staff of any SATA Group airline make that **other passengers escort children** while travelling.

See also PHM 3.9.

2. Additional Hostess (ESHO)

In case of children **older than 3 months and younger than 5 years** (older than 5 years if requested by parents or guardian) an additional hostess is required. Acceptance is possible if availability of assignment.

Flight Operations Department decides the possibility of assigning a SATA Additional Hostess (cabin crew).

2.1 Procedures when confirmed the Additional Hostess service:

| Crew Planning and Reservation Control | |
|---------------------------------------|---|
| Action | Description |
| 1 | The Additional Hostess, when accompanying the children, will be registered as an additional crew member to the flight(s). |
| 2 | On return flight(s), without the UM, will be considered as XXDHC. |
| 3 | The Reservation Control must block the seat space for the Additional Hostess, next to the UM pre-seat. Reservation and ticket emission are not required. |
| 4 | For a question of familiarization, service personalization and to guarantee the eventual transmission of information from the child's family, it should be requested the Additional Hostess cooperation in order to guarantee, whenever possible, the UM's assistance since the check-in/ departure areas until the aircraft. |

It is **not permitted** to assign a SATA Additional Hostess for flights of **other carriers**.

The applicable surcharge for the assignment is the equivalent of one way adult ticket fare for each child and to final destination. The minor's ticket shall be a normal adult fare.

△ This service implies the **payment of a surcharge equivalent to an one way adult full fare. This charge is due for each child and for all stretches** that the Additional Hostess is assigned (**bothers travelling together should pay only one ESHO surcharge**). Besides this, an adult fare ticket shall be issued for the child and for all the routing.

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The applicable surcharge shall be paid until **72 hours** prior to departure. In case this service is cancelled during the last **72 hours** before the estimated departure time the surcharge will not be refunded. Baggage allowance will not be increased due to surcharge payment.

In case of children **older than 2 years**, an Additional Hostess may be assigned **for a maximum of 2 unaccompanied minors**. When minor is younger than **2 years**, one Additional Hostess shall be assigned to **1 unaccompanied minor**.

3. Conditions of acceptance

3.1. Acceptance limitations

Unaccompanied minors **older than 3 months** and **younger than 5 years** will be accepted if an **Additional Hostess** is assigned. (See 2. Additional Hostess, here above).

If requested by parents or guardian, the unaccompanied minor procedures shall be applied to children **12 years old or older**.

If requested by parents or guardian, the service described in 2. Additional Hostess, here above, may be applied to children **5 years old or older**.

Acceptance of unaccompanied minors with any **locomotors or mental disability or in any way considered incapacitated**, will be analysed case by case, taking in consideration the child needs during the flight and the possibility that the assistance is given by an Additional Hostess. SATA may refuse the acceptance of uncertain cases.

The following maximum number per aircraft type shall be respected:

| Aircraft Type | Maximum number of UMs |
|--|-----------------------|
| A320-200 | 10 |
| A310-300 | 14 |
| <p>Note 1: An enlarged number of UM may be accepted if authorized by the flight Commander and taking in consideration the children age and behaviour (e.g.: 3 UM brothers travelling together; 5 UM older than 10 years, etc.)</p> <p>Note 2: ACMI (Aircraft, Crew, Maintenance and Insurance) flights operated by aircraft type Dash Q400 have different UMs limitations (see PHM SATA Air Açores chapter 3.4. and 3.5.).</p> | |

3.2. Escorts

a) Escorts at origin

Children shall be escorted to the airport of departure by one of his parents, guardian or someone in charge, who shall remain in the airport until flight departure.

b) Escorts at stopover

At stopover(s) in case of irregularity (e.g. Interruption, delay due to meteorological reasons), the child shall be handed over to the person previously designated in the Handling Advice for Unaccompanied Minor, (mod. 031; mod. electronic IM-SMV-007).

Unaccompanied minors can only be accepted when, at the airport of origin, the responsible for the child designates a person referred in the previous paragraph. The inexistence of an escort previously designated to accompany the UM at the transfer station implies **boarding refusal**.

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c) Escorts at destination

At the airport of destination the child will be received by one of his parent's, guardian or someone in charge.

3.3. (Stopover) and/or (Overnight Stop)

a) Receiving carrier

Stopovers or night stops will be permitted only if the parents, guardian or a responsible person have designated an escort for accompanying and take care of the child at the transfer station until he is handed over to the receiving carrier which may be or not a SATA Group carrier.

In case that the child is escorted by an additional hostess, (See 2. Additional Hostess, above) all the expenses related to the child and to the additional hostess, resulting from the flight interruption, will be debt to the child's parents or guardian.

b) Delivering carrier

Whenever SATA Internacional is the Receiving Carrier, boarding shall be considered as local and this regulation shall be applied. In this case it is not required the issuance of the Handling Advice for Unaccompanied Minor, since the delivering carrier presents a similar document.

3.4. Procedures

| SATA sales Offices and check-in counters | |
|---|---|
| Action | Description |
| 1 | A reservation request for a minor's Additional Hostess (younger than 5 years under parents request), is subject to confirmation from Control Reservations Department |
| 2 | Reservation will be made for one minor travelling with Additional Hostess and one adult fare shall be applied. |
| 3 | When Additional Hostess service is used, the ticket will not be issued without escort confirmation and until 72 hours before the departure time. |
| 4 | Detailed information should be registered in the reservation, namely: - Child's age; - Name, relationship and contact of the person who escorts the child to the check-in; - Name, relationship and contact of the person who escorts the child at the transfer or stopover station; - Name, relationship and contact of the person who escorts the child at the arrival station. |
| 5 | When other carriers are involved, travel may commence only when there is an acceptance confirmation by the other carriers. |
| 6 | When an Additional Hostess service is cancelled, the reservation for the additional hostess will be cancelled and all carriers involved shall be informed. |

| Embarkation | |
|--------------------|---|
| Action | Description |
| 1 | Check if all requirements for minor acceptance were observed. |
| 2 | When the minor is younger than 5 years, confirm if the ticket was issued according to regulation. |

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| | |
|-----------|--|
| 3 | <p>Complete the Handling Advice for accompanied Minor form (mod. 031 or electronic IM-SMV-007) issued in triplicate when no return trip is booked, or issued in quadruplicate if a return trip is booked and distribute as follows:</p> <ul style="list-style-type: none"> • Original – attach to the passenger ticket (Departure station); • Duplicate – attach to the passenger ticket (Destination station); • Triplicate – Sales or Ticketing Office; • Quadruplicate – attach to the passenger ticket (next Departure station for possible transfer flights). <p>Handling Advice will be signed by one of the parents or responsible person at the lower part of the declaration.</p> |
| 4 | <p>Ask the escort at the airport to assist the minor in all the departure formalities and to wait in the airport until the aircraft actual departs. His telephone number must be referred in the UM Handling Advice for the case the aircraft returns to the point of origin.</p> |
| 5 | <p>Ground staff must keep the UM in safe custody until he is handed over to the cabin crew. When Additional Hostess service is used, ground staff shall provide all the necessary support to the crew accompanying the child and to his/her family.</p> |
| 6 | <p>An UM bag shall be distributed to every UM (mod. OD-SMV-058), where all the travel documents will be kept (ticket, baggage tags, etc.)</p> |
| 7 | <p>Complete the identification card at the exterior part of the bag (mod. IM-SMV-057).</p> |
| 8 | <p>Tag the checked baggage with UM specific tags (mod. OD-SMV-059).</p> |
| 9 | <p>Hand UM over to the cabin crew or assigned escort.</p> |
| 10 | <p>Send a message to the destination station, transit and transfer stations if applicable, informing the existence of an UM on board. The message shall contain the UM code followed by the minor's age, name and flight(s) number(s). The name, address and telephone number of the person designated to receive the UM must also be indicated.</p> |
| 11 | <p>Inform the flight Captain of the presence of the UM, by means of the Captain information form or Loadsheets print-out with the respective information in the NOTOC at the automatic stations; in case of system failure use electronic Model IM-SMV-008.</p> |

Transit or Transfer Station(s)

| Action | Description |
|----------|---|
| 1 | <p>At the transit or transfer station handover the UM to the person referred in the UM Handling Advice, against proof of his identification.</p> <p>Important Note: If the designated person is not present and cannot be contacted, the UM will be sent to the origin station on the first available SATA Group flight. All the necessary arrangements will be made, regarding the UM protection and welfare and all the related expenses will be debt to the parents or responsible person.</p> |

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| Destination | |
|-------------|--|
| Action | Description |
| 1 | After the cabin staff notification, the ground staff at the station of destination must check the UM documents that are inside the UM bag. |
| 2 | Assist the minor in all arrival formalities. |
| 3 | Detach the copy of the UM Handling Advice from the passenger ticket and hand the UM over to the responsible person indicated in that advice, against his identification and respective signature of the document (that should be kept at the station). Identify designated adult mentioned on the Handling Advice, asking him/her to sign the receipt of the UM (the receipt must be filled at the Station) and hand the UM over. Important Note: If the designated person is not present, cannot be contacted or was not designated , return the UM to the station of origin on the first available SATA Group flight. UM will be kept in safe guard and all costs involved in this operation will be debited to the parents/guardian |

4. Irregularities

In case of **operational irregularities**, the Additional Hostess or station staff, as applicable, must keep the UM in safe custody and shall arrange rerouting to final destination.

3 – SPECIAL CATEGORIES OF PASSENGERS

3.5. Incapacitated passengers

1. Definition

Passenger shall be considered incapacitated when due to his physical or mental condition requires individual attention, different from the other passengers. This definition includes all kind of permanent or temporary disable and also, passengers with reduced physical or mental conditions.

Distinct categorised incapacitated passengers are:

- Incapacitated passengers subject to prior medical clearance;
- Incapacitated passengers subject to signature of a liability disclaimer;
- Incapacitated passengers accepted without particular formalities.

2. Categories

| Code | Description |
|-------------|---|
| MEDA | Medical case – medical clearance for air transport may be required. |
| STCR | Stretcher – passenger requiring transportation on stretcher. |
| WCHR | Wheelchair (Ramp) – A passenger requiring a wheelchair to/from aircraft (steps or finger) but who can ascend and descend steps and move in the aircraft cabin. |
| WCHS | Wheelchair (Steps) – A passenger requiring a wheelchair to/from the aircraft and must be carried up and down the steps or finger who cannot ascend and descend steps, but who can move in the aircraft cabin. |
| WCHC | Wheelchair (Cabin Seat) – A passenger who is completely immobile. He requires a wheelchair to and from the aircraft and must be carried up and down the steps or finger and to and from his seat |
| BLND | Blind - Specify if he is accompanied by a seeing-eye dog |
| DEAF | Deaf - Specify if he is accompanied by a hearing-hear dog. |
| LEGL | Leg rest needed for left leg - passenger who is unable to bend his left leg (needs to keep it straight). |
| LEGR | Leg rest needed for right leg - passenger who is unable to bend his right leg (needs to keep it straight). |
| LEGB | Leg rest needed for both legs - passenger who is unable to bend both legs. Passenger requires transportation on stretcher (STCR). |

3. Acceptance subject to prior medical clearance

Following particular cases are subject to prior medical clearance:

- Passenger who suffers from any disease which is believed to be contagious;

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- Passenger who due to an illness may have a behaviour or physical appearance that can become a source of discomfort to other passenger or who might be a risk to the other passengers or to the safety of crew and passengers;
- When the carriage may cause unusual hazard or risk to the passenger medical condition;
- Passengers needing medical attention, or other medical equipment on board
- When passenger may not be carried at aircraft standard seat (requires vertical position for landing and takeoff);
- Babies younger than 7 days;
- Expectant mothers with a pregnancy equal or superior to 36 weeks (See PHM 3.6).

Any of the above information shall be transmitted to SATA by the passenger, relatives, assistant doctor or delivering carrier.

Acceptance for transportation of such cases is subject to a confirmed reservation **for the whole journey**. If another carrier is somehow involved, the acceptance will depend on their confirmation of the reservation.

Airline carriers may not accept passengers in the conditions above described if considered as a risk to crew, or to the other passengers, or to the safety of the flight; or due to aircrafts restrictions.

3.1. MEDIF/INCAD



Passengers in the conditions above mentioned must present a Clearance Advice for transport and a Medical Information, respectively Part 1 and Part 2 of MEDIF (Portuguese version most frequently used on SATA flights; mod. IM-SMV-030) or INCAD (English version; mod. IM-SMV-031).

MEDIF/INCAD Part 2 shall be issued in quadruplicate by the responsible Physician who will sign the document. This declaration of responsibility must be signed by the passenger or his representative, showed in Part 1.

These documents must be handed over to the ticketing office (Sales Office or Travel Agency) in order they can introduce all the relevant information in the reservation system, which will permit to the Reservations Control Office and SATA Medical Department to evaluate the situation.

Usually MEDIF/INCAD Part 1 will be issued by the service that emitted the ticket (Sales Office or Travel Agency) according to the information already included on MEDIF/INCAD Part 2 and this will also be the information to be placed on the reservation.

Note: If SATA eventually receives the MEDIF/INCAD with Part 1 and Part 2 completed by passenger's private physician, SATA Medical Department shall be immediately informed in order to decide if the passenger can be accepted in the mentioned conditions. However, in some cases (e.g. last minute or less serious cases acceptance) the Station Manager, together with the flight Commander may decide the acceptance.

Sales Office or Travel Agency shall inform the passenger or his private physician about SATA decision and in case of transport acceptance will specify the conditions.

3.2. *Medical Services*

The doctor's fees due for his services or for the MEDIF/INCAD fulfilling are passenger's responsibility, even in case the transport is refused.

In case of passenger's indisposition or illness **due to any accident on board** (e. g. depressurization, air turbulence, etc) the payment of the medical services will be **SATA responsibility**.

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3.3. Escort

When an escort is required, he/her must be at least 18 years old, and have paid an adult fare and be capable of assisting the incapacitated passenger during all the trip.

4. Procedures

| Sales Office | |
|---------------------|--|
| Action | Description |
| 1 | Give the passenger 4 copies of the MEDIF, to be completed by the assistant physician (Part 2) and by the passenger (responsibility declaration, enclosed in Part 1). In case other carriers are involved, 2 extra MEDIF form copies shall be provided (or other document requested by the carrier) for each continuing flight(s). |
| 2 | When all the medical information is received, send a copy of the MEDIF form to the Reservation Control Office, via fax. |
| 3 | Independent of being requested a MEDIF or not, the office responsible for the reservation, shall accomplish with all reservation procedures established for these cases. This information, registered in the reservation, is extremely important both for the reservation control and for the stations involved in the transport. |
| 4 | Keep a copy of the MEDIF. |
| 5 | Attach to the ticket cover three copies of the MEDIF. |

| Departure Station | |
|--------------------------|--|
| 1 | Verify if the passenger is still able to travel. Station Manager or his representative may refuse the acceptance, informing the flight Commander about the refusal reasons. In case of doubt the flight Commander shall be consulted. |
| 2 | Detach the copy of the MEDIF form from the ticket cover, confirming if passenger Declaration is duly completed and signed. |
| 3 | Ascertain if escort is accompanying the incapacitated, when required. |
| 4 | Check if arrangements for special assistance have been provided (wheelchair, equipment on board, stretcher, special meal, permit for an ambulance or a car to move on the ramp, etc.) |
| 5 | Identify each piece of baggage with incapacitated passenger tag (SP mod. 652). |
| 6 | When applicable, check the wheelchair to the same destination of the other checked baggage. Assure that the passenger uses his own wheelchair during the most possible time, until the aircraft when possible. |
| 7 | Inform the flight Commander (print-out form with special cases information in automated stations; or an electronic form IM-SMV-008). |
| 8 | Send a message to the transfer/transit and destination stations with all the information contained in the part 1 of the MEDIF (fields A to L). |
| 9 | Escort passengers with reduced mobility along the terminal, assisting in the registration |

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| | |
|-----------|--|
| | procedures, including the wheelchair requisition and until the aircraft. |
| 10 | According to the Coordination Supervisor instructions board the incapacitated passengers before the other passengers. Assure that the escort if exiting, boards together with the incapacitated passenger. |
| 11 | Remove passenger's wheelchair, (when applicable), providing the loading at last and for the destination shown on the baggage tag, in order to have it immediately available at the destination point. |
| 12 | Assure that incapacitated is not seated in the emergency exit rows. |
| 13 | Before leave the passenger with the Cabin Crew, question him if anything else should be provided, say goodbye wishing a pleasant flight. |
| 14 | Incapacitate passengers travelling in a stretcher must be transported to aircraft by the Hospital Medical Services, escorted and supported by the Station services. |

Last minute acceptance

| | |
|-----------|---|
| 15 | When medical clearance was not obtained due to lack of time, the Station Manager or his representative will decide on the acceptance for carriage, listening to the flight Commander's opinion and a physician (personal passenger physician or SATA Medical Department). |
| 16 | Verify the acceptance conditions described in 3. Acceptance against medical clearance above. |
| 17 | Obtain medical authorisation (MEDIF) in quadruplicate, issued by the passenger assistant physician or by any available physician. Arrange these actions with passenger, once the expenses will be at his charge. |
| 18 | Go to Action 1 in this Table. |
| 19 | Verify the possibility of obtaining the equipment or special services (when applicable). |
| 20 | Verify the escort necessity. |
| 21 | If accepted, the passenger or his representative shall sign the responsibility declaration shown in MEDIF Part 1. |

Transit or Transfer Stations

| | |
|----------|---|
| 1 | Provide the appropriate special assistance as required, according to the message referred in Action 8 of the Departure station, above. |
|----------|---|

Arrival Station

| | |
|----------|---|
| 1 | Prepare and make available the necessary equipment for the assistance. |
| 2 | Whenever ambulance is required contact the entity mentioned in Action 8 of the Departure station, above. |
| 3 | Provide permission for the movement of the ambulance on ramp (whenever applicable). |
| 4 | File a copy of the MEDIF, used for the destination station. |
| 5 | Return the used equipment to the station that furnished it. This equipment shall not be used beyond this point. |
| 6 | Assist passenger from the aircraft until the terminal exit, including the baggage collection. |

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5. Limitations

Limitations here described result from impositions related to flight security especially to emergency evacuation. So, these limits were established according to the total number of cabin crew members on board each aircraft and in accordance with the number of those incapacitated passengers that will be able to move towards the emergency exit and those that will need assistance to leave the aircraft in case of emergency.

| Number of escorts necessary when incapacitated passengers travel in group (a) | | |
|--|---------------------------|-------------------|
| Category | SATA Internacional | |
| | Nr Passengers | Nr Escorts |
| WCHS, WCHR, DEAF, BLND, other ambulatory cases | Up to 9 | 0 |
| | 10 | 1 |
| | 11 to 20 | 2 |
| | 21 to 30 | 3 |
| | etc. | etc. |
| WCHC, STCR, Incubators | Per passenger | 1 |

(a) The escort must be a person capable of providing assistance.

| Limitations per Aircraft | | |
|--|-----------------|-----------------|
| Category | A310-300 | A320-200 |
| WCHS, WCHR, DEAF, BLND, other ambulatory cases | No limit | |
| WCHC, STCR, Incubators | 9 | 6 |
| Available positions for stretcher/Incubator | 3 | 1 |
| Example: an A320 will carry 6 WCHC; if a stretcher is already (STCR) reserved, only 5 WCHC may be accepted. | | |
| Note 1: In emergency situations these limits may be exceeded, with the Captain authorization. | | |
| Note 2: ACMI (Aircraft, Crew, Maintenance and Insurance) flights operated by aircraft type Dash Q400 have different limitations (see PHM SATA Air Açores chapter 3.5.). | | |

6. Passengers with reduced mobility

A passenger with reduced mobility is a person who is limited in his/her mobility due any disability (sensorial or locomotive, permanent or temporary) incapacity or intellectual disability, or to any other cause of incapacity, or age, and whose situation demands a specific attention and the adaptation of the service to his/her needs, but not including passengers subject to medical authorization.

The requirement of assistance to a reduced mobility passenger must be previously notified, with a minimum antecedence of 48 hours to the published hour of the flight and the acceptance for transportation of such cases is subject to a reservation confirmation

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Seeing-eye or hearing-hear (assistance) dogs will be accepted free of charge in cabin or in a cargo compartment when travelling with passengers. Whenever travelling in cabin the dog may not occupy a seat (see PHM 5.2, Pets in cabin).

Note: In case of the impossibility of acceptance for transportation, the airline, its agents or operators must communicate in writing to the person with reduced mobility the reason of the refusal in a period of 5 days, from the date of the requirement. For the effect, it must be filled and signed the electronic document mod. IM-SMV-025 (as demanded for Regulation CE 1107/2006).

6.1. *Blind, deaf or elderly passengers*

If there is no need for special assistance (e.g. meal or bathroom assistance), these passengers may be accepted without escort or medical clearance.

Whenever required, an Additional Hostess may be provided (for procedures and fares see PHM 3.4./2.), if no medical or nursing assistance is required

6.2. *Passengers with reduced mobility or victims of minor accidents*

Passengers victim of minor accidents (e.g. broken member) or passenger with reduced mobility shall be accepted for carriage without medical clearance requirements.

For Wheelchair acceptance, see 6.3. Wheelchair, here below.

6.2.1 *LEGL or LEGR*

Special attention shall be given to passengers with total immobilization of one of the inferior members, since their impossibility in bending legs; passenger must book and buy an extra seat for comfort (PHM 3.10). For requiring this service a SSR MEDA code shall be used (in spite there is no need of MEDIF form).

6.3. *Wheelchair*

Passengers with reduced mobility may transport, free of charge, in the cabin or in the hole (as applicable) one pair of crutches, prosthetic devices or other articles needed for his locomotion.

A wheelchair will also be accepted free of charge, but only in the hole (folding or battery powered). It will be loaded **at last**, in order to be available immediately after arrival.

△ | These articles must be tagged with (OD-SMV-061).

The acceptance of wheelchairs powered by (dry or wet cell) batteries shall be transmitted to the Load Control department. Spillable batteries shall be tagged with an additional tag (according to the dispatcher instructions about Dangerous Goods transportation)

At all SATA Stations, wheelchairs are available for incapacitated passenger's utilization. This service is free of charge.

The **departure station** shall notify, by message, all the stations involved in the passenger transportation, whenever a wheelchair is needed. The message should contain the following elements:

- Flight Nr./date/routing

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- Passenger's name/allocated seat;
- Type of required assistance;
- Type of incapacity;
- Arrangements on arrival.

See also PHM 6.6.

△ **7. Stretchers (STCR)**

Incapacitated passengers travelling in a lying position must be transported on a stretcher.

For the stretcher transportation shall be collected a tax equivalent to, **4 normal adult one way fares**. Plus the applicable fares for **the incapacitated passenger and his escort**. For ticketing issuance see MTR.

The additional fares correspond to a surcharge and not to the equivalent number of seats blocked. The non-sailable seats may be occupied by escorts with the flight Captain and escorts agreement.

| Installation of Stretchers on board | | | |
|--|----------------------------|--|--|
| Aircraft | Nr of blocked seats | Installation | Additional non-sailable seats |
| A310-300 CS-TGU and CSTGV | 6 | 1st stretcher – 35, 36, 37 A 2nd stretcher – 35, 36, 37 J 3rd stretcher – 32, 33, 34 A | 35, 36, 37 B 35, 36, 37 H 32, 33, 34 B |
| A310-300 CS-TKM | 6 | 1st stretcher – 36, 37, 38 A 2nd stretcher – 36, 37, 38 J 3rd stretcher – 33, 34, 35 A | 36, 37, 38 B 36, 37, 38 H 33, 34, 35 B |
| A310-300 CS-TKN | 6 | 1st stretcher – 36, 37, 38 A 2nd stretcher – 36, 37, 38 J 3rd stretcher – 33, 34, 35 A | 36, 37, 38 B 36, 37, 38 H 33, 34, 35 B |
| A320-200 | 9 | 1st stretcher - 26, 27, 28 A, B, C | 26, 27, 28 D, E, F |

△ **7.1. Ambulances**

In case SATA is in charge of requesting an ambulance all the related expenses will be paid by the passenger.

Departure Station shall inform the destination station about the necessity of an ambulance. In case the passenger has provided for it, inform the name of the entity to whom it has been requested. Message shall contain the following elements:

- Passenger's name and escort(s);
- Destination local (hospital, clinic, etc.);
- Who will pay the expenses with the use of the airport ambulance, (when applicable).

3 – SPECIAL CATEGORIES OF PASSENGERS

Arrival Station shall require the ambulance when requested by the departure station. In case the passenger provided for it, confirm the request with the involved entity and establish the estimated time of arrival at the airport.

8. Incubators

Acceptance of babies in incubators shall be decided under applicable regulation stated in this sub-chapter.

| Installation of incubators on board | | | |
|--|--------------------|--------------------|----------------------------|
| Aircraft | Installation | Escort seats | Seats with reduced comfort |
| A310-300 CS-TGU and CSTGV | 35, 36 A and B | 37 B | 37 A |
| | 35, 36 H and J | 37 H | 37 J |
| | 32, 33 A and B | 34 B | 34 A |
| A310-300 CS-TKM and CSTKN | 36, 37 A and B | 38 B | 38 A |
| | 36, 37 H and J | 38 H | 38 J |
| | 33, 34 A and B | 35 B | 35 A |
| A320-200 | 26, 27, 28 A, B, C | 26, 27, 28 D, E, F | N/A |

Seats with reduced comfort may only be sold with previous accordance of the flight Commander and designated allocated passengers.

When an incubator and a stretcher are transported at the same time (in aircrafts were this is possible) and the installation seats are coincident, the stretcher will be moved to one of the other possible seats.

For the transport of the incubator **a surcharge** will be paid, equivalent to **4 normal adult one way fares**. The accompanying passenger and baby will pay the applicable fare.

The free baggage allowance shall be the applicable to the accompanying passenger.

When the incubator is transported without a baby, the services that required the incubator will provide for its transportation from/to the aircraft and for the installation on board. This service implies the payment of a surcharge equivalent to **4 normal adult one way fares**. The departure station shall collect the MCO proving the payment and insert it in the flight process.

8.1 Ambulances

See PHM 3.5/9.1 above

9. Oxygen

Passengers requiring oxygen supply during the entire or part of the flight are included in the definitions described in 3. Acceptance subject to prior medical clearance, above. Confirmation for the use of this facility depends on the information stated at MEDIF/INCAD form Part 2 (SSR shall be: MEDA).

When required and confirmed by SATA, the supplementary oxygen units shall be placed on board. Whenever utilized, the **departure station** shall send a message to the station of destination asking for its devolution. The **destination station** shall notify the departure station by message, when devolution takes place.

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Passengers who may require **the use of oxygen tents are never accepted for transport.**

On board **SATA Internacional are not allowed** the transportation of supplementary oxygen units provided by passenger.

For **each SATA Internacional flight**, considering the value charged by others for hiring and refilling the oxygen bottles, the following charges will be debt to the passengers:

| | Domestic flights | Within Europe and Intercontinental |
|------------------------------|-------------------------|---|
| Not continued flowing | € 70 per flight | € 80 per bottle |
| Continued flowing | € 100 per flight | |

For ticketing procedures, see MTR.

3 – SPECIAL CATEGORIES OF PASSENGERS

3.6. Expectant mothers

Pregnancy duration period shall be counted until the date of the flight departure.

1. Pregnancy up to 36 weeks

Medical clearance is not required for passengers except if:

- Confinement is expected within the next 4 weeks;
- The time of pregnancy and the expected confinement are unknown;
- Complications in delivery are expected.

2. Pregnancy equal or superior to 36 weeks and inferior to 39 weeks

Passenger may be accepted if presenting a Medical Information in quadruplicate (MEDIF Part 2) **issued within the period of 7 days prior to travel**. This Medical declaration must inform the time of pregnancy, progress of pregnancy, normal or abnormal pregnancy evolution and probable date of confinement (inserted in item MEDA 03). Passenger must sign a passenger declaration of responsibility, MEDIF Part 1.

See PHM 3.5. item 3.1.

3. Confinement expected within the next 7 days

Only in urgent and duly justified cases, expectant mother may be accepted. Act as described, here, in 2. Pregnancy equal or superior to 36 weeks and inferior to 39 weeks.

The expectant mother shall **be accompanied by someone with medical qualification** (qualified midwife or physician).

4. Procedures

| Departure station | |
|-------------------|--|
| 1 | Verify the conditions described in 1. Pregnancy up to 36 weeks, 2. Pregnancy equal or superior to 36 weeks and inferior to 39 weeks and 3. Confinement expected within the next 7 days (as applicable). |
| 2 | The commander shall be notified by means of (print-out with information about special cases or using electronic IM-SMV-008). |
| 3 | Detach the MEDIF/INCAD attached to the ticket cover and distribute: Original – Add to the information to the flight Commander; 1st copy – file at the departure station; 2nd copy – route folder to be filed at station of destination. |
| 4 | Assure the presence of the doctor (when applicable). |

An effective survey shall be maintained at the check-in counters, but also in the boarding lounges and gates, in order to report the non notified cases to the Station Manager or his representative.

If necessary, a SATA staff member will ask information to the passenger in a sensitive and respect way.

The Station Manager, together with the Captain will decide the acceptance of doubtful cases.

3 – SPECIAL CATEGORIES OF PASSENGERS

3.7. Passengers under police custody

1. Restrictions

Due to flight security, the acceptance of passengers under police custody must be subject to the following restrictions:

- Limited to **1 passenger per flight**;
- Recluse must be duly escorted. Passenger and escort(s) must travel in **economy class**
- Passenger must not be tied or handcuffed;
- The escorts **must not carry** any arm in the cabin. Special situations shall be analysed by SATA Security Department Office (PDLWSP).

2. Procedures

| Booking | |
|---------|---|
| 1 | PNR must show the SSR "DEPA" (no specific code exists for recluse, so the same code as Accompanied Deportee is used). |
| 2 | Insert special information requesting plastic cover for passenger and escort (if applicable). |
| 3 | Inform the obligation of presenting a declaration in triplicate (escort, Sales Office and disembarking station), informing about the reason for travel and risk evaluation in the transportation of the recluse, besides escort's identity. All this information will be dully analysed by the Security Department that will authorise the reservation control to confirm the acceptance. |

| Issuance | |
|----------|---|
| 1 | Ticket must show the remark "UNDER POLICE CUSTODY" followed by escort's name. |
| 2 | Retain the declaration referred in Action 3 Booking, here above. Retain a copy and keep it in the Sales Office archive. Attach the other two copies to the ticket cover. |

| Registration | |
|--------------|---|
| 1 | Retain one copy of the declaration referred in Action 3 Booking, here above, for the Sales Office archive. |
| 2 | The commander shall be notified by means of (print-out with information about special cases or using electronic IM-SMV-008/01). |

| Embarkation | |
|-------------|--|
| 1 | Embark separated from the other passengers and at first, informing the senior cabin crew. Whenever possible, and with the previous airport authorization, the police vehicle should go in close proximity to the airplane. |

| Disembarkation | |
|----------------|---|
| 1 | Disembark at last and separated from the other passengers. Whenever possible, and with the previous airport authorization, the police vehicle should go in close proximity to the airplane. |

3 – SPECIAL CATEGORIES OF PASSENGERS

3. Seating on board

| Aircraft | Seat no. (passenger and escort) |
|---|---|
| A310-300 | Last central row in case of 2 escorts and last left row in case of only one escort. |
| A320-200 | Last left row (by the window) |
| Note: ACMI (Aircraft, Crew, Maintenance and Insurance) flights operated by aircraft type Dash Q400 have different seat no. (see same chapter PHM SATA Air Açores). | |

If seats referred above are already occupied, seats in the in last rows shall be assigned **but never in the emergency rows nor separating the escort from the recluse.**

Recluse must occupy the seat by the window and the escort shall be seated next to him.

If booking permits, seats next to such passengers, shall be kept unoccupied.

Seat assignment may be altered according to changes of aircraft version.

Note: all regulated in this chapter (items 1, 2 and 3 above) must also apply in case of minors transferred to an Educational Center for Social Rehabilitation by the Directorate General of Rehabilitation.

3.8. Inadmissible passengers and deportees

1. Definitions

Inadmissible (INAD) is a passenger who is refused admission to a country by the authorities of such a country, (e.g. due to lack of visa, expired passport, no means of subsistence etc.).

Deportee (DEPA when travelling with escort or **DEPU** when travelling without escort) is a passenger who had legally been admitted to a country by its authorities or who had entered a country illegally, and who at some later time is formally ordered by the authorities to be removed from.

The inbound carrier is the carrier in which flight passenger arrived into a country where the passenger is inadmissible

Participating in inbound carriage are all carriers (including inbound carrier) involved in the inadmissible passenger travel from the last point of stopover or point of origin (as applicable), until the point at which admission is refused.

Outbound carrier is the carrier in which flight the passenger (inadmissible) is removed from the point where the passenger was refused to enter or from the country the passenger (deportee) was ordered by the authorities to be removed from.

Participating in outbound carriage are all carriers (including the outbound carrier) involved in the return travel to the origin or point of stopover of the inadmissible passenger or deportee.

2. Limitations

No limits for **INAD** passengers.

Only **1 passenger DEPA** or **DEPU** per flight.

DEPA passengers and escort(s) shall travel in economy class.

3. Right to information

In cases of DEPA or DEPU passengers, the authorities of the country that orders the deportation shall previously notify SATA of the following elements:

- Passenger identification;
- Reason for transportation;
- Escort(s) name;
- Risk assessment by the competent authorities including reasons for escort or not;
- Prior seating arrangement if applicable
- Nature of available documents if applicable.

Acceptance will be decided only after previous analysis of these elements.

Transport shall be refused when SATA was not informed of this elements and acceptance not authorised by the Security Department/Reservation Control

At last minute situations and in case the above information is given only in the airport, the flight Commander may authorize the transportation.

3 – SPECIAL CATEGORIES OF PASSENGERS

4. INAD Procedures

| Action | Procedure |
|--------|--|
| 1 | When an inadmissible passenger holds a ticket for continuing flights, issued with restrictions (e.g. minimum stay, fare validity etc.) such restrictions may be waived and the ticket may be used for immediate carriage (shall be accepted without penalty). |
| 2 | Note, Restrictions waived due INAD, in the Restrictions/Endorsements box of all remaining flight coupons including the passenger receipt. No endorsement is required. |
| 3 | When an inadmissible passenger does not hold a ticket covering the outbound carriage, the inbound carriage shall issue a ticket to the last point of stopover.. |
| 4 | If the passenger is considered inadmissible at the last point of stopover, he shall be issued a ticket for the point of initiation of the last flight, according to the applicable fare. |
| 5 | When country authorities decide that the passenger destination is different from the last stopover or different from the point of origin, or if a different routing is considered more suitable, the inbound carrier shall issue a ticket according to the imposed route, according to the applicable fare. Any unused flight coupons of the passenger's original ticket shall be withdrawn by and used as partial or total payment of the new ticket. |
| 6 | Insert INAD code after the passenger's name. |
| 7 | The inbound carrier shall be responsible for collecting from the passenger the value of the new ticket, according to Action 3, 4 or 5 . |
| 8 | Whenever the inbound carrier is unable to issue the ticket for the return journey, any carrier may issue the ticket and the inbound carrier should be responsible for the full transportation charges. The ticketing carrier shall immediately inform the inbound carrier about the action taken. |
| 9 | If, due to law restrictions or monetary difficulties of the passenger, the inbound carrier can not receive the ticket payment, referred in Action 3, 4 or 5 , the carrier shall prorate the value, between the carriers involved in the arrival transportation, in the proportion of their participation in initial carriage. |
| 10 | The inbound carrier shall immediately notify by means of a message, (in the fastest possible way), all carriers participating in the returning journey and all the involved stations, with the following elements: <ul style="list-style-type: none"> • Passenger's name and full address of destination, if known, • INAD Notification; • Routing, flight numbers, dates, till final destination • Routing from the origin point, flight numbers and number of the original ticket; • Any other information considered useful. |
| 11 | On the returning flight, all the INAD documents shall be under the crew guard. |
| 12 | Captain shall be informed (through a print-out with the information about special cases at automated stations or the electronic form IM-SMV-008. |
| 13 | All the INAD documents shall be kept under the crew guard and handed over to the ground staff at the destination station. |
| 14 | In order to obtain from passenger, any due payment, the cabin crew shall, immediately upon arrival at the destination point, present the passenger to the ground staff |

3 – SPECIAL CATEGORIES OF PASSENGERS

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Station shall issue a report will al the actions taken connected with the return of the inadmissible passenger and send it to Ground Operations Department DOT.

4.1. Responsibility for the expenses

Except in cases where prohibited by the local law, the inadmissible passenger shall be responsible for all the expenses with meals, hotel accommodation and ground transportation, he made, or made on his favour at the place where he was refused to enter until the commencement of his flight back to the point of origin.

Any additional charge (e.g. guard fees) will be subject to the conditions described in the previous paragraph.

When the expenses assumed by the carrier can not be charged to the passenger, they shall be absorbed by he inbound carrier, or if exceeding USD\$ 25 (or equivalent), shall be prorated between all the carriers that participated in the inbound carriage of the inadmissible passenger, in proportion of their participation.

When applicable, upon the arrival of the passenger at the destination to where he has been sent, local SATA office shall try to collect the due value from the passenger.

5. Procedures for DEPA or DEPU

| Action | Procedure |
|--------|--|
| 1 | Except if prohibited by the local law, the authorities of country that ordered the deportation shall be responsible for providing the ticket for the return flight of the deportee. The airline company must be informed about all the details referred in point 3) Right to information, here above. |
| 2 | The issuing entity shall insert on the ticket, the code DEPA (escorted passenger) or DEPU (unescorted passenger) after the passenger's name. |
| 3 | For safety and security reasons, carriers must be informed of the reason for deportation. Carrier of the departure flight may: <ol style="list-style-type: none"> 1. Insist on the deportee to be accompanied by a representative of the departing country, with a valid ticket; 2. Not accept the deportee. |
| 4 | Any carrier is obliged to assume responsibility for a deportee to reach the destination specified by the departing authorities. |
| 5 | The outbound carrier shall endeavour to obtain confirmed reservations to the deportee destination. |
| 6 | If interline carriage is involved, the participant carriers shall be notified by the use of the code DEPA or DEPU in the reservation messages. |
| 7 | After the flight departure, all stations involved, shall be notified, by means of a message, containing: <ul style="list-style-type: none"> • Deportee name followed by DEPA or DEPU (as applicable); • Complete routing, carriers, flight numbers; |
| 8 | Flight Commander shall be informed (print-out with the information about special cases at automated stations or the electronic form IM-SMV-008). |

3.9. Children and babies

1. Definition

Babies (INF) are passengers that, at the date of the flight, are older than 7 days and younger than 2 years.

Children (CHD) are passengers that, at the date of the flight, are between the age of 2 and 12 years.

For Unaccompanied Minors, see PHM 3.4.

For Children service on board, see PHM 9.3.

2. Limitations

Infants younger than 7 days, may be accepted only due to a medical necessity, according to PHM 3.5.

A passenger, 15 years old may escort only 1 baby (INF).

The maximum number of infants on board, depends of the aircraft type and, namely, of the number of additional oxygen masks, and available infant belts on board the aircraft.

3. Special assistance

Passengers travelling with infants, young children or groups of children shall be assisted when embarking or disembarking.

Pre-boarding shall be made to the passengers described in the previous paragraph (see PHM 8.1.3.).

4. Seating for passengers with babies

Children and passengers travelling with babies must not be seated at emergency exit rows.

Passengers with babies may only be seated on seats where a supplementary oxygen mask is available.

5. Chairs for babies and children transportation

Similar to what is regulated for automobiles, special chairs (car-type infant seat) exists to be used in air transport with the purpose of carrying babies and children that were built to fit the aircraft seats.

Car-type infant seat may be accepted considering the following:

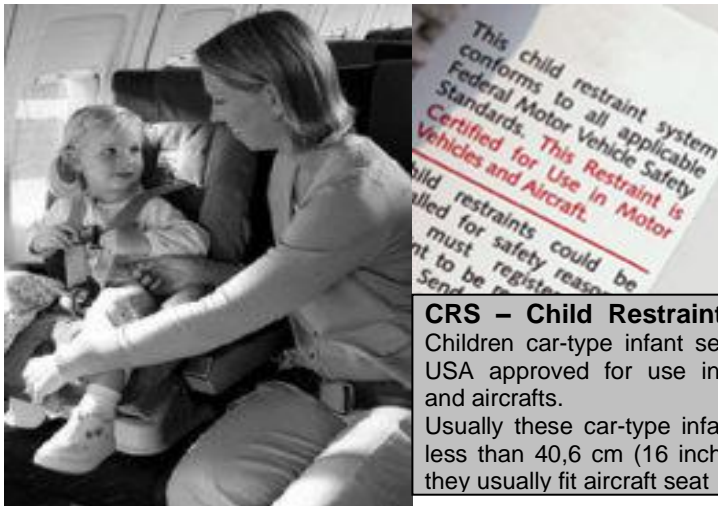
- Has to approved for use on-board aircraft by an official state department, such as the European Regulation R44/03 (contains the label" ECE R44/03);
- Must have vertically shoulder belts for the infant and allow fixation with the aircraft belt;
- This service may be rendered only if previously booked by passenger and accepted by SATA. During booking arrangements passenger shall inform **dimension** of the chair they intent to use;
- Babies (INF) travelling in car-type infant seat pay a child (CHD) fare, being aware that one seat is occupied;
- Booking shall be made as CHD (even if it is a baby INF);
- The acceptance of a car-type infant seat, in the cabin, does not oblige to pay for any service or excess baggage fare;



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- Car-type infant seat may never be positioned at emergency exit rows, nor on the row immediately in front of or immediately behind the emergency row;
- A window seat shall be allocated, so when possible a pre-seat allocation should be done;
- Car-type infant seat should be fixed to aircraft seat using aircraft seat belt, before takeoff and till disembark.

Car-type infant seat are widely used in United States of America and the Department of Transportation recommends that all children should travel using that special car-type infant seat. Find here under, an example of a chair (CRS) and a child safety fastening device (CDS), both approved by USA Federal Aviation Authority.



CRS – Child Restraint System –
Children car-type infant seat with back, USA approved for use in automobiles and aircrafts.
Usually these car-type infant seat s are less than 40,6 cm (16 inches) wide, so, they usually fit aircraft seat



CSD – Child Safety Device –
Fastening Children System device USA approved for aircraft use only.
Recommended for children between 10 and 20 Kg

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6. Baby Bassinets /Baskets

△ In SATA International aircrafts, babies (INF) who cannot travel on someone's lap or in special chairs as defined in the previous point, may travel in SATA baskets.

When previously requested by the passenger, the use of this facility must comply with the following rules:

- A pre booking (BSCT) shall be made and accepted by SATA guarantying this service assistance.
- While service confirmed by SATA is free of charge service or excess baggage.
- Aircraft baby baskets are used for infants whose weight is limited to 11 kg.
- Baskets must not be used during turbulence and must be stowed away for take-off and landing;
- Paying attention to each aircraft limitations prior to inform passengers about this possible service assistance.

| No. of baskets per aircraft and position | | |
|--|----------------------|--|
| A/C | No. Baskets | Position |
| A310-300 CS-TGU and CS-TGV | 2 | 1AB; 1EF; 1HJ 11EF; 12HJ |
| A310-300 CS-TKM | 2 | 1EF; 1HJ 11HJ |
| A310-300 CS-TKN | 2 | 1AB; 1EF; 1HJ 11AB; 11EF; 11HJ |
| A320-200 | 2 (Only Cabin OA) | Row 1 – 1 position between 1A and 1C Row 2 – 1 position between 2D and 2F |

7. Other services

For information about service on board, see PHM 9.3.

7.1. Priority badge

A priority badge (mod. 5069) should be distributed at the check-in counter, to all accompanied children. This badge, besides the entertainment role is useful to remember parents that they should embark in first place.

7.2. Baby strollers/baskets delivery at aircraft

Should be provided for parents' the possibility for carrying babies in their stroller/basket to and from aircraft. At check-in time, an existent special "priority - delivery at aircraft" tag, must be attached to the stroller/basket, (S4 mod. 124).

Transport in hole must be granted in a visible and priority place, making it easier for ground staff to unload permitting that passenger receive stroller/basket when disembarking.

Destination Station should provide the placement of these items by aircraft stairs.

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8. Documents

In addition to the specific documents, that may be required, (e.g. UM Declaration, document used to obtain subsidized fares, etc.). Portuguese and foreign minors residents in Portugal, are requested to present the following documentation:

8.1. Domestic or intra-schengen flights (without custom control)

- **Accompanied or unaccompanied minors:** Valid identification document (B.I., birth certificate/personal schedule "cédula pessoal" or passport);
- **Emancipated Minors:** if minor is emancipated due to marriage he is fully capable of governing himself, thought it is not necessary an exit permit, being enough to show a marriage certificate to prove his emancipation.

8.2. Non schengen International flights (with custom control)

- **Minors accompanied by their legal guardians** (usually legal guard belongs to both parents): valid identification document (passport or any other identification document accepted for transportation in both countries);
- **Minors resident abroad (outside Portugal) accompanied by who has no legal guardian or unaccompanied:** valid identification document (passport or other identification document accepted for transportation in both countries);
- **Minors residents in Portugal accompanied by who has no legal guard or unaccompanied:** valid identification document and written authorisation dated and signed by the person who has minor's legal guard validated by Notary's Office, empowering the designated accompanying person duly identified, (see here under).

The above referred **authorisation** may present many different forms, here below, are the most common examples:

- △ | • **Minor, son of married parents:** the exit authorisation will be issued and signed by one of the parents, only if the minor travels without both parents;
- **Minor, son of divorced parents, individual and possessions declared separated, or parents which marriage was declared null:** the exit authorisation will be issued and signed by the ancestor guardian, proved by the written judge that declares the sentence;
- **Minor orphan of one progenitor:** the exit authorisation will be issued and signed by the living progenitor under presentation of ancestor obituary;
- **Minor whose affiliation is attributed only to one progenitor:** the exit authorisation will be issued and signed by the progenitor under whom affiliation was establish and proved under minor birth certificate;
- △ | • **Minor son of not married progenitors:** the exit authorisation will be issued and signed by the progenitor whose minor guardian was attributed (law assumes to be the mother). Minor's birth certificate is requested. If the certificate states that the paternal authority is attributed to both progenitors, when living martially, exit authorisation shall be signed by one of the parents;
- **Minor committed to the charge of a third person, an educational or an aid institution:** the exit authorisation is responsibility of the progenitor to whom paternal authority was attributed, proved by written judge sentence;
- **Minor with a nominated tutorage:** minors with a nominated tutorage, whose parents are dead, are inhibited from the paternal authority, are inhibited from exercising the paternal authority for longer than six months, or are unknown, the exit authorisation will be issued by the tutor nominated by the Courthouse of Minors, corroborated by the respective certificate of sentence. In case of inexistence of a nominated tutor, tutorage was committed to a public or private educational or aid institution, the institution's director shall sign the exit authorisation. In both cases must be shown a certificate proving the nominated tutorage;

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- △
- **Minor adopted or in adoption process:** the exit authorisation will be issued and signed by the adopting, or by the adopting and partner (when the adopted minor is son of the partner), or by one of the two adopting, if they are married, being mandatory the exhibition of the verdict proving the guardianship;
 - **Emancipated Minors:** when a minor is emancipated by marriage, he is fully capable of ruling his person. Though, none authorization is needed it is enough to show a marriage certificate to prove his emancipation.

A notary validation consists in a declaration confirming that someone's signature belongs to a specific person (Identification document, date of issuance and place). This validated declaration shall also testify the relationship or any other which associates the relationship with the author of the authorisation.

The declaration must have the notary stamp and the white seal.

3.10. Extra seats for comfort (EXST, LEGL and LEGR)

1. Definition

An extra seat for comfort is an unoccupied seat adjacent to or in front of the passenger seat that permits a more comfortable flight.

The extra seats must be reserved and paid for.

Miles for Clube SATA are not granted for the extra seats.

2. Reservation and issuance

For reservation and issuance procedures, see TRM.

3. Service charge

The charge, paid for one or more extra seats is included in the passenger ticket.

The code "EXST", "LEGL" or "LEGR", will be inserted after the passenger's name, preceded by the number of extra seats, in case that more than one seat are bought.

Attention to the fact that "LEGL" or "LEGR" codes, are not SSR codes, they shall be used with other SSR codes (e.g.: "WCHC"; "WCHR"; "MEDA").

4. Baggage allowance

The normal baggage allowance shall not be enlarged by the number of extra seats, being applied the allowance established for the passenger's class and service.

5. Procedures

During acceptance and check-in registration pay attention to the following rules:

- Check if seats are pre-allocated (including extra seat(s)).
 - If yes, check the passenger;
 - If not, check the passenger and allocate suitable seats.

Note: Pre-seating should be done at the time of reservation in suitable seats, according to the passenger needs.

- Issue only one boarding pass for the passenger, indicating that both seats will be occupied.
- In case of consecutive flights, the departure station shall inform the other stations involved in the transportation.

4. Free and Reduced Fare Transportation

4.1. General rules

SATA conceives free or reduced fares to several entities, as defined in specific internal rules and ID agreements signed with other carriers.

An ID passenger is a passenger to whom SATA, based on his internal travel rules about travel ticket facility, grants free or reduced fares in commercial flights.

Authorisation granting free or reduced fare is decided by:

- Human Resources Department (for SATA flights);
- Marketing and Sales Office.

All passengers travelling with a free or reduced fare ticket are considered SATA guests. Must be treated with the same courtesy as any other passenger, shall be handled equally, as applicable. Expressions such as "ID", "discount", "free" or "passenger in service" shall not be used, especially in the presence of other passengers

When an ID passenger's behaviour is found incorrect or fail to observe concerning regulations, the fact shall be reported on Daily Station Report with complete passenger identification. A copy of flight coupon must be attached to the Daily Report and immediately sent to the Head of the office responsible for the station where the incident occurred.

4- FREE AND REDUCED FARE TRANSPORTATION

4.2. Designator codes

1. Basic designators

Depending on each agreement, tickets may show the following basic designator codes:

| Code | Description |
|--------------------|---|
| ID | Industry employees |
| DG | Official entities |
| RG | General sales agent |
| AD | IATA Tour Operator |
| IG | Guests of Inaugural flights |
| GE (EG) | Educational trip for Sales Agent groups |

2. Discount codes percentage

The percentage of discount is indicated by two figures:

| Code | Description |
|-------------|----------------|
| 00 | 100% discount. |
| 90 | 90% discount |
| etc. | etc. |

3. Classification codes

Classification codes are composed by one letter establishing acceptance priorities (see PHM 2.4.). The table below shows the codes and their description:

| Code | Description |
|----------|--|
| S | SATA staff travelling on duty |
| R | SATA staff, their family and/or dependants travelling under, internal Travel Ticket Facility regulation. |
| B | Staff travelling on duty from another airline. |
| G | Passengers travelling under a government order. |
| N | Other airline employees, travelling on private and all other beneficiaries |

4- FREE AND REDUCED FARE TRANSPORTATION

4. Reservation type

There are two types of reservation, designated by one figure:

| Code | Description |
|------|---|
| 1 | Passenger entitled to a firm reservation (NODIS). |
| 2 | Passenger not entitled to a firm reservation (SUDIS). |

5. Example of the designator codes

Find, here under, some examples of complete designator codes containing the basic designator, discount percentage classification code, reservation type and also the **Carrier designator** of the airline where the beneficiary works (except for SATA staff), followed by the **discount qualification** (EMP – staff; DEP – dependent):

| Code | Description |
|-----------|--|
| ID00S1 | SATA staff on duty with 100% discount and entitled to a firm reservation |
| ID00R2 | SATA staff on duty with 100% discount and not entitled to a firm reservation |
| ID90N2/TP | TAP Portugal staff, with 90% discount and not entitled to a firm reservation |



4 – FREE AND REDUCED FARE TRANSPORTATION

4.3. Tickets

Tickets with free or reduced fare are issued at the SATA Sales Office or Sales Counters, according to the established rules.

The following rules will be observed, fulfilling the specific field, when issuing a ticket.

| Field | Description |
|------------------|--|
| “Ticket Code” | Insert the complete code (e.g. ID00S1). |
| “Issued against” | Insert authorization no. (e.g.: AUTH1050PDLGTSP) or SATA staff no. (e.g.: FUNC SP241). |
| “Validity” | Defined in Travel Ticket Facility regulation elaborated by Human Resources Department. |

4.4. Departure procedures

1. Check-in

Following rules shall be applied to ID passengers:

- ID1 passengers are entitled to firm reservation and shall be treated and handled as all other passengers;
- ID2 passengers must present for check-in before the latest check-in time;
- ID2 passengers must proceed to regular reservation meal;
- Whenever by any reason there are no sufficient meals for all ID2 passengers, they must be informed that they will be accepted under the condition of having no meal on board.
- ID2 passengers shall be accepted according to their presentation at the check-in counter, in case that the acceptance is automatically done by the system. If their immediately acceptance is not possible, a time shall be fixed for them to present again, not being allowed to stay near the check-in counter;
- As the other revenue passengers, ID passengers must be in possession of all the necessary documents;
- In case of acceptance, the boarding cards of the ID passengers shall be crossed with 2 parallel oblique lines.
- The departure of an aircraft shall never be delayed due to the acceptance of an ID passenger;
- Crew staff without functions on board (Deadheading Crew – DHC) or not wearing an uniform shall contact the check-in staff upon arrival at the airport and proceed to check-in registration;
- The acceptance of passengers in the cockpit seats is decided by flight Captain.

2. Priority

See PHM 2.3.

3. Baggage

Following regulation shall be applied to the acceptance of ID passengers' baggage:

- In order to avoid difficulties in case of offload, the pool for ID2 passengers' baggage is not allowed except for couples with children travelling together;
- S1 passengers will not be charged excess baggage provided that they have a special **authorisation** referred in the restrictions box of the ticket, or in a separated document. If authorised excess baggage has to be left behind due to lack of space, baggage may be accepted as S2 cargo;
- The other ID passengers are subject to the rules in force for the other common passengers ;
- When the excess of baggage of the SATA employees may not be paid at the moment of check-in the excess baggage ticket will be issued for a latter debt.

4. Boarding

ID2 passengers shall be in possession of their personal and professional identification, for presenting at the boarding gate.

ID2 passengers must be the last to board.



4.5. Irregularities

SATA ID tickets may be used in other carriers if duly endorsed in the “endorsement” box and in the appropriate flight coupons and the remark "Accepted without charge", duly validated with signature and stamp.

ID tickets issued by other carriers may be accepted by SATA in exceptional cases, when authorised by SATA Commercial Department.

For **baggage irregularities** see PHM 11.6.

In case of irregularities, passengers with free or reduced fare tickets and firm reservation (ID1, AD1, RG1, DG1), shall be assisted in the same way that the other revenue passengers. However, denied boarding compensation will not be paid when a deny boarding or a commercial cancellation occurs (see PHM 7.).

ID2, AD2, RG2 and DG2 passengers will not be entitled to the assistance established for the passengers' irregularities.

5 – CABIN BAGGAGE

5. Cabin Baggage

5.1. Definitions and limitations

1. Definition

Cabin baggage is the baggage carried in cabin under the passenger's personal custody.

Cabin baggage is carried by the passenger to and from the aircraft. Whenever required, appropriate assistance shall be rendered to the following passengers:

- Carrying babies;
- Diplomatic couriers;
- Disabled passengers, with reduced mobility or elderly;
- VIP.

1.1. Categories

There are two categories of cabin baggage:

1. **Hand baggage:** this baggage must be weighted and tagged (see 2. Limitations here under);
2. **Free hand baggage articles:** in addition to the free hand baggage allowance, passengers may carry the following items free of charge:
 - One overcoat, a coat or one blanket;
 - One umbrella or one walking stick (according to Security Manual conditions);
 - One photo or film camera of small dimensions and/or one pair of binoculars;
 - Books and magazines in a reasonable quantity to read during flight;
 - One diplomatic handbag type or a bag with one laptop;
 - One lady's small handbag, a wallet or a purse whose dimensions are in accordance with the normal wear for the flight and did not contain articles that may be considered as baggage;
 - Passengers travelling with babies (INF): one portable basket, food and clothes to be worn during the flight;
 - Incapacitated passengers or passengers with reduced mobility: a collapsible wheelchair, one pair of crutches, prosthetic devices or other articles considered indispensable for his locomotion

Note: Crutches may be transported in the cabin or in the hold.

Note: Wheelchairs and portable baskets shall always be accepted as checked baggage. Will be loaded in last place, in order they are offloaded in a rapid way at the destination.

- Deaf or blind passengers (partial or total): a guide dog travelling with passengers since a pre notification has been done and confirmed. Reservation control (or cabin crew staff), shall assign a seat near the window, in a way that the dog may stay on the floor, near his seat, avoiding that the dog becomes an obstacle to other passengers in the same row (whenever possible seats with more empty space in front except seats in the emergency rows). (See PHM 3.5 and PHM 5.2).



Note: Shall be transported free of charge, in the cabin or in the hold. If accepted in the cabin the dog may not occupy a seat.

5 – CABIN BAGGAGE

2. Limitations

| | Number of bags | Dimensions (Sum/ Dimensions) | Weight in Kg (pounds) |
|------------------------|----------------|---|--------------------------|
| Executive Class | 1 | 126 cm (49 inches) 56cmsX45cmsX25cms | 10 (22 pd) |
| Economy class | 1 | 115 cm (45 inches) 55cmsX40cmsX20cms | 6 (13 pd) |

Charter flights may have different rules.

2.1 Forbiddances

The following articles are forbidden to carry as cabin baggage or in any place accessible during flight (this list is merely an exemplification and may be constantly altered, so list of effective articles must be consulted in the Security Manual):

- Fire arms, (for acceptance as checked baggage see PHM 6.4.);
- Side arms;
- Sharpen instruments;
- Wooden rattles;
- Axes;
- Canes or pointed sticks;
- Grenades, explosive, ammunitions or incendiary material;
- Flammable substances, corrosives, radioactive or toxic, including gases, whether or not pressurised;
- knives;
- Scissors with pointed tips;
- Nags;
- Ice climbing crampons;
- Ice pick knives;
- Professional tools;
- Any other dangerous goods that can be used as weapons (see PHM 6.3. and 6.4.).



Besides the above referred articles, passengers are **not authorised to carry liquids in cabin, unless they are in individual recipients and must not exceed 100 millilitres or equivalent (100 g / 3 Oz), duly conditioned in a closed and transparent plastic bag, able to be opened and closed again whose total capacity does not exceed 1 liter per passenger.**

As a reference, plastic bag should not exceed 19 cm X 20 cm.

Liquids are:

- Water and other beverages, soup and syrups;
- Gels, including hair gel;
- Pastes, including dentifrice paste;
- Other articles with similar consistence;
- Lotions, including perfumes and shaving creams; and
- Aerosols and other pressurized recipients.

5 – CABIN BAGGAGE

Exceptions:

- Liquids necessary for all journey (flights and stay), required for medical use with medical and document attesting the authenticity of that liquid and the exemption from forbiddance, and
- Liquids necessary for all journey (flights and stay), required to feed babies or needed for a special diet (with medical prescription).

Whenever requested passenger must provide or prove the authenticity of that liquid forbiddance exemption, by a gustatory or epidermis prove.

All the articles that may not be transported in the cabin, above described, shall be suitably packed and transported in the hold, in case it accomplishes with the parameters defined in PHM 6.3.

3. Aircraft localization

Due to security reasons cabin baggage shall be placed in the overhead compartment, or if that is not possible, under the seats.

4. Check-in registration



Cabin baggage must be weighted and/or measured (whenever necessary), shall be tagged (mod. IM-SMV-026 of SATA Group, or, whenever possible, with automated printed tags) and filled with the passenger's name, flight number and date.

Articles transported free of charge shall not be tagged.

5. Boarding

At the boarding gate, another tracing shall be done, paying attention to the number of volumes that are being carried, the existence of tags, the dimensions and, if necessary, the weight and the name written on the tag.

If, for any reason it turns to be necessary to refuse a certain baggage that is carried by the passenger at the boarding gate, it shall be considered as checked baggage and all the procedures for this type of baggage shall be guaranteed: tagging and introduction of the number of pieces and weight in the DCS (Departure Control System).

5.2. Pets in cabin (PETC)

Small domestic animals (dogs, cats, rabbits, guinea pigs, hamsters, etc.) may be accepted for transportation in the aircraft cabin.

1. Exceptions

SATA is not authorized to transport live animals in the aircraft cabin of flights to/from Great Britain.

It is not permitted to transport birds in the aircraft cabin due to the recent problem with birds' flue. However if all dispositions are met, transportation in hold is still possible as AVIH (see PHM 6.5, Live animals in hold).

2. Interline transportation

When more than one carrier is involved in the transportation, live animals may be accepted at the point of origin after advance arrangements for their carriage on the involved routes have been made and confirmation from all participating carriers has been obtained.

3. Conditions

For the acceptance of an animal in the cabin, following conditions must be met:

- Pre-booked must be made and confirmed by SATA;
- The pet must remain during the whole flight in the pet container, an impermeable bag (appropriate for animals' transportation) or cage supplied by the passenger where animal can stand up, rotate, or lay down naturally. It is not allowed that the animal moves on cabin;
- Due to safety reasons a special attention shall be paid to rodents, requiring a sealed and rigid plastic container (avoiding accidental rodent escape);
- Container may not be placed on the seats;
- The animal must be healthy, clean and does not represent any danger. Pregnant females shall not be accepted.
- Animal should not be specially noisy (avoiding passengers inconvenience);
- All rules, sanitary and others, required by the countries in route, must be observed, namely all necessary documentation (for this purpose IATA TIM shall be consulted);
- △ | • In case of recognized necessity, SATA reserves the right of not accepting the animal in the cabin, authorizing the transportation of the animal only in the cargo compartments of the aircraft.

4. Specific regulation

For specific country regulation about the carriage of animals in hold please consult IATA TIM.

According to Regulation EU 998/2003, passengers transporting pets from/to E.U (except countries with specific regulation, United Kingdom, Ireland, Sweden and Malta), shall present the animal pet passport issued by an authorised veterinary with the name and the proprietary address and also:

- a) Certifies that the animal is identified by a microchip or a very legible mark; and
- b) Certifies a valid anti-rage vaccination/revaccination, made when the animal was at least 3 months old.

5 – CABIN BAGGAGE

5. Limitations

| | Number of containers per flight | Dimensions (cm) (Sum/ Dimensions) | Weight (Kg) (animal + container) |
|------------------------|---------------------------------|--------------------------------------|-------------------------------------|
| Executive Class | 1 | 115 55X40X20 | 7 |
| Economy class | 4 | 115 55X40X20 | |

Note: ACMI (Aircraft, Crew, Maintenance and Insurance) flights operated by aircraft type Dash Q400 have different limitations (see PHM SATA Air Açores chapter 5.2.).

6. Procedures

| Departure station | |
|-------------------|--|
| Action | Procedure |
| 1 | Check if the conditions described in 3. Conditions, above, were met. |
| 2 | In case the transportation involves other carriers than SATA, check the conditions described in, 2. Interline transportation, above. |
| 3 | Fill out a Shipper's Certification for Live Animals (S4 mod. 055), signed by the passenger. |
| 4 | Send a message to the station of destination when any action is needed at arrival (e.g. veterinary). |
| 5 | Captain shall be informed (print-out with the information about special cases at automated stations; or the electronic form IM-SMV-008). |

7. Excess baggage

The tax indicated in the excess baggage table (Manual de Vendas) shall be charged. [Click here to check the tax](#) or consult the excess baggage table directly.

8. Special trained dogs in cabin

Dogs of assistance accompanying incapacitated passengers will be accepted **free of charge in the cabin or in the hold**. Categories of dogs of assistance:

- a) Eye seeing dog (to assist person with visual deficiency);
- b) Hearing hear dogs (to assist person with auditory deficiency);
- c) Dog of service (to assist person with mental, organic or motor deficiency);

The statute of assistance dog is recognized to the dogs trained in certificated, national or international, establishments. The assistance dog must carry the badge that classifies it as such in a visible way. The passenger must prove whenever necessary, the identification of the animal as assistance dog and fulfil the sanitary requirements, as well as provide for the animal correct behaviour and is responsible for any damages that the animal may cause to another person.

Whenever travelling in the cabin, the dog may not occupy a seat neither block the ways, including the emergency exits. Reservation control department (or cabin crew staff), shall assign a window seat for the passenger in order the dog may stay on the floor near the passenger avoiding that the dog blocks the way of the other passengers in the same row, (whenever possible should opt for seats with more space in front, except seats in the emergency rows), (See PHM 3.5 Incapacitated passengers and PHM 5.1 Definitions and limitations of cabin baggage).

5.3. Large dimensions, fragile or valuable articles

1. Definition

Large dimensions, fragile or valuable baggage, such as, art objects, musical instruments, works of art, electronic devices, etc., may be accepted for transportation in the cabin if an extra seat is reserved.

This service implies the payment defined in, 4. Excess baggage, here below.

All the rules applied to the passengers, will be applied to the extra seats (e.g. alteration penalties).

No extra SATA Club points shall be granted by the extra seats paid.

2. Conditions and limitations

- Transportation of these articles, is subject to previous reservation made by the passenger, who should mention the dimensions and weight of the articles and SATA confirmation;
- When a pre notification has not been done, or SATA has not confirmed, these articles may not be accepted for transport in cabin;
- Each volume may not exceed **75 kg**;
- These articles must be capable of being secured to the seat, in order to assure security in cabin.

3. Procedures

When accepting these articles, give attention to the following rules:

- Due to operational reasons, some seats on board may not transport dead load (see Cargo Manual);
 - Boarding card shall contain the seat passenger, followed by the extra seat numbers and the reason for its use (e.g. 8B+8A/CBBG X KG);
 - Insert in the field "Endorsements/Restrictions", of the flight coupon(s) the same information referred in the previous point.
- Cabin baggage tag shall also contain the extra seat indication (e.g. 8B /EXST X KG);
 - In case of consecutive flights the departure station shall inform the other stations by message.

4. Excess baggage

In these cases, the value of the excess baggage will be the same of the passenger ticket fare for each extra seat and for all the baggage routing.

A separated excess baggage ticket must be issued for the articles transported in the cabin. Register the number of extra seats paid (e.g. 2 SEATS).

5. Baggage allowance

Free baggage allowance shall not be increased due to the payment of extra seats.

5.4 Diplomatic mail

1. Transport in hold

All the baggage of a diplomatic courier may be carried in the hold, if local baggage conditions at the stations of origin and destination permit that the diplomatic courier escorts and personally supervises the loading and unloading operations.

Note: SATA will not be responsible for assuring the possibility of supervising the loading and in loading, once the respective authorisation depends on the airport authorities.

In this case, rules identical to the ones that are applied to the checked baggage of the other passengers shall be applied (see PHM 6.)

2. Transport in cabin

Diplomatic baggage may be accepted in cabin when:

- his weight does not exceed **30 kg**; and
- it can be safely stowed under the seat or in the overhead compartment or if in the first row in the adjacent space.

Note: At the acceptance, try to accommodate the diplomatic courier in the first row of the class paid.

When diplomatic baggage exceeds 30 Kg, shall be applied regulation for transport of large dimensions articles in cabin, (see PHM 5.3.).

2.1. Excess baggage

Diplomatic couriers with baggage in the cabin, not exceeding 30 Kg, shall pay the applicable normal excess baggage fare when the total baggage exceeds the free allowance.

For example, a Diplomatic courier with a baggage with 25 Kg and a checked bag weighting 10 Kg, in a flight with free allowance of 20 Kg, shall pay an excess baggage of 15 Kg, considering that total weight to be transported is 35 Kg.

2.2. Procedures

The acceptance of these articles must comply with the following rules:

- Due to operational reasons, some seats on board may not transport dead load (see Cargo Manual);
- Boarding card shall show the seat passenger, followed by the extra seats and the reason for their use (e.g. 8B+8A/CBBG X KG);
- Insert in the flight coupon(s) in the box “Endorsements/Restrictions” the information referred in the previous point.
- In case of consecutive flights, the departure station shall inform the other stations by message.

6 – CHECKED BAGGAGE

6. Checked Baggage

6.1. Definition and limitations

1. Definition

Are considered as baggage, all articles and other passenger personal belongings needed or suitable for wear, use, comfort or convenience during the flight.

Checked baggage is all the baggage accepted under the custody and responsibility of the airline (except when the client has been notified about limitations or exclusions of liability), and for which a baggage check tag (and respective claim tag) has been issued, the respective number of pieces and weight are inserted in the DCS (Departure Control System) and are carried in the hold (not at passenger's disposal during the flight). Registration and handle of checked baggage is made at SATA entire responsibility.

2. Limitations

2.1. Free checked baggage allowance

The free baggage allowance is the limit in weight (*weight concept*) and/or volume (*piece concept*) of baggage that a passenger can check to be transported in the cargo compartments of the aircraft without extra cost. This allowance is established by the class of service paid, and by the class of service in which the passenger really flies. In case of a multiple class trip, the allowance for one sector is equivalent to the class fare paid.

| Passengers | Weight Concept | | Weight Concept (to/from Canada) | | Piece Concept (flights to/from EUA) | | |
|------------------------------|-----------------------------------|-----------------------|-----------------------------------|------------------------|-------------------------------------|-----------------------|----------------------------|
| | Allowance | Max weight per volume | Allowance | Max weight per volume* | Max. num of pieces | Max weight per volume | Max total weight allowance |
| Executive or SATA Plus Class | 30 Kg | 32 kg | 55 Kg | 30 kg | 3 | 32 Kg (70 lbs) | 64 Kg (140 lbs) |
| Gold Sky | + 10 Kg than paid class allowance | 32 kg | + 10 Kg than paid class allowance | 30 kg | +1 piece than paid class allowance | 32 Kg (70 lbs) | 64 Kg (140 lbs) |
| Economy Class | 20 Kg | 32 kg | 50 Kg | 30 kg | 2 | 32 Kg (70 lbs) | 50 Kg (110 lbs) |
| Babies (INF) | 10 Kg | 32 kg | 10 Kg | 30 kg | 1 | 32 Kg (70 lbs) | 10 Kg (22 lbs) |

Note 1: Baggage whose individual weight is superior to 23kgs is considered heavy and a heavy tag (mod. OD-SMV-017) must be placed on the bag. The real baggage weight should be indicated, by the check-in agent, in the correspondent place of the tag.

Note 2: Whenever a passenger wishes to travel with a large quantity of baggage, over the free allowance and/or the maximum weight permitted per volume, a reservation for excess baggage shall be done, at booking time. (see PHM 6.14.).

Note 3: To passengers travelling between USA/Canada, via Azores (with or without stopover), with final destination LIS/FNC/OPO shall be guaranteed the international baggage allowance from the origin to the final destination.

6 – CHECKED BAGGAGE

Whenever a passenger wishes to travel with pieces of baggage **of large dimensions**, the Company shall also be informed, at the time of seat reservation.

Passengers of the same flight that are travelling as one party and present themselves for checking the baggage together (**pool of baggage**), to the same destination can be accepted in pool. The baggage allowance will be the sum of the applicable individual allowance. Every individual passenger must present his own baggage at the check-in counter.

Charter flights can accept baggage under a different rule.

2.2. Packing

All baggage must be properly packed in bags or similar, in a way that it can be easily handed. Package must be sufficient hard and resistant in order to resist to the normal conditions of loading

SATA may refuse the acceptance of bags that are not properly packed, limit or exclude its responsibility (Limited Release tag or the Declaration of Exclusion of Responsibility for the Transportation of Special Articles).

All pieces of baggage must have an identification tag with the name and passenger's address (mod. 058 SATA Internacional; mod. IM-SMV-022 Grupo SATA). These tags are available in ticketing offices and check-in counters.

2.3. Contents

It is forbidden the acceptance of the following items:

- **Styrofoam boxes or other packages** which cannot prevent accidental leakage from fish, shellfish or other products that can cause damage **in the other passenger's baggage or in the Company equipments**.
- Packing cases or other volumes containing **films or ink**;
- **Demijohn (large bottles)** that are not properly packed (see CHM manual).

Baggage accepted for transportation must contain only clothes or other articles for the own passenger use, comfort or convenience. For the acceptance of dangerous goods, perishable or inconvenient, special rules will apply.

The following articles can be accepted as checked baggage only with prior information of the limitation or liability exclusion from the airline and respective passenger signature:

- Animals;
- Weapons;
- Fragile articles;
- Perishable articles (food, frozen food, etc.);
- Drinks;
- Keys;
- Money, jewellery, or values;
- Important documents, private or professional;
- Audio/video equipment;
- Electronic devices;
- Medical equipment;
- Musical instruments;
- Machines or photographic material;
- Informatics (hardware or software);
- Medicines;
- Samples or commercial catalogues;

6 – CHECKED BAGGAGE

- Art, antiquities or collection articles;
 - Glasses and lens;
 - Passports, personal identity, tickets or credit cards;
 - Watches;
 - Mobiles and related devices;
 - Glasses and crystals.
- △ | • Card boxes (even if transporting clothes)

SATA, under the conditions of the Transport Contract, is not responsible for damage or loss of the above mentioned articles. When applicable, a Limited Release tag must be issued (e.g. perishable articles, medicines, samples or commercial catalogues, etc) or the passenger shall sign a Declaration of Exclusion of Responsibility for the Transportation of Special Articles (Mod. 054 SATA International / mod. electronic IM-SMV-006, e.g. weapons, audio/video/electronic equipment, musical instruments, etc).

△ | All the articles that cannot be considered as baggage shall be, preferably sent to Cargo Department. Some articles, that cannot, in any way compromise the flight safety, may be accepted in the cabin if an extra seat is bought (see PHM 5.3.). If not possible, due to lack of time or any other understandable reason, this kind of baggage can be accepted without any responsibility from SATA, in what concerns the transportation. In such cases a limited release tag or the Declaration of Exclusion of Responsibility for the Transportation of Special Articles must be used.

The airline has the right, but not the duty, to verify the passenger's baggage contents in front of him. Diplomatic baggage is exempt from this procedure.

2.3. Governmental Arrangements

The passenger shall be in possession of a valid entry permit, exit or baggage transit, whenever required. Special attention must give to samples, or articles recently bought as well as dangerous goods. Compliance with governmental rules it is passenger's personal responsibility.

2.4. Baggage room

SATA offices may not be used as baggage room.

In exceptional cases passenger's baggage can stay under SATA responsibility, out of the normal procedures which include check-in, transport and deliver. In these cases adequate security measures will be applied.

6 – CHECKED BAGGAGE

6.2 Check-in

1. Procedures

Baggage must be accepted at check-in counter according to the following procedures:

| Station of departure | |
|----------------------|---|
| Action | Procedure |
| 1 | Ask the passenger to remove all the articles tied together with the bags (ex. umbrellas, walking sticks, other packs, etc.). |
| 2 | Remove old tags from the bags. |
| 3 | Check if the baggage is properly packed and examine it for any damage; if baggage is damaged, issue a limited release tag and inform the passenger about. |
| 4 | Issue limited release tags for fragile and perishable articles, improperly packed, or other articles which will be accepted under special rules also described in this Manual (see PHM 6.1) |
| 5 | Check if there are dangerous goods in the baggage (see PHM 6.3.and 5.1.). |
| 6 | Weight all pieces of checked baggage (at the present, cabin baggage must also be weighted, although it is not included in the free checked baggage allowance as described in PHM 6.1) |
| 7 | Inform the passenger in case of excess baggage. |
| 8 | Enter number of pieces and weight in the DCS.(Departure Control System). |
| 9 | Issue a tag for each checked piece of baggage. In case automatic baggage tags are not available, issue manual tags, indicating in writing, the destination and flight numbers. |
| 10 | Attach the baggage tags to the bags, and other special tags, if needed, e.g.: fragile (mod. OD-SMV-020), heavy (mod. OD-SMV-017, used for luggage that weights more than 23 Kg and for staff information), transfer bag (mod. OD-SMV-054), standby x-bag (mod. OD-SMV-055 used to identify excess baggage), etc, if applicable. |
| 11 | Attach the baggage identification portion to the passenger ticket cover and inform the passenger about. Passengers accepted in pool, must be informed about the importance of knowing the tag numbers of their own baggage. Note: In case a passenger checks more than one piece of baggage, claim tags must not be overlapped in order that all claim tag numbers are visible. |
| 12 | In case of excess baggage, use the excess baggage coupon (mod. IM-SMV-060) to register the excess and ask the passenger to contact the SATA ticketing counter in order to settle the respective payment. When requested, inform the total amount due. |
| 13 | Explain to the passenger the destination codes shown on the claim tag that has been attached to the ticket cover. |

| Transfer station | |
|------------------|---|
| Action | Procedure |
| 1 | In case baggage is through checked to the final destination, check if it is correct done, if not, issue new baggage tags. |

6 – CHECKED BAGGAGE

2. Checked baggage destination

According to IATA Resolution 780, baggage must be checked to one of the following points:

- The first *stopover point*, or
- The point to which reservation has been confirmed; or
- The point at which the passenger wishes to take possession of all of his checked baggage; or
- The point where a change of airport is involved; or
- The final destination specified in the ticket (or tickets).

Important note: Baggage through check-in will be allowed to passengers who have **different Transportation Contacts (tickets not issued in conjunction) only when:**

1. all the airlines are IATA members;
2. the connecting flights are under the minimum connecting time (MCT);
3. our flights (Grupo SATA) are not delayed, and do not have assumption of delay, that can risk the upcoming connections.

Passenger must release SATA from the liability of assistance in case of any flight irregularity concerning the upcoming connections, until the final destination. **For the effect, passenger must sign the Declaration of Exclusion of Responsibility for Luggage Acceptance (mod. electronic IM-SMV-039).**

3. Baggage entries on the ticket

Whenever a passenger presents an **ATB ticket or an electronic ticket** there will be no entries on the ticket, baggage entries made into the DCS and the information on the automatic baggage tags will be sufficient.

Whenever a passenger presents a **manual ticket** it is necessary to enter in each flight coupon the number of pieces and the total weight of the checked baggage, until final destination.

Examples:

The example bellow shows standard baggage entries on a manual ticket:

| | |
|-----------------|----------------------|
| PCS 2 | CK. WT. 16 |
|-----------------|----------------------|

The example bellow shows entries for through-labelled baggage:

| | | | |
|-----------------|----------------------|--------|---------|
| PCS 2 | CK. WT. 16 | PCS | CK. WT. |
| | | —————→ | |

4. String tags and sticker type tags

See annex II – Tags

6 – CHECKED BAGGAGE

6.3. Dangerous goods

1. Definition

Dangerous goods are defined and listed in IATA-DGR – Dangerous Goods Regulation and correctly passed to SATA rules in the *SATA Cargo Handling Manual (CHM)*.

Dangerous goods are articles or substances which due to their chemical characteristics may be hazardous to health, safety or surrounding atmosphere, as defined in the List of IATA Dangerous Goods Regulation-DGR.

2. Prohibited articles

The following articles are prohibited as checked baggage (except if in accordance with the IATA DGR Manual table provided in 3. below):

- Briefcases and bags with installed alarm devices;
- Devices with lithium batteries and/or pyrotechnic material;
- Explosives, war weapons, fireworks and flares;
- Gases (flammable, or not deeply refrigerated and poisonous) such as camping gas and aerosols;
- Flammable liquids, such as lighter fuels, paints and thinner;
- Flammable solids, such as matches and articles which are easily ignited; substances liable to spontaneous combustion; substances which on contact with water emit flammable gases;
- Oxidizing substances, such as bleaching powder and peroxides;
- Poisonous (toxic) and infectious substances;
- Radioactive materials;
- Corrosive materials (such as mercury), acids, alkalis and wet-cell batteries;
- Disabling devices containing an irritant or incapacitating substance (such as pepper);
- Magnetised materials and other miscellaneous dangerous goods as listed in the IATA DGR.

There must be placards (mod. OD-SMV-048) with information of forbidden articles for transport at sales counters, check-in and other areas of passengers' access and where it is possible to place them.

3. Dangerous goods:

The following articles may be accepted in limited quantities and with pre notification and carrier approval, when the same is required (for this purpose carrier must be informed at reservation time), as regulated in the IATA DGR Manual table provided below:

Table from IATA DGR Manual

Dangerous goods must not be carried in or as passengers or crew, checked or carry-on baggage, except as otherwise provided below.

| | | | | | |
|---|----|----|-----|-----|---|
| Permitted in or as carry-on baggage | | | | | |
| Permitted in or as checked baggage | | | | | |
| Permitted on one's person | | | | | |
| The approval of the operator(s) is required | | | | | |
| The pilot-in-command must be informed of the location | | | | | |
| NO | NO | NO | n/a | n/a | Disabling devices such as mace, pepper spray, etc. containing an irritant or incapacitating substance are prohibited on the person, in checked and carry-on baggage. |
| NO | NO | NO | n/a | n/a | Electro shock weapons (e.g. Tasers) containing dangerous goods such as explosives, compressed gases, lithium batteries, etc. are forbidden in carry-on baggage or checked baggage or on the person. |

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(Continuation)

| Permitted in or as carry-on baggage | | | | | |
|---|-----|-----|-----|-----|--|
| Permitted in or as checked baggage | | | | | |
| Permitted on one's person | | | | | |
| The approval of the operator(s) is required | | | | | |
| The pilot-in-command must be informed of the location | | | | | |
| NO | NO | NO | n/a | n/a | Security-type attaché cases, cash boxes, cash bags, etc. incorporating dangerous goods, such as lithium batteries and/or pyrotechnic material, except as provided in 2.3.2.6 are totally forbidden. See entry in 4.2 - List of Dangerous Goods. |
| NO | YES | NO | YES | NO | Ammunition (cartridges for weapons), securely packaged (in Div. 1.4S, UN 0012 or UN 0014 only), in quantities not exceeding 5 kg (11 lb) 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 | Camping stoves and fuel containers that have contained a flammable liquid fuel, with empty fuel tank and/or fuel container (see 2.3.2.5 for details). |
| NO | YES | NO | YES | NO | Battery-powered wheelchairs or other similar mobility devices with non-spillable batteries which comply with Packing Instruction 872 or Special Provision A67, provided the battery terminals are protected from short circuits, e.g. by being enclosed in a battery container, and the battery is securely attached to the wheelchair or mobility aid. |
| NO | YES | NO | YES | YES | Battery-powered wheelchairs or other mobility devices with spillable batteries or with lithium batteries (see 2.3.2.3 and 2.3.2.4 for details). |
| YES | NO | NO | YES | YES | Mercury barometer or thermometer carried by a representative of a government weather bureau or similar official agency (see 2.3.3.1 for details.) |
| YES | NO | YES | YES | NO | Lithium ion batteries with a Watt-hour rating exceeding 100 Wh but not exceeding 160 Wh for portable electronic devices. No more than two spare batteries may be carried in carry-on baggage only. These batteries must be individually protected to prevent short circuits. Equipment containing such batteries may be in checked or carry-on baggage. |
| 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 Div. 1.4S and less than 250 mL of compressed gas in Div. 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. |
| YES | YES | NO | YES | NO | Chemical Agent Monitoring Equipment, when carried by staff members of the Organization for the Prohibition of Chemical Weapons on official travel (see 2.3.4.5). |
| YES | YES | NO | YES | NO | Heat producing articles such as underwater torches (diving lamps) and soldering irons. (See 2.3.4.7 for details.) |
| YES | YES | NO | YES | NO | Carbon dioxide, solid (dry ice), in quantities not exceeding 2.5 kg (5 lb) per passenger when used to pack perishables not subject to these Regulations in checked or carry-on baggage, provided the baggage (package) permits the release of carbon dioxide gas. Each item of checked baggage must be marked "dry ice" or "carbon dioxide, solid" and with the net weight of dry ice or an indication that there is 2.5 kg or less dry ice. |
| YES | YES | NO | YES | NO | Insulated packagings 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 | YES | YES | NO | Non-flammable gas cylinder fitted into a life jacket containing carbon dioxide or other suitable gas in Division 2.2, up to two (2) small cylinders per passenger, and up to two (2) spare cartridges. |

6 – CHECKED BAGGAGE

(Continuation)

| Permitted in or as carry-on baggage | | | | | |
|---|-----|-----|-----|-----|---|
| Permitted in or as checked baggage | | | | | |
| Permitted on one's person | | | | | |
| The approval of the operator(s) is required | | | | | |
| The pilot-in-command must be informed of the location | | | | | |
| YES | YES | NO | YES | YES | |
| | | | | | Oxygen or air, gaseous, cylinders required for medical use. The cylinder must not exceed 5 kg gross weight. Note: Liquid oxygen systems are forbidden for transport. |
| YES | YES | YES | YES | NO | Portable medical electronic devices (Automated External Defibrillators (AED), Nebulizer, Continuous Positive Airway Pressure (CPAP), etc.) containing lithium metal or lithium ion cells or batteries may be carried (see 2.3.4.8 for details). |
| NO | YES | NO | NO | NO | Aerosols in Division 2.2, with no subsidiary risk, for sporting or home use. and |
| YES | YES | YES | NO | NO | Non-radioactive medicinal or toilet articles (including aerosols) such as hair sprays, perfumes, colognes and medicines containing alcohol. The total net quantity of all above mentioned articles must not exceed 2 kg (4.4 lb) or 2 L (2 qt), and the net quantity of each single article must not exceed 0.5 kg (1 lb) or 0.5 L (1 pt). Release valves on aerosols must be protected by a cap or other suitable means to prevent inadvertent release of the contents. |
| YES | YES | YES | NO | NO | Alcoholic beverages, when in retail packagings, containing more than 24% but not more than 70% alcohol by volume, in receptacles not exceeding 5 L, with a total net quantity per person of 5 L. |
| YES | YES | YES | NO | NO | Energy efficient light bulbs when in retail packaging intended for personal or home use. |
| 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. |
| YES | YES | YES | NO | NO | Portable electronic devices containing lithium metal or lithium ion cells or batteries, such as watches, calculating machines, cameras, cellular phones, lap-top computers, camcorders, etc., when carried by passengers or crew for personal use. |
| YES | NO | YES | NO | NO | Spare lithium metal or lithium ion cells or batteries, for such portable electronic devices may be carried in carry-on baggage only. These batteries must be individually protected to prevent short circuits. |
| YES | YES | NO | NO | NO | Hair curlers containing hydrocarbon gas, up to one (1) per passenger or crew-member, 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 | YES | NO | NO | Medical or clinical thermometer, which contains mercury, one (1) per passenger for personal use, when in its protective case. |
| YES | NO | YES | NO | NO | Fuel cell systems, and spare fuel cartridges powering portable electronic devices (e.g. cameras, cellular phones, laptop computers, and camcorders), see 2.3.5.10 for details. |
| NO | NO | YES | NO | NO | Radioisotopic cardiac pacemakers or other devices, including those powered by lithium batteries, implanted into a person, or radiopharmaceuticals contained within the body of a person as the result of medical treatment. |
| NO | NO | YES | NO | NO | Safety matches (one small packet) or a cigarette lighter that does not contain unabsorbed liquid fuel, other than liquefied gas, intended for use by an individual when carried on the person. Lighter fuel and lighter refills are not permitted on one's person or in checked or carry-on baggage. Note: "Strike anywhere" matches, "Blue flame" or "Cigar" lighters are forbidden. |

Note:
n/a means not applicable

6 – CHECKED BAGGAGE



4. Hidden dangerous goods

In order to prevent the inclusion of dangerous goods in checked or cabin baggage, in a non apparent way, staff should obtain the maximum information from passengers, in order to determine the acceptance.

Here bellow are examples of some common devices that are normally presented for check-in and that can in same way be dangerous goods:

- **Breathing apparatus** – may indicate cylinders of compressed gas, chemical oxygen generators or refrigerated liquefied oxygen;
- **Semen** – may be packed with carbon dioxide solid or another refrigerated liquid gas.
- **Camping material** – may contain dangerous goods, such as flammable gases;
- **Cylinders** – may contain compressed or liquefied gas;
- **Dental apparatus** – may contain dangerous chemic products, such as resins or solvents, compressed or liquefied gas, mercury, or radioactive material;
- **Drilling and mining equipment** – may contain explosives and/or other dangerous goods;
- **Electric equipment** – may contain magnetic material;
- **Electrically powered apparatus** – may contain wet or dry batteries;
- **Fruit, fish, vegetables, or other perishable frozen articles** – may be packed with dry ice;
- **Household goods** – may contain items meeting any of the criteria for dangerous goods, such as paints, aerosols, lime hypochlorite, polishes, matches, etc.;
- **Laboratory/testing equipment** – may contain dangerous goods, particularly flammable liquids, flammable solids, oxidizers, organic peroxides, toxic or corrosive substances;
- **Instruments** – may include, barometers, manometers, commuturs, rectifier tubes, thermometers containing mercury;
- **Medical devices** – may contain flammable liquids or solids, oxidizers, organic peroxides, toxic or corrosive substances;
- **Medicines or pharmaceuticals** – may contain flammable liquids or solids, oxidizers, organic peroxides, toxic or corrosive substances;
- **Parts of automobile** – may contain motors, carburettors or fuel tanks, batteries, compressed gas, fire extinguishers, etc.;
- **Film equipment** – may contain explosives, generators, batteries, fuel, heating producing articles, etc.;
- **Tool boxes** – may contain explosives, compressed gas or aerosols, flammable gas, flammable paints, corrosive liquids, etc.
- **Diagnosis substances** – may contain infectious substances;
- **Vaccines** – may be packed in carbon dioxide solid (dry ice);
- **Diving equipment** – may contain cylinders (oxygen bottles for diving) of compressed gas, diving lamps of high density (generate high heat), etc;



In case of doubt of any substance acceptance, the Company Dangerous Goods experts (PDLEH01, PDLFZSP or PDLFASP) shall be contacted. If doubt persists, substances that can in any way risk the flight safety, must not be accepted.

5. Markings and labels

Packages showing dangerous goods markings or labels, such as corrosives, explosives, flammable substances, fuel, poisonous or radioactive substances, etc., may never be accepted as checked or cabin baggage.

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Confirm with the passenger if the contents correspond to the external marking or label and:

- In negative case, passenger shall annul or remove the referred mark or label; or
- In positive case, acceptance must be refused and passenger directed to SATA cargo service.

△ | **5.1. Examples de labels for dangerous goods**

See Annex III – other documents

7. Carriage refusal

△ | If during baggage questionnaire the passenger informs that transports a dangerous goods inside the luggage or if afterwards (through the x-ray or other damage) it is proved to exist dangerous goods, these shall be immediately removed from the baggage and the passenger shall be informed of the reasons for its refusal. SATA may not accept responsibility to keep these articles.
This situation has to be reported by the Supervisor on a Dangerous Goods Occurrence Report (mod. IM-SCC-004) which shall be maintained and available on the Station files.

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6.4. Arms and ammunition

Transport of arms and ammunition it is not permitted in the cabin, neither in the hole if accessible from the passenger's cabin.

Arms of small calibre hunt arms or sport arms and small calibre ammunition may be accepted as checked baggage.

Transportation of arms and ammunition classified as "war material" is not permitted.

Transportation of explosive or incendiary ammunitions is not permitted. .

Other type of arms, such as swords, daggers, etc.), may be accepted as checked baggage.

1. Restrictions

Transport of arms and ammunition is under the passenger's responsibility.

SATA is not responsible for any damage that can happen with the arms transportation. Passengers should always be informed about this restriction.

△ Arms and ammunition acceptance is subject to the filling out of a Declaration of Exclusion of Indemnity for Transportation of Special Articles (S4 mod. 054 / mod. electronic IM-SMV-006). This form should be signed by the passenger.

All arms must be offloaded.

As arms must be suitably, in a strong rigid container made of wood, metal, fibre or other material that secures its protection. Package should be identified with a label special for arms (see tag mod. 5073).

The Ammunition must be packed separately from the firearm.

With prior reservation and approval from SATA, it is permitted to transport as checked baggage, a small quantity of small calibre ammunition for sport or hunt purposes only. This ammunition must be packed in a box or container made of metal, aluminium, wood or fibre and separately from the firearm.

Each passenger may transport ammunition as checked baggage until 11pd. (5 kg), as maximum weight. Every package may not exceed 11 pd. (passengers may not pack their ammunitions together in one sole package).

For detailed information about security procedures, SATA security manual should be consulted.

Arms transportation is subject to specific rules, according to the country of departure, arrival and transit/transfer (see IATA TIMATIC).

2. Procedures

| Departure Station | |
|-------------------|---|
| Action | Procedure |
| 1 | Arms and ammunition may be accepted only if confirmed by the security airport authorities (in |

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| | |
|----------|--|
| | Portugal, PSP or GNR) that passengers are authorized to carry those articles). |
| 2 | <p>Register arms and ammunition until:</p> <ul style="list-style-type: none"> • Final destination, for consecutive flights operated SATA Group or other companies that have an agreement with SATA, but only within national territory; • Place where the change of Carrier occurs or stopover point. • Point to point in international flights. <p>Inform passenger about the arms and ammunition destination.</p> |
| 3 | Fill out the form for Special articles transportation (S4 mod. 054/ mod. electronic IM-SMV-006), that should be signed by the passenger. The staff responsible for this assistance should write down the initial letters of his name, after the date. |
| 4 | Issue a limited release tag and attach the special label for arms and ammunition (mod. 5073) both on the arm and ammunition package. |
| 5 | Fill out the special document for shipment of arms in the checked baggage (mod. 17DWSP) as established in the Security Manual. |
| 6 | When declared at embarkation, or detected at the security control, if there is nothing against its acceptance, the Airport authority (PSP), in presence of the passenger, will give the arms to the airline, in order they are accepted as checked baggage, duly tagged and identified. |
| 7 | Bags containing arms or ammunition must be handed over to the Ramp staff, who will sign the disclaimer form that will be kept at the Station office. |
| 8 | <p>Inform the station of destination and/or stations en route (see Action 2, here above):</p> <ul style="list-style-type: none"> • Flight number; • Route; • Name of the passenger to whom the arm belong; • Baggage tag numbers; • Number of the hole where the arm were loaded; |

| Station of destination | |
|------------------------|--|
| Action | Procedures |
| 1 | In domestic flights, arm should be collected and given to Airport security authorities (In Portugal PSP or GNR). Arm will be given to the owner against passenger's identification. |
| 2 | In international flights, arm should be collected and given to Airport custom authority. |
| 3 | The exclusion form for Special articles transportation (S4 mod. 054 SATA/ mod. electronic IM-SMV-006) at the Lost and Found department, in order to be used if an irregularity occurs. |

3. Irregularities

In case of irregularity the airport security authorities (PSP will immediately be informed, in order to initiate the legal appropriate procedures.

In all the other aspects, this irregularity will be treated as established for any other baggage irregularity (see PHM Chap. 11).

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6.5 Animals in hold (AVIH)

Small domestic animals (dogs, cats, birds, rabbits, hamsters, etc.) can be accepted for transportation in the cargo compartment of the aircraft.

Animals may be accepted as checked baggage in the same flight the passenger is.

Unaccompanied animals of unusual sizes or wild animals are accepted as cargo. In case of doubt Cargo Service should be contacted (PDLFZSP or PDLFASP).

1. Exceptions

△ | SATA is not authorized to transport live animals to/from England in the cargo compartments.

2. Limits

| Aircraft type | Container maximum dimensions (cm) | Limits |
|---------------|-----------------------------------|--------|
| A310-300 | 100 x 78 x 69 | 8 |
| A320-200 | 100 x 78 x 69 | 4 |

□ | **Note:** ACMI (Aircraft, Crew, Maintenance and Insurance) flights operated by aircraft type Dash Q400 have different limitations (see PHM SATA Air Açores chapter 6.5.).

3. Interline transportation

In case that transportation involves more than one carrier, live animals cannot be booked neither accepted at station of origin, without pre notification to the other involved carriers and their confirmation for the acceptance.

4. Conditions

For the acceptance of an animal in a cargo compartment of the aircraft, is necessary:

- Pre-notification to SATA and confirmation from the airline;
- That the animal is kept in a suitable container adequate for transportation (container made of hard material, leak escape and claw proof), large enough for the animal stand upright, turn and lie down in a natural manner, but doesn't permit the animal to escape neither access to the outside (animal foot, nose or tail);
- That the animal is healthy, clean and harmless. Pregnant females are not accepted;
- Present all health certificates and other documentation required for the countries en route. (see point 5 here below).

□ | The acceptance of more than one animal in the same container is possible only in the following cases:

- Adult animals of comparable size, up to 14kg each, only if the animals are used to cohabit, and the maximum of 2 animals per container;
- Animals of the same brood, up to 6 months of age, and the maximum of 3 per container.

Note: In case of animals' incorrect behaviour and for security reasons, SATA reserves the right of not accepting the animals together, demanding separated containers.

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5. Special regulations

For special regulations of the different countries, about carriage of animals in hold, see IATA TIM.

It is necessary to emphasize that in flights to/from European Union (except in countries where specific rules apply: United Kingdom, Ireland, Swedish and Malta), according to Reg. EU 998/2003, passengers transporting animals should be in possession of the respective “pet passport” issued by a competent veterinary, that besides inform about the name and address of the animal’s owner:

- a) certifies that the animal is identified with a microchip or a mark well legible;
- b) make prove of valid anti rabid vaccination or revaccination, done when the animal was at least 3 months old.

6. Procedures

| Station of origin | |
|-------------------|--|
| Action | Procedures |
| 1 | Verify if all the conditions defined in 4. Conditions in 5. Special rules are met, as per above. |
| 2 | In case that other carriers than SATA are involved, verify the conditions described in point 3. Interline transportation. |
| 3 | If accepted, certify that the passenger gives the animal food, if applicable. |
| 4 | Take note of any particular instruction regarding the animal, if applicable. |
| 5 | Fill in the Declaration of Responsibility for animals transportation (S4 mod. 055 / mod. Electronic IM-SMV-005), duly signed by the passenger. |
| 6 | Send a message to all stations en route, with the following elements: <ul style="list-style-type: none"> • Flight number, date and destination; • Passenger’s name; • Type of animal; • Special instructions, if applicable. |
| 7 | Inform the flight Captain by a <i>print-out</i> with the information for special cases, at automated stations; or electronic form IM-SMV-008). |

| Transit or transfer station | |
|-----------------------------|--|
| Action | Procedure |
| 1 | Inspect the animal and provide food and water, when required in the message from the origin station. |

7. Excess baggage

△ The tax indicated in the excess baggage table (Manual de Vendas) shall be charged. [Click here to check the tax](#) or consult the excess baggage table directly.

In case the passenger has excess of checked baggage and transports an animal, each excess baggage should be paid in separate.

Note: Seeing eye dogs and hearing hear (assistance) dogs are accepted free of charge in the hole or in the cabin.

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6.6 Wheelchairs

1. Definition

Wheelchair in this sub chapter is a passenger's own wheelchair (collapsible or battery-powered), to be transported in the hold as checked baggage.

Wheelchair will be transported free of charge. Excess baggage rate will not be applied, even if the baggage free allowance is exceeded.

Battery- powered wheelchair may comprise three types:

- Dry battery;
- Non spiller (dry) battery – can be transported without spilling any liquid (according to IATA Dangerous Goods regulations - DGR);
- Spiller (wet) battery – risk to spill liquid, consequently, transportation is subject to some conditions..

For more information about wheelchair see PHM 3.5. /6.

For more information about transportation of dry and wet batteries, see PHM 6.3.

2. Transportation conditions

2.1. Collapsible wheelchair

△ | Apart from the applicable to the acceptance of fragile articles, are accepted without any particular details. (see PHM 6.3.).

2.2. Battery powered wheelchairs

Wheelchair batteries are considered dangerous goods as so they need pre notification and carrier previous authorization to be accepted. Procedures defined in PHM Chap 6.3/3 must be followed.

3. Acceptance procedures

In case that transportation involves other carriers (interline), passenger's own battery powered wheelchair cannot be booked neither accepted at station of origin, without pre notification to the other involved carriers and their confirmation of the acceptance.

After the acceptance, Ramp department shall be informed about the battery type, in order to prepare the correct loading.

Inform the Captain of the respective flight (*print-out with the list of Special cases, at automated stations; or automated form IM-SMV-008*), about the compartment where the wheelchair with battery, or only the battery duly packed are loaded.

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6.7 Ski and snowboard equipment

Ski and snowboard equipment on board SATA flights are accepted under specific conditions.

Acceptance of these articles is subject to pre-reservation and confirmation by SATA.

When the pre-reservation was not done or it was not confirmed by the airline, these articles will be accepted in a standby basis, depending on the flight availability. In case this equipment is accepted in a later flight, its collection is passenger sole responsibility.

1. Definition

Passengers wishing to transport one ski equipment (or water ski), consisting of a pair of skis (or a snowboard), a pair of sticks and a pair of boots, will be subject to the rules described here under in point 2. Excess baggage.

For this equipment a separated excess baggage ticket should always be issued.

2. Excess baggage



The tax indicated in the excess baggage table (Manual de Vendas) shall be charged. [Click here to check the tax](#) or consult the excess baggage table directly.

6 – CHECKED BAGGAGE

6.8 Golf equipment

Golf equipment on board SATA flights is accepted under special regulation.

Acceptance of these articles is subject to pre-reservation and confirmation by SATA.

When the pre-reservation was not done or it was not confirmed by the airline, these articles will be accepted in a standby basis, depending on the flight availability. In case this equipment is accepted in a later flight, its collection is passenger sole responsibility.

1. Definition

Passengers wishing to transport one golf equipment, which consists of:

- 1 Golf bag;
- Sticks (iron and/or wood);
- Adequate balls;
- 1 Adequate coat;
- 1 Cap;
- 1 Pair of adequate shoes;
- 1 Umbrella;

For this equipment a separated excess baggage ticket should always be issued.

2. Excess baggage

△ The tax indicated in the excess baggage table (Manual de Vendas) shall be charged. [Click here to check the tax](#) or consult the excess baggage table directly.

6.9 Diving and Canyoning equipment

Scuba diving and canyoning* equipment on board SATA flights are accepted under specific procedures.

* Canyoning (known as canyoneering in the U.S.) is traveling in canyons using a variety of techniques that may include walking, climbing, jumping and/or swimming.

1. Conditions

Acceptance of these articles is subject to pre-notification and confirmation by SATA.

When the pre-notification or the confirmation by SATA was not done, these articles will be accepted in a standby basis, being accepted only if space available. In case this equipment is accepted in a later flight, its collection is passenger sole responsibility.

Pay attention to the possibility of existing **water lanterns** in the passenger's baggage (see PHM 6.3.).

Oxygen bottles must be **empty** with the security valves opened.

2. Check-in

When accepting these equipments, special attention should be given to the following details:

- When the pre-notification or the confirmation by SATA was not done, issue stand-by tags and inform the passenger about the acceptance conditions;
- Issue limited release tags;

3. Excess baggage



The tax indicated in the excess baggage table (Manual de Vendas) shall be charged.
[Click here to check the tax](#) or consult the excess baggage table directly.

***Canyoning equipment includes:** helmet, ropes, pistons and proper suit and footwear.

△ 6.10 Boards and kayak

Body board, surf (or long boards) and windsurfs may be accepted as checked baggage, although due to their dimensions and fragility their acceptance should have special attention.

1. Conditions

Acceptance of these articles is subject to pre-notification and confirmation by SATA.

When the pre-notification or the confirmation by SATA was not done, these articles will be accepted in a standby basis, being accepted only if space available. In case this equipment is accepted in a later flight, its collection is passenger sole responsibility

2. Check-in

When accepting these equipments, special attention should be given to the following rules:

- When the pre-notification or the confirmation by SATA was not done, issue stand-by tags and inform the passenger about the acceptance conditions (which are dependent from the hole space and payload);
- Issue limited release tags;

3. Excess baggage

△ The tax indicated in the excess baggage table (Manual de Vendas) shall be charged.
[Click here to check the tax](#) or consult the excess baggage table directly.

⊗

6 – CHECKED BAGGAGE

6.11 Bicycles

1. Conditions

Acceptance of these articles is subject to pre-notification and confirmation by SATA.

When the pre-notification or the confirmation by SATA was not done, these articles will be accepted in a standby basis, being accepted only if space available. In case this equipment is accepted in a later flight, its collection is passenger sole responsibility.

When accepted for transportation, bicycles must have:

- The handle bar rotated 90 degrees from its original position and attached to the bicycle frame; and
- Pedals removed.

2. Check-in

When accepting these equipments, special attention should be given to the following rules:

- When the pre-notification or the confirmation by SATA was not done, issue stand-by tags and inform the passenger about the acceptance conditions (which are dependent from the hole space and payload);
- Issue limited release tags;

3. Limitations

Each case will be considered according to the information given in the pre-notification, in what concerns bicycle dimensions and weight (and package, when applicable).

| Limits by aircraft | |
|--------------------|---|
| A310-300 | 6 |
| A320-200 | 4 |

Note: ACMI (Aircraft, Crew, Maintenance and Insurance) flights operated by aircraft type Dash Q400 have different limitations (see PHM SATA Air Açores chapter 6.11.).

⊗

4. Excess baggage

△

The tax indicated in the excess baggage table (Manual de Vendas) shall be charged. [Click here to check the tax](#) or consult the excess baggage table directly.

6.12. Delta gliders and para gliders

1. Conditions

Acceptance of these articles is subject to pre-notification and confirmation by SATA.

When the pre-notification or the confirmation by SATA was not done, these articles will be accepted in a standby basis, being accepted only if space available. In case this equipment is accepted in a later flight, its collection is passenger sole responsibility.

When a delta glider is accepted, it should be dismantled.

2. Exception

Delta gliders **will not be accepted** as checked baggage in flights operated by SATA Air Açores.

The acceptance of these articles as cargo will depend on its measures after dismantled.

3. Check-in

When accepting these equipments, special attention should be given to the following rules:

- When the pre-notification or the confirmation by SATA was not done, issue stand-by tags and inform the passenger about the acceptance conditions (which are dependent from the hole space and payload);
- Issue limited release tags;

4. Limitations

Each case will be considered according to the information given in the pre-notification, in what concerns a delta glider and para glider dimensions and weight

⊗

5. Excess baggage

△ The tax indicated in the excess baggage table (Manual de Vendas) shall be charged. [Click here to check the tax](#) or consult the excess baggage table directly.



6.13. Other sport equipments

The acceptance for transportation of other sport equipments, which for its dimensions or fragility may not be accepted as normal checked baggage, should be decided case by case by SATA.

Passengers wishing to transport these articles should pre notify the carrier; articles may not be accepted if this requirement was not met.

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6.14 Excess baggage

1. Reservation

△ Due to payload and space limitation on board our planes (in same routes, the payload can be very reduced), passengers wishing to fly with excess baggage must inform the carrier in respect of the excess baggage weight (or pieces) at the time of booking. Any excess baggage not confirmed by the Reservations Control Centre, will be accepted subject to payload availability.

1.1. Limits

In SATA, excess baggage acceptance, will always depend on the particular conditions of the involved flight(s) (type of aircraft, total of accepted passengers, cargo, mail, etc.).

The Reservations Control Centre will decide the acceptance taking into consideration the weight and dimensions of the articles.

1.2. Priority

Here bellow is the priority for the acceptance of booked excess baggage:

1. Transfer passengers;
2. Passengers transporting excess baggage for professional reasons;
3. Normal excess baggage of passengers that are initiating their trip.

1.3. Procedures

The following rules must be taken into consideration:

- Insert the excess baggage information in the reservation;
- Insert the sale information in the field "Restrictions" in all flight coupons that will be used for all the journey. Stamp and sign them (ex: 80 KG XBAG CONFIRMED).

2. Taxes

2.1. Normal taxes in weight concept

As defined in the MTR (Tariff and Regulation Manual) the excess baggage fare for flights operated by SATA airlines are defined on a fixed rate.

Excess baggage on interline baggage check will require the application of the IATA published fare (the price per kilogram is found from the calculation of 1,5% of the normal highest economy fare in respect of the point to where the baggage is checked). As defined in international rules, the excess baggage (resulting from the multiplication of the weight by the excess baggage fare) is always rounded off to the superior Euro unit (or correspondent currency).

Baggage tariff is applied from the point where the baggage was accepted until the point where the baggage is collected.

2.1.1. Heavy baggage

□ Volumes with more than 23kg are considered heavy and a heavy tag (mod. OD-SMV-017) must be placed on the bag. The check-in agent shall write the real bag weight in the heavy tag box.

□ The maximum weight permitted per volume without pre-reservation and confirmation by SATA is 32kg (Canada is an exception: each bag cannot be heavier than 30 kg of weight). Besides the normal excess

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chargers, normal value per kg, if existent and applicable, the transportation of heavy luggage over 32 kg implies a heavy baggage handling tax and the passenger shall pay:

- EUR 50 per volume exceeding 32 kg.

When the pre-notification or the confirmation by SATA was not done, the check-in agent shall indicate the following alternatives/ suggestions:

- Baggage “repack”, that is, the passenger shall remove some articles of a luggage for another one, in order to obtain the maximum 32kg weight per volume.
- The transport through Cargo Services.

If not possible, due to lack of time or any other understandable reason, volumes over 32 kg weight can still be accepted but only under a stand-by basis, that is, depending on the station and its collaborators availability (for operational, security and health reasons), the aircraft space and weight availability and under payment of the heavy bag handling tax referred above.

2.2. Normal taxes in piece concept

In the piece concept system, the following taxes will be applied, when the free baggage allowance is exceeded (see PHM 6.1/2, Limitations):

| Excess conditions | Remarks | Nº of taxes |
|---|---|------------------|
| Over piece | • For each piece in excess. | 1 tax |
| Overweight | • Executive class + goldsky: if the baggage total weight exceeds 64 kg/110 lbs (only possible if there are pieces in excess). • Economy class: if the baggage total weight exceeds 50 kg/110 lbs | 1 tax |
| Over piece + Overweight | | Taxes sum |
| Pieces weighting more than 32 Kg (70 lbs) but less than 47 kg (103 lbs) | • Only accepted if pre notified (more than 24h in advance) and confirmed by the Reservations Control. | + 1 tax |
| Pieces weighting more than 47 Kg (70 lbs) but less than 62 kg (103 lbs) | • Only accepted if pre notified (more than 24h in advance) and confirmed by the Reservations Control. | + 2 taxes |

Note: If an economy class passenger presents one unique piece weighting 60 kg (pre confirmed by SATA) **three taxes** will be applied. The first one because the economy free baggage allowance (50 kg) and the remaining two, because the weight is more than 47 kg and less than 62 kg.

For the applicable taxes value, consult the tables published in MTR (Manual of Tariffs and rules)

2.3. Special taxes

There are some special excess baggage taxes (and/or service taxes) related to the transportation of ski and snowboard equipment (see PHM 6.7.), golf equipment (see PHM 6.8.), diving equipment (see PHM 6.9.), body, surf and windsurf board, (see PHM 6.10.), bicycles (see PHM 6.11.), delta glider and para gliders (see PHM 6.12.) and other sport equipments (see PHM 6.13.).

3. Declaration of value

(see PHM 5.3).

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4. Excess baggage ticket

Irrespective of the form of payment, the excess baggage ticket is used as a receipt for the perception of:

- Checked baggage in excess of the free allowance or of any excess weight previously paid for;
- Diplomatic bags blocking out additional seats in the cabin (see PHM 5.4.);
- Bulky, fragile or valuable articles, blocking out additional seats in the cabin (see PHM 5.3.);
- Service taxes and excess baggage paid for special articles (see 2.3. Special taxes, above).

Excess baggage ticket may not be issued to cover journey beyond the final destination (or stopover) as specified in the passenger's ticket or in the tickets issued in conjunction.

4.1. Issuance

The excess baggage ticket must have one flight coupon for each flight coupon of the passenger's ticket for the legs involved.

When more than one excess baggage ticket is required, tickets with consecutive serial numbers shall be used, inserting "VOID" in the field "To" of the unnecessary flight coupons. The number of the tickets issued in conjunction shall be entered in the field "in conjunction with/in exchange for" of each ticket and the words "in exchange for" shall be crossed out (see 4.3. Fill in, here under).

The cancelled flight coupons of the excess baggage ticket shall be detached and attached to the Audit Coupon.

Verify if all flight coupons are legible after being filled in. Distribute the flight coupons as described in 4.2. Distributions here bellow.

4.2. Distribution

The excess baggage ticket has three types of coupons, distributed as follows, after being filled in:

- Audit Coupon (a blue coupon) – to be lifted at the time of issuance and attached to the Sales report as proof;
- Flight Coupons (two yellow coupons) – to be lifted at check-in and stapled to the back part of the correspondent passenger flight coupon;
- Passenger Coupon (a white coupon) – to be kept by the passenger after completion of the journey.

4.3. Fulfilling

| | | | | | | | |
|--|--|---|------------|--|--|-------------------------|--|
| PASSENGER TICKET NUMBER(S) 1 | | EXCESS BAGGAGE TICKET | | AUDIT COUPON | | DATE AND PLACE OF ISSUE | |
| IN CONJUNCTION WITH/IN EXCHANGE FOR 2 | | <input type="checkbox"/> SKIING EQUIPMENT <input type="checkbox"/> GOLFING EQUIPMENT <input type="checkbox"/> PET <input type="checkbox"/> BULKY BAGGAGE _____ SEATS <input type="checkbox"/> | | 10 | | 11 | |
| EXCESS WEIGHT (KG) 3 | | EXCESS PIECE(S)/OVERSIZE 4 | | NOT GOOD FOR CARRIAGE OF EXCESS BAGGAGE | | REMARKS 14 | |
| RATE PER KG OR PIECE 5 | | CHARGE 6 | | | | | |
| TAX/FEE/CHARGE 7 | | CARRIER 12 | FROM 13 | ISSUED BY | | | |
| TOTAL 8 | | CARRIER 12 | TO 13 | | | | |
| FORM OF PAYMENT 9 | | TO 13 | | SUBJECT TO CONDITIONS OF CONTRACT OF PASSENGER TICKET AND BAGGAGE CHECK CPN AIRLINE FORM AND SERIAL NUMBER OK CODE | | | |
| DO NOT MARK OR STAMP IN THE WHITE AREA ABOVE | | | | | | | |

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| Box | Description |
|------------|---|
| 1 | Form and serial number of the passenger's ticket or the head of the group, in case of baggage checked in pool. |
| 2 | As applicable: <ul style="list-style-type: none"> • Cross out <i>IN EXCHANGE FOR</i> and write down the number(s) of the other excess baggage tickets being issued in conjunction; or • Cross out <i>IN CONJUNCTION WITH</i> and write down the number of the accountable document being exchanged. |
| 3 | Total excess weight (this includes the normal excess and the one referent to special articles). |
| 4 | Number of excess and/or oversize pieces for which a charge is being collected. |
| 5 | Rate to be charged, per Kg or piece, preceded by the applicable three letter code of the used currency. |
| 6 | Amount charged, preceded by the applicable three letter code of the used currency. |
| 7 | When applicable, total amount of tax due for special articles, preceded by the applicable three letter code of the used currency. |
| 8 | Total charged (6+7, when applicable). |
| 9 | Form of payment "CASH", "CHEQUE", "PT", etc. |
| 10 | Special baggage: <ul style="list-style-type: none"> • Enter X in the applicable square (in the last squares describe the non specified articles); • Enter number of extra seats charged for special baggage in cabin. |
| 11 | Place and date of issuance, with a stamp or validator and signature. |
| 12 | Two letters code of the Carrier for the stretch concerned. |
| 13 | Enter in the same order as per passenger's ticket, the name in full of the stations covered by the excess baggage ticket. |
| 14 | To be used for additional descriptions. |

4.4. Endorsements

The excess baggage ticket does not need to be endorsed; the endorsement of the passenger's ticket is valid for the excess baggage ticket too.

5. Additional baggage

Passengers with consecutive flights, with baggage through checked to the final destination, but that present an increase of baggage in an intermediate station, will be subject to payment of excess baggage if the additional baggage cannot be included in the free baggage allowance still available.

If applicable, a supplementary excess baggage ticket shall be issued for the stretches the additional baggage is accepted.

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6. Government excess baggage authorization (GEBA)

A GEBA is a document issued by a carrier in exchange for a Government Transportation Request (GTR) which entitles the holder to transportation of excess baggage within established limits.

6.1. Acceptance

Once SATA does not issue a GEBA, the regulations stated herein refer to its acceptance only.

Each carrier to whom the passenger presents a GEBA as form of excess baggage payment, shall lift and accept the GEBA drawn in its favour, as payment for carriage of any amount of excess baggage over the routing shown and up to the weight limit stated on the document. Carriage of any amount of excess baggage in excess of the weight limit must be paid for in cash by the passenger.

The GEBA shall never be honoured unless presented with the passenger ticket mentioned on the form, and shall have no value for refund or any other payment.

6.2. Distribution

A GEBA has three coupons, distributed as follows:

- Passenger Coupon – to be presented by passenger to the accepting carrier, to be attached to the Auditor Coupon of the excess baggage ticket;
- Auditor Coupon – to be attached to the GTR, by the issuing carrier;
- Agent Coupon – for the issuing office's file.

Each coupon is divided in two parts:

- Upper part – to be filled in by the issuing carrier;
- Lower part – to be filled in by the accepting carrier.

6.3. Fulfilling

The following fulfilling instructions concern only the accepting carrier.

| ISSUED BY INTERNATIONAL AIRWAYS INC. | | GOVERNMENT EXCESS BAGGAGE AUTHORIZATION Valid Only During The Validity of The Ticket Noted Hereon | | | GEBA No. | |
|---|---|--|---|--|--|----|
| Name of Carrier To: | | Location At: | | The person authorized below may carry excess baggage up to the authorized amount over the routing shown. <small>In Case of Reissue Specify</small> | ISSUING CARRIER VALIDATION | |
| Name of Authorized Person | | Ticket Number(s) | | | | |
| Excess (Specify Lbs/Kgs/Pcs) Baggage Authorized | | For Following Routing | | | Original GEBA No. | |
| Government Authorization No. | | Accepted By (Carrier) | Billing Address of Authorization | Payable in (Currency) | Name of Carrier which issued Original GEBA | |
| Excess Baggage Ticket No. | 1 | Excess Baggage Charges | @ | = | 7 | |
| From | 2 | 1. TOTAL CHARGES FOR EXCESS CARRIED | | | 8 | |
| To | 3 | Amount | @ | = | 9 | |
| Total Baggage | 4 | <input type="checkbox"/> Lbs <input type="checkbox"/> Kgs <input type="checkbox"/> Pcs | Chargeable To Govt. | ----- | | |
| Free Allowance | 5 | <input type="checkbox"/> Lbs <input type="checkbox"/> Kgs <input type="checkbox"/> Pcs | If Different | @ | = | |
| Excess Baggage | 6 | <input type="checkbox"/> Lbs <input type="checkbox"/> Kgs <input type="checkbox"/> Pcs | 2. TOTAL EXCESS CHARGES CHARGEABLE TO GOVT. | | | 10 |
| PAID BY PASSENGER – DIFFERENCE BETWEEN 1 & 2 | | | | | 11 | |
| INSTRUCTIONS TO HONORING CARRIER: Issue an Excess Baggage Ticket against this GEBA when portions above heavy lines are properly executed and accompanied by referenced ticket. The passenger must pay for baggage in excess of the amount authorized. | | | | | | |

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| Box | Description |
|------------|--|
| 1 | Number of the excess baggage ticket issued in consequence of a GEBA. |
| 2 | Point where carriage of the excess baggage commences. |
| 3 | Point where carriage of the excess baggage ends. |
| 4 | Total weight of passenger's baggage. Enter x in the appropriate box (pounds, kg or pieces). |
| 5 | Passenger's free baggage allowance. Enter x in the appropriate box (pounds, kg or pieces) |
| 6 | Total weight of the excess baggage. Enter x in the appropriate box (pounds, kg or pieces) |
| 7 | Insert: weight or pieces @ applicable fare = total amount due. When the passenger travels in different classes, use both lines to indicate the two different charges separately. |
| 8 | Total amount due for the excess baggage transport, preceded by the applicable three letter code of the used currency. |
| 9 | In case the passenger has more excess baggage than referred in the GEBA, insert: weight or pieces @ applicable rate = total to be charged to the Government. When the passenger travels in different classes, use both lines to indicate the two different charges separately. |
| 10 | Total amount chargeable to the Government, preceded by the applicable three letter code of the used currency. |
| 11 | Difference between boxes 8 and 10 (point 1. and 2. of GEBA), if existing. Passenger will be responsible for the payment of this amount, as well as any other taxes if applicable. |
| 12 | Place and date of acceptance, with stamp or seal and signature (similar to the excess baggage ticket). |

6.4. Endorsements

A GEBA may be accepted without endorsement by a carrier other than the one originally mentioned, provided that the routing for which is accepted is the same mentioned on the GEBA form.

6.5. Rerouting

In case of rerouting, the GEBA may be changed in order to show the new routing, provided no additional charges are required.

If the rerouting requires additional charges, the passenger will have to pay in cash for the difference between the GEBA value and the total excess baggage for the new routing, or present a new GTR for that value.

6.6. Pool of baggage

Passengers holding a GEBA shall not be entitled to the pool of baggage with other passenger(s).

6 – CHECKED BAGGAGE

6.15 Declaration of value

Due to the incapacity of our airport services in determining the excess value declared by the passenger, **it is not permitted to** declare that value at check-in time.

Passengers will be advised to transport the object(s), as cabin baggage (for limitations see PHM 5.1.), or as oversized baggage, fragile or valuable, also in the cabin (see PHM 5.3.). All rules related to flight security, will be observed.

When a passenger informs the company in advance about the intention of declaring a value exceeding the limit of liability, the Passenger Service and Quality area shall be contacted.

| Action | Procedures |
|--------|--|
| 1 | The customer will be informed that he/she shall deliver in our sales office or counter the following complete information about the article(s) to transport: <ol style="list-style-type: none"> Brief description; Cost (if possible with attested documentation); External dimensions; Transportation conditions (hard case, protections, etc.); Special care to have within transportation; |
| 2 | Sales office will send the information by fax/e-mail to Passenger Service and Quality (Fax: 296 672 098; email: ruia.apresentacao@sata.pt or edla.tavares@sata.pt); |
| 3 | The SPQ will reply to the sales office of the acceptance or not of the articles for transport with declaration of value and will inform the cost; |
| 4 | If the customer accepts the price conditions, sales office will inform the SPQ that will send all the relevant information to the departure station. |
| 5 | The SPQ will give instruction about the baggage verification and its contents to the departure station. |
| 6 | In the date of the flight, the departure station will have to resend the SPQ message to the final station destination, confirming that the baggage has been checked and informing of any anomalies considered relevant. |
| 7 | The customer will perform the payment in the same day of the flight. |

Procedures in case of baggage irregularity:

Shall be effectuated all the procedures defined in chapter 11.

Since it is a very special baggage, the station responsible for the file will send an immediate message to the SPQ with the irregularity report.

7. Passenger Irregularities

7.1. Generalities and policy

All rules defined in these Chapters about passengers irregularities, are according to **EC Regulation 261/2004** dated 11th February 2004, published in the 17th February 2005, in what concerns rules for indemnity assistance to passengers in case of denied boarding and cancellation or considerable flight delays.

a) SATA has **the legal obligation** of informing its passengers about all the conditions related to their trip including all the aspects related to any irregularity since the reservation was made.

b) Every irregularity occurred in the passenger's itinerary, due to reasons caused by SATA or not, will generally result in inconvenience to the passenger. In such circumstances, the passenger will be more critical than usual in what concerns the way he is being assisted. Total priority should be given to the assistance to these passengers, planning all the actions to be taken, in order to compensate any inconvenient and assisting each passenger individually.

c) **The manner in which a passenger is handled during a flight irregularity, will often influence for remaining, or not, a SATA customer. All the assistance given to a passenger, although it seems insignificant, may result in producing a positive image of SATA.**

d) During the irregularity, at least one uniformed member of SATA ground staff must continuously be present in a visible and accessible place to the public, to give information and assistance to the passengers. The following rules should be observed:

- Keep in mind the passengers' comfort and welfare;
- Plan all action in advance, in order to assure an efficient assistance;
- Coordinate all action, in order to avoid confusion and waste of time;
- Be sure that the passengers are given correct and complete information and that they are duly advised of the arrangements that are being provided.

e) If a change of aircraft, of airline or of route becomes necessary, all passengers should be informed accordingly before boarding.

f) In case of an irregularity that provokes delay in the arrival, whenever requested by the passenger, should be issued a Delay declaration form (electronic form IM-SMV-003 for SP and IM-SMV-004 for S4), which has the sole purpose of justifying the delay on arrival to the passenger's employing entity.

g) In case of flight cancellation or denied boarding, the assistance (accommodation, surface transportation and meals) may not be offered to local passengers. The Station Manager or his representative may decide according to particular conditions presented by the passengers (ex: address too far from the airport).

h) In face of an irregularity, passengers should be transported to their final destination in the quickest and more comfortable way.



Note: Passengers' baggage may be accepted for destinations shown on other tickets (another transport contracts) as defined in PHM 6.2., item 2.



7 – PASSENGER IRREGULARITIES

1. Information

When a flight delay or cancellation occurs, passengers should be informed immediately after the irregularity is known. In case of a delay, some information to passengers should be given before the STD – Scheduled Time of departure.

The destination stations, as well as stations en route, should be informed about all the action taken for passengers' rerouting.

2. Passengers from another carrier, involuntary rerouted to SATA

Passengers of other carriers involuntary rerouted on SATA, should be accepted in the same class of service where they were originally booked. If not possible due to lack of space, the acceptance should be according to the existent agreement between the two airlines. For ticketing and endorsement procedures special rules should be consulted (MTR), in certain cases, a Flight Interruption Manifest (FIM) can be issued for the tickets replacement (see PHM 7.7/3.4.).

7 – PASSENGER IRREGULARITIES

7.2. Delays

A flight is considered delayed when the flight number is maintained but the departure schedule is changed, independent **of the reason** – including changes due to **unexpected or extraordinary reasons**, beyond SATA's control.

Passengers with **confirmed reservation** and meeting one of the conditions here below are illegible for the procedures described in this chapter:

- Flight schedule changes made in the airport;
- Flights changes, planned by the Coordination/Planning department **less than 24h** before departure;
- Flights changes, planned by the Coordination/Planning department **more than 24h** before departure, if there is no proof in the reservation, that the passenger has been notified and if it is SATA services responsibility (CSC, shop, etc.).

Note: Whenever a passenger comes to the airport and states that has not been informed about the foreseen schedule change, his reservation shall be verified in order to clarify at what time the schedule changed and whose department failed to inform the passenger. If SATA informed the Travel Agency or another Carrier about the delay, more than **24h** before STD, it is these entities responsibility to inform the passengers. If Irregularities occurred in consequence of this lack of information should be treated by the Travel Agency or Carrier involved.

Passengers holding a reduced fare ticket, not available, in a direct or indirect way, to the general public, if with a confirmed reservation (**ID1, AD1, RG1, DG1**), **are also entitled** to the rules described in this chapter.

1. General guidelines

Passengers affected by irregularities shall stay in the airport. Should they want to leave anyway, inform them in a clear way, **that leave the airport is their own responsibility**.

The aircraft should not leave without all checked passengers, or before ETD (see 2. Initial procedures, here below).

2. Initial procedures

| Action | Procedures |
|--------|---|
| 1 | Verify if there are passengers that risk missing their connecting flights. |
| 2 | Establish an ETD-estimated Departure Time or a specific time for further information – Advice Time, according to Coordination supervisor. |
| 3 | Passengers shall be informed about the situation every one hour . If no new information is given, passengers should be informed personally by SATA employees, about the actions that are being taken. |
| 4 | For delays over 2 hours , hand over to all involved passengers the form with the rules for assistance in case of delay or cancellation (mod. 5083/ IM-SMV-034 in Portuguese; mod. 5084/ IM-SMV-035 in English). In case of blind passengers, this information must be read in one of the two different languages. Note: There must be informational placards concerning the forms above referred |

△

7 – PASSENGER IRREGULARITIES



(Commitment placard mod. OD-SMV-037) in passengers' register area (this information is imposed by the EC rule 261/2004.No)

3. Misconnections

- a) For passengers missing a connecting flight (within the same contract of transport – same ticket or tickets in conjunction) due to the delay of a SATA flight, a new reservation should be done, in the first available flight of the original receiving carrier, as involuntary rerouting (for procedures see MTR; for applicability see PHM 7.7./3.).
- b) This passengers should be assisted according to the procedures described in point-4.Meals, point-5. Communications and point 7. Hotel and surface transportation here bellow, until the final destination referred on the ticket or in the conjunction ticket.
- c) In case there is availability only in a flight of a different carrier, the passenger will be transferred to that new carrier flight, only with his consent. However, if the passenger doesn't accept the proposed flight, the assistance described in point-4.Meals, point-5.Communications and point-7.Hotel and surface transportation, here bellow, will be due only until the point where the passenger refused to accept the flight of a different carrier.
- d) It is the responsibility of the Station, to provide for onward transportation, to cancel any reservation, as well as provide other arrangements caused by the irregularity.
- e) In an exceptional way and having in consideration SATA commercial view, for passengers with separated tickets for SATA Group operated flights, shall be applied to the rules described here above.

4. Meals

The offer of meal vouchers to passengers affected by delays should be according to the limits here under established:

| Extent of the delay | Meals |
|---|---|
| up to 2h | Without meal. |
| more than 2h | Light snack – flights up to 1500 km (within Portugal). |
| more than 3h | Breakfast / lunch / dinner – between 1500 and 3500 km . |
| more than 4h | Breakfast / lunch / dinner – flights over 3500 km (Portugal – Toronto; Lisbon/Porto – Boston; Brazil; Caribe). Lunch / dinner – flights up to 1500 km (within Portugal), to whom a light snack has already been offered. |
| More than 5h | The Station Manager or his representative should in each case, consider if meals shall be offered or not, according to the normal time for meals. |
| Note: In case that offer a meal can cause a bigger delay, the Station Manager or his representative should decide to limit or refuse this service. | |

For rules and procedures see PHM 7.8.

5. Communications

Passengers are entitled, free of charge, to two telephone calls, or two messages via fax, or two e-mails, according to the extent of the delay and the flight time, as established in table below:

| | | |
|---|---------------------|---------------------------|
| SATA Internacional – Passenger Services & Quality | | |
| Revision nº 2 | Cancels nº original | Effectiveness: 2009.02.27 |

7 – PASSENGER IRREGULARITIES

| Extent of the delay | Flights |
|----------------------------|--|
| up to 2h | Without any bonus. |
| more than 2h | Flights up to 1500 km (within Portugal). |
| more than 3h | Flights between 1500 and 3500 km . |
| more than 4h | Flights over 3500 km (Portugal – Toronto; Lisbon/Porto – Boston; Brazil; Caribe). |

6. Desistance of the flight

Passengers may at any time desist from their flight, in such a case they will be subject to the conditions of the tariff paid.

Only when the flight is delayed more than 5 hours, the passenger may desist from the flight and be entitled to:

- Reimbursement of the **total price of the ticket** and a **return flight to the point of origin** (first point mentioned in the contract of transportation – same ticket or tickets in conjunction), for passengers that are flying one stretch of his original journey and refer that it is not worth to continue, taking into consideration the original plan; **or**
- Reimbursement of the **unused flight coupon(s)**, if the passenger is in his way back or in one stop over point.

For rules and procedures see PHM 7.7./1. and 2.

7. Hotel and surface transportation

In case a delay involves a night stop, the carrier will absorb the expenses with hotel accommodation and surface transportation between the airport and the hotel and vice versa (for rules and procedures see PHM 7.8.).

7.3. Cancellations

A flight is considered cancelled when it doesn't take effect, or when the departure schedule is altered, independent **of the reason** – including cancellations due to **unexpected reasons**, beyond SATA control

Passengers with **confirmed reservation** and meeting one of the conditions here bellow are illegible for the procedures described in this chapter:

- Flight cancellation closed to the departure time, when passengers are already in the airport;
- Flight cancellation planned by the Coordination/Planning department.

Passengers holding a reduced fare ticket, not available, in a direct or indirect way, to the general public, if with a confirmed reservation (**ID1, AD1, RG1, DG1**), **are also entitled** to the rules described in this chapter.

1. Cancellations due to extraordinary reasons

Cancellations occurred in the same day of the flight, are due to extraordinary reasons that could not be avoided even if all possible actions had been taken. According to CE Regulation 261/2004, those circumstances may arise due to politic instability, bad weather conditions or any other reason that can risk the flight safety or security, including technical problems, airport closure, strikes that affect the carrier normal operation (including SATA employee strikes) planning, or air traffic control decisions, etc.

Flight cancellation planned in advance by the Coordination/Planning department, as a result of the above mentioned reasons (ex: long technical problem), are also included in this chapter.

1.1. Initial procedures

| Action | Procedures |
|--------|--|
| 1 | Verify if there are passengers that risk missing their connecting flights. |
| 2 | Accord with the Coordination department the appropriate action to solve the problem. |
| 3 | Apologise for the inconvenient, and whenever possible contact passengers personally. |
| 4 | Give to all passengers involved in the delay, the appropriate form with the rules for assistance in case of flight delay or cancellation (mod. 5083/ IM-SMV-034 in Portuguese; mod. 5084/ IM-SMV-035 in English). In case of blind passengers, this information should be read in one of two applicable different languages. Note: There must be informational placards concerning the forms above referred (Commitment placard mod. OD-SMV-037) in passengers' register area (this information is imposed by the EC rule 261/2004.No) |
| 5 | Offload the baggage and deliver it to passengers (whenever applicable). |

1.2. Refund or rerouting

Passengers affected by a cancelled flight may choose one of the following options:

7 – PASSENGER IRREGULARITIES

- a) Flight rerouting (in equivalent transport conditions) to the final destination in the first possible SATA flight;
or
- b) Flight rerouting (in equivalent transport conditions) to the final destination, in a date convenient for the passenger but, in this case, subject to flight availability; or
- c) Desist from his flight and receive:
- Refund of the **total price of the ticket** and a **return flight to the point of origin** (first point mentioned in the contract of transportation – same ticket or tickets in conjunction), for passengers that are flying one stretch of his original journey and refer that it is not worth to continue, taking into consideration the original plan; **or**
 - Refund of the **unused flight coupon(s)**, if the passenger is in his way back or in one stop over point.

△ | For rules and procedures see PHM 7.7.

1.3. Meals

Passengers affected by SATA flight cancellations will be offered meal and drink vouchers, according to the time of the irregularity and the option the passenger has chosen, in what concerns the option of desisting or be rerouted (1.2 refund or reroute, here above)

- For passengers that desist from their flight and go back to the point of origin, full assistance shall be given until the **departure of the return flight**;
- For passengers that desist from their flight and receive the refund of the total price of the ticket, this assistance **will not be provided**;
- For passengers that decide to accept the SATA proposed rerouting in the first available flight, this assistance shall be given until the **departure of the proposed flight**;
- For passengers that decide to fly in a date of their convenience, this assistance **will not be provided**.

For rules and procedures see PHM 7.8.

1.4. Communications

Passengers are entitled, free of charge, to two telephone calls, or two messages via fax, or two e-mails.

1.5. Hotel and surface transportation

In case the possible rerouting involves a night stop, the carrier will absorb the expenses with hotel accommodation and surface transportation between the airport and the hotel and vice versa, according to the option of desisting or be rerouted (1.2 refund or reroute, here above)

- For passengers that desist from their flight and go back to the point of origin, full assistance shall be given until the **departure of the return flight**;
- For passengers that desist from his flight and receive the refund of the total price of the ticket, this assistance **will not be provided**;
- For passengers that decide to accept the SATA proposed rerouting in the first available flight, this assistance shall be given **until the final destination specified in the ticket or tickets in conjunction**;
- For passengers that decide to fly in a later date of his convenience, this assistance **will not be provided**.

For rules and procedures see PHM 7.8.

7 – PASSENGER IRREGULARITIES

2. Cancellation due to commercial reasons

Passengers affected by flights cancelled in advance by the Coordination/Planning Department shall be contacted also in advance by SATA, Travel Agency or another Airline Company, as applicable, and will be duly rerouted (this information shall be included in the passenger's reservation).

The planned cancellations decided by the Coordination/Planning Department will not be considered for the procedures here under described, as well as the cancellations due to extraordinary reasons (see 1. Cancellation due to extraordinary reasons, here above).

2.1. Procedures for informing passengers

Ticketing counters or CSC, as applicable, should notify passengers whose reservations are under their control, according to the following procedures and **enter in the PNR all the relevant information** (SATA will be responsible for making proof of all the details regarding the irregularity, in case of a passenger's claim):

| Action | Description |
|--------|---|
| 1 | Verify the queues frequently. |
| 2 | In case of cancellation, analyse the PNR, verify the connecting flights and the possible reroutes, as well as the passenger's rights to indemnity, according to 2.2. Right to indemnity, here below. |
| 3 | Contact all passengers affected by the cancellation. |
| 4 | Apologise for the inconvenient caused by the cancellation. |
| 5 | Offer the passengers the options defined in 1.2 Right to refund or rerouting, here above (offering as first choice an alternative flight whose SDT is the nearest possible to the STD of the cancelled flight). |
| 6 | In case that it is not possible to offer a rerouting within the limits established in 2.2 Right to indemnity, here bellow, passenger will be entitled to an indemnity and must be informed about the value that he will receive, as well as the involved procedures (passenger should contact the ticketing counter and fill in the Indemnity Document - mod. 126 of SATA Internacional) – have in mind that the times referred are determined by the rerouting flight proposed by SATA and not according to another passenger's option. |
| 7 | At passenger's request, can be offered the assistance described in 1.3. Meals, 1.4. Communications and 1.5. Hotel and surface transportation, here above, by contacting a ticketing counter (besides the entrance in the PNR, with all the details proposed and accepted by the passenger, a message should be sent to the ticketing counter involved, with all this information, in a way that they can prepare the necessary assistance in advance). |
| 8 | When, in presence of the passenger, the form with the rules for assistance in case of delay or cancellation is distributed (mod. 5083/ IM-SMV-034 in Portuguese; mod. 5084/ IM-SMV-035 in English), if there are any blind passengers, these information must be read in one of the two different languages. Note: There must be informational placards concerning the forms above referred (Commitment placard mod. OD-SMV-037) in passengers' register area (this information is imposed by the EC rule 261/2004.No) |

△

2.2. Right to indemnity

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Passengers holding a reduced fare ticket, not available, in a direct or indirect way, to the general public (**ID, AD, RG, DG**), **will not be entitled to any indemnity.**

Passengers that were not previously informed about the cancellation, due to a SATA fault, **will be entitled to an indemnity** (for rules and procedures see PHM 7.9.).

Passengers duly informed about the cancellation, are entitled to an indemnity, except if:

- a) Have been informed about the cancellation at least **14 days before the STD-** Scheduled Time of Departure); or
- b) Have been informed about the cancellation between **13 and 7 days before the STD** and they were offered rerouting in a way that they could depart **up to 2 hours before the STD and arrive at the final destination up to 4 hours after the STA** – (Scheduled Time of Arrival), of the previous flight; or
- c) Have been informed about the cancellation less than **7 days** before the STD and they were offered rerouting in a way that they could departure **up to 1 hour before the STD and arrive at the final destination up to 2 hours after the STA** – (Scheduled Time of Arrival), of the previous flight; or
- d) SATA has executed the procedures defined in a), b) or c) but the passenger was not informed about, due to a **Travel Agency or other Airline Company failure.** In such a case the passenger should present his claim to the Travel Agency or Airline Company involved.

7 – PASSENGER IRREGULARITIES

7.4. No record passengers

No records are all passengers with a ticket confirmed by SATA, or other authorized SATA or IATA Agent, whose names are not included in the PNL (Passengers Name List).

When facing a no record situation, following rules should be applied:

| Action | Procedures |
|--------|--|
| 1 | <p>Insert passenger(s) in the waiting list and try to accept him:</p> <ul style="list-style-type: none"> • If this action is successful, accept the passenger without giving any information; • If this action is not successful, go to Action 2. |
| 2 | <p>Inform passenger(s) about the impossibility of being immediately accepted and the necessity of waiting until the flight closure:</p> <ul style="list-style-type: none"> • If passenger(s) are accepted, the process ends; • If passenger(s) are not accepted, go to Action 3. |
| 3 | <p>Before informing the passenger about the irregularity, a search about the reason of the irregularity shall be done. There are two different possibilities of assistance:</p> <ol style="list-style-type: none"> 1. In any way, due to a SATA error or a System failure these passengers are considered as overbooked. Go to Action 4; 2. It is possible to obtain elements to excuse SATA from the responsibility of the irregularity, such as: <ul style="list-style-type: none"> - Reservation in waiting list, even if the ticket shows a confirmed reservation; - Cancellation of the reservation due to the fact that the passenger was no show in a previous flight; - Another irregularity of passenger's own responsibility; Go to Action 5. |
| 4 | <p>Apply the rules defined in PHM 7.5./3.</p> |
| 5 | <p>Give the passenger detailed information about the occurrence and about the SATA impossibility of assuming the related delay costs resulted from the situation. In any way, the passenger should be rerouted in a quickest possible way and a minimum possible inconvenient.</p> |

Note: In all situations referred in **Action 3** all the relevant information shall be registered, including copy of the tickets, in order to clarify the irregularity and eventually find the responsibility. The process shall be invoiced to the Passengers Service and Quality Department.

7.5. Overbooking and denied boarding

PNL (Passenger Name List) may eventually show one or more passengers over the total number of the sealable version of one specific flight.

Passengers complying with the rules above described, **are entitled** to the procedures described in this chapter:

- Have presented themselves **for check-in** up to the established time limit and in advance enough, as indicated in written (including in an electronic way), **up to 45 minutes before the STD, if no other information has been given**; and
- Holding a confirmed reservation (holding a valid airline ticket or another proof that the reservation has been made, accepted and confirmed); and
- Could not be accepted in the flight where they were booked, due to lack of space.

Passengers holding a reduced fare ticket, not available, in a direct or indirect way, to the general public, if with a confirmed reservation (**ID1, AD1, RG1, DG1**), **are also entitled** to the rules described in this chapter (except in what concerns the payment of indemnities).

The following passengers **will not be entitled** to the procedures described in this chapter:

- Present an irregular situation, as described in PHM 7.4./ **Action 3**, point 2.; or
- Holding a ticket or reservation not confirmed (RQ or OPEN); or
- Although holding a confirmed reservation, present themselves for check-in later than the acceptance time limit. These passengers will be subject to the flight availability. In case it is not possible to accept them, special attention shall be given to these passengers in order to rebook them in the first possible flight ; or
- Present an irregular situation, as described in point 4. Deny boarding below; or
- Passengers that are denied boarding or whose reservations have been cancelled or are offloaded:
 - For security reasons; or
 - They are not in possession of travel documents according to the destination Country rules (passport, visa or other required documents); or
 - Their transport represents a danger to themselves, to the other passengers or to the aircraft; or
 - They present visible signs of illness, or due to their aspect, behaviour or mental condition, may importune the other passengers, unless a curtain or a similar device can be installed and reduce the inconvenient; or
 - They need any kind of special treatment or assistance during the flight, unless they are escorted (see PHM 3.5.); or
 - They are visible drunk, intoxicated or under the effect of narcotics; or
 - They assume an unruly, offensive or violent behaviour; or
 - They show a mental or emotional instability; or
 - They refuse to comply with the SATA instructions, including the check-in after the acceptance time limit (see PHM 2.1./1.); or
 - They refuse show their identification ; or
 - They refuse to be submitted to security checks, both to themselves or to their baggage, when security measures are being applied.

Even in these cases, the decision to deny boarding to a passenger has relevant legal consequences. The Station Manager, his representative, or the Flight Captain, as applicable, should decide, having in mind the following procedures:

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| Action | Procedure |
|--------|---|
| 1 | Inform the passenger, in a reserved space far from the other passengers or the general public, about the reasons for the boarding refusal. |
| 2 | Assist the passenger, with courtesy, in arranging local transport, hotel reservation or medical assistance, when required and applicable. |
| 3 | SATA will not be responsible for any payment resulting from the boarding refusal here described. When applicable the unused stretch of the ticket will be reimbursed. (see PHM 7.7./1.). |
| 4 | When denied boarding to a passenger, the employee responsible for the decision will follow the process until it is completely ended. |

1. Procedures

The existence of oversold passengers must be communicated, in advance, to the Station Manager or his representative, in order to minimize the inconvenient to the passengers, according to the following procedures:

| Action | Description |
|---|--|
| Before contacting the passenger(s) | |
| 1 | Verify the possibility of solving the overbooking situation by upgrading one or more passengers. (Involuntary upgrading – for rules and procedures see PHM 7.6./1.). |
| 2 | Verify the possibility of solving the overbooking situation by downgrading one or more passengers. (Involuntary downgrading – for rules and procedures see PHM 5.6./2.). |
| 3 | In case that all classes of service are full and the solutions proposed in Actions 1 and 2 above, are not possible, some passengers should be selected to be contacted later. At the time that the selected passenger(s) present for check-in , the employee shall propose him to volunteer to give up his reservation in exchange of some compensation. (See 2. Compensation for volunteer passengers, here below). |
| 4 | The selection referred in Action 3 above should take into consideration that the following passengers must not be denied boarding: <ul style="list-style-type: none"> • Reduced mobility passengers; • UMs; • Executive class passengers; • Passengers owners of SATA Imagine <i>Gold Sky</i> cards; • With flight connections before or after the overbooked flight. |
| Control of the check-in queue | |
| 5 | The check-in queue shall be controlled in order to identify the passengers that present for check-in later than 45 min before the STD. These passengers should be informed that it is possible that they are not accepted for the flight, due to their late arrival at the check-in counter. |
| Contact volunteer(s) | |
| 6 | Contact the passengers selected in Action 3 , offering them the compensation described in 2. Compensation for volunteer passengers, below. |



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| Denied boarding | |
|------------------------|---|
| 7 | In case that the number of volunteers that have been contacted, according to Action 6 , is insufficient, the boarding shall be refused to other passengers, against their own will. |
| 8 | Apologise for the inconvenience, by contacting the passengers personally. |
| 9 | Hand over to the passengers that were denied boarding (only to these passengers) the forms containing the rules for assistance in case of denied boarding (mod. 5085 / IM-SMV- 036). Note: this information is mandatory, according to CE rule 261/2004. |
| 10 | Send a message in the same day that the irregularity occurs to PDLSDSP, PDLCASP, PDLCSBP, PDLSESP, PDLSSHSP e PDLSEG01, with the following information: <ul style="list-style-type: none"> • Number of the document, Indemnity/Refund document (S4 mod. 126); • Passenger's name; • Address; • E-mail address; • Routing and flight date; • Expenses paid; • Re-routing; • Payment information (if it was already completed in the airport or if it will be requested to Finance Department). <p>Alternatively, an oversold report may be filled and sent via e-mail (Electronic mod. IM-SMV-001). The payment information should be indicated in the observations filed.</p> |

2. Compensation for volunteer passengers

Passengers that volunteer to give up their reservation are offered refund or rerouting (see 3.1. Right to refund and rerouting here below) and a credit (MCO – not refundable) for a future flight. First it should be offered a lower value and, if not accepted by the passenger, it may be increased up to the following limits:

| △ | Flight | Compensation |
|---|----------------------------|-------------------------------------|
| | | MCO (valid only for transportation) |
| | Up to 1500 km | €300 |
| | From 1500 km up to 3500 km | €450 |
| | More than 3500 km | €650 |

The passenger will sign a quittance receipt (S4 mod.048 SATA Internacional; or electronic document IM-SMV-010), which confirms the acceptance of the SATA proposal, clears the Company from being guilty and from further compensations.

3. Rights of the Denied boarding passengers

3.1. Right to refund or rerouting

Passengers may choose one of the following options:

- a) The rerouting (in similar transportation conditions) to their final destination, in the first SATA flight; or
- b) Rerouting (in similar transport conditions) until their final destination, in a later date convenient for the passenger, but subject to flight availability; or

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- △ c) Cancel their flight and receive:
- Refund of the **total price of the ticket** and a **return flight to the point of origin** (first point mentioned in the contract of transportation – same ticket or tickets in conjunction), for passengers that are flying one stretch of his original journey and refer that it is not worth to continue, taking into consideration the original plan; **or**
 - Refund of the **unused flight coupon(s)**, if the passenger is in his way back or in one stop over point.

For rules and procedures see PHM 7.7

3.2. Meals

Passengers affected by the irregularity will be offered drink and meal vouchers, according to the normal time for the meal and the option the passenger chose in what concerns the desistance or the rerouting (3.1. Right to refund or rerouting, here above):

- For passengers that desist from their flight and go back to the point of origin, full assistance shall be given until the **departure of the return flight**;
- For passengers that desist from their flight and receive the refund of the total price of the ticket, this assistance **will not be provided**;
- For passengers that decide to accept the SATA proposal (in the first possible and available flight) this assistance will be given until the departure of **the proposed flight**;
- For passengers that decide to fly in a later date of their convenience, this assistance **will not be provided**.

For rules and procedures see PHM 7.8.

3.3. Communications

Passengers are entitled, free of charge, to two telephone calls, or two messages via fax, or two e-mails

3.4. Hotel and surface transportation

In case the possible rerouting involves a night stop, the carrier will absorb the expenses with hotel accommodation and surface transportation between the airport and the hotel and vice versa, according to the option of desisting or be rerouted (3.1. Right to refund or rerouting, here above):

- For passengers that desist from their flight and go back to the point of origin, full assistance shall be given until the **departure of the return flight**;
- For passengers that desist from his flight and receive the refund of the total price of the ticket, this assistance **will not be provided**;
- For passengers that decide to accept the SATA proposed rerouting in the first available flight, this assistance shall be given until the **departure of the proposed flight**;
- For passengers that decide to fly in a later date of his convenience, this assistance **will not be provided**

For rules and procedures see PHM 7.8.

3.5. Right to indemnity

The passengers to whom boarding has been denied, against their own will are entitled to a compensation (for rules and procedures see PHM 7.9.).

Passengers holding a reduced fare ticket, not available, in a direct or indirect way, to the general public, (**ID1, AD1, RG1, DG1**), **are not entitled to any compensation**.

7.6. Upgrading and downgrading

1. Involuntary upgrading

If a passenger is accepted in a superior class, different from the ticketed class, involuntary upgrading, no supplementary payment will be required by SATA.

The selection for upgrading should be done in a careful way, in order to maintain the desired comfort conditions and observing the following priorities:

1. VIP
2. Gold Sky
3. Silver Sky
4. Blue Sky
5. SATA Group employee – in service (S1)
6. SATA Group employee
7. *Revenue* not being a SATA. Club member

Note 1: Passengers with children should not be upgraded.

Note 2: Upgraded passengers should not be downgraded during the flight.

2. Involuntary downgrading

If a passenger is accepted in a lower class, different from the ticketed class, shall be entitled to one of the following options – the one with a **higher value to the passenger**, will be applicable:

1) An indemnity in the value of:

- 30% of the ticket price, correspondent to the leg in which the irregularity occurred, for flights shorter than 1500 km; or
- 50% of the ticket price, correspondent to the leg in which the irregularity occurred, for flights between 1500 km and 3500 km; or
- 70% of the ticket price, correspondent to the leg in which the irregularity occurred, for flights longer than 3500km.

If it is not possible to determine the price of the leg where the irregularity occurred, the referred percentage shall be applied to the price of one way in executive class for the same leg where the irregularity occurred; **or**

2) The refund of the difference between the executive class fare and the applicable economy class fare (resident or other), for the leg where the irregularity occurred.

Note: The downgrading information shall be registered in the passenger's ticket.

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7.7. Refund and rerouting

1. Refund

Whenever applicable, passengers holding a reduced fare ticket, not available, in a direct or indirect way, to the general public (**ID, AD, RG, DG**), **are also entitled** to the refund of the discounted fare paid (including taxes).

Whenever possible refund shall take place in the airport.

In some situations (ex: tickets from other airlines, endorsement necessities for flight coupons already flown, tickets issued by travel agencies, inclusive tour tickets without face value or tickets paid by any entity – employer or another) the refund will be done by the Passengers Service and Quality area. For that purpose:

- The Station involved shall immediately send the unused flight coupons to SPQ area, together with a copy of the document with the passenger's bank information (Indemnity/refund document S4 mod. 126);
- The **lower part** of the mentioned document **shall be removed**, as it is not a case of indemnity;
- If the passenger is not in possession of the necessary elements, he may send them later to SPQ area, as defined in the Indemnity/refund document;
- According to CE Regulation 261/2004 passengers entitled to this refund shall receive it in a maximum period of **7 days**, counted from the date of the occurrence. For the observance of the established time, the referred documents must be sent as early as possible.

2. Return to the point of origin

In case the passenger desists from travelling and the return to first origin point, mentioned in the ticket (or tickets issued in conjunction) is necessary, the following procedures should be observed:

| Action | Procedures |
|---|--|
| 1 | Offer the return to the first point of origin selecting only Group SATA flights . In exceptional cases (ex: not corresponding to the involuntary rerouting, as defined by IATA) and under the agreement in force between these companies, a Flight Interruption Manifest shall be used (see 3.4. FIM use here bellow). If not possible, go to Action 2 . |
| Ex: initial flight LIS/PDL/TER/SJZ interrupted in TER return to origin TER/PDL with SP PDL/LIS with S4 | |
| 2 | Offer the return to the point of origin selecting Group SATA flights and other company's flights filling in a FIM for the first ones and issuing for the second ones, a one way or a round trip ticket and cancelling the return way (choose the lower cost option), the value shall be debited to the airline responsible for the flight interruption (SATA Internacional or SATA Air Açores). If not possible, go to Action 3 . |
| Ex: initial flight LHR/LIS/PDL/SMA interrupted in PDL return to origin PDL/LIS with S4 and LIS/LHR with TP | |
| 3 | Offer the return to the point of origin selecting only other company's flights, issuing a one way or a round trip ticket and cancelling the return way , the value shall be debited to the airline responsible for the flight interruption (SATA Internacional or SATA Air Açores). |
| Ex: initial flight FAO/LIS/PDL interrupted in LIS return to origin LIS/FAO with TP | |

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Note: For the purpose here above described, separated tickets should not be considered, as they correspond to distinct contracts of transportation.

3. Rerouting

In case the passenger chooses a rerouting in the first flight available or in a later date, these continuing flights will be in accordance with IATA Resolution 735 – Involuntary rerouting, here above resumed.

Later transportation shall be provided with the least possible delay or inconvenience to the destination or point of stopover named on the ticket, if necessary at a higher cost and without additional charge to the passenger:

- In the next SATA flight, independent of the flight route;
- In another airline flight, giving preference to the airlines members of SATA interline agreement;
- Surface transportation, whenever applicable.

The new receiving carrier shall accept the flight coupons presented for involuntary rerouting, irrespective of the fare basis entered on the flight coupons.

3.1. Rerouting involving other carriers

a) In case of misconnections involving flights of other airlines, new reservations shall be made, always with the passenger's agreement, reservations shall be asked to the original carrier, before they are asked to other airlines.

b) The available seats of an airline flight, shown on the CRS (Central Reservations System), may not be used for protecting/rerouting passengers, in case of irregularity. The seats needed shall be asked by telephone or message to the respective airline, except for the full fare tickets that can be accepted without restrictions, as described in e) below.

c) If the new continuing flight is **more than 24 hours later**, is necessary to obtain prior approval from the new receiving carrier.

d) If the new continuing flight is **less than 24 hours later** and the acceptance of the passengers involves involuntary upgrading, it is necessary to obtain prior approval from the new receiving carrier. This upgrading will be requested only if there are no seats available in the ticketed class of service.

e) If the new continuing flight is **less than 24 hours later**, passengers may be booked in the ticketed class of service without the new receiving carrier approval.

f) When the passenger is accepted in the new continuing flight in a class of service lower than the class paid, he will be entitled to a refund, which shall be absorbed by the delivering carrier.

3.2. Ticketing procedures

See Tariff and rules Manual (MTR)

3.3. Surface and sea transportation

Whenever a surface or sea transportation is used, the reason for that transportation shall be referred, as well as the type of transportation used, in the box "Restrictions" of the respective flight coupons, signed and stamped.

Example: FLT CNLD/TRVL BY TAXI or FLT DLYD/TRVL BY BUS

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Note: In these cases passenger may be entitled to the refund, depending on the irregularity reason, the route involved and the type of transportation.

3.4. FIM utilization

O FIM (S4 mod. 062) must be issued if:

- Due to the involuntary flight interruption en route, becomes necessary to reroute a passengers until his final destination, or stopover point, and the flight coupons are not available in the place where the interruption occurs (passengers in transit); or
- It is necessary to reroute passengers in an involuntary basis and the time or other circumstances in the local where the interruption occurs don't allow the re-issuance of the original flight coupons; or
- It is necessary to transport the passengers to the first point of departure referred in the ticket or tickets issued in conjunction, according to the procedures described in **Actions 1 and 2** of point 2. Return to origin, here above;

Follow the actions here bellow:

| Action | Procedures |
|--------|---|
| 1 | Collect all the flight tickets and excess baggage tickets. |
| 2 | Insert on the flight coupon of each ticket, the information: REROUTED AT..... TO..... VIA..... |
| 3 | Fill in the FIM, according to the information shown on the flight coupon, with the following elements: <ul style="list-style-type: none"> • Delivering flight/receiving flight; • Passenger's surname (indicating CH or IN in the relevant cases); • Ticket number; • Rate (type of discount, if applicable); • Class of service of the receiving carrier; • Excess baggage weight and number of the respective excess baggage ticket, if applicable. |
| 4 | Return the tickets and the excess baggage tickets to the passengers. |
| 5 | O FIM should be signed by the Station Manager or his representative. |
| 6 | Distribution: <ul style="list-style-type: none"> • Original – Passengers' station of destination; • 1ª copy – Traffic accountable Department; • 2ª copy – station files. |

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7.8. Meals, accommodation and surface transportation

The responsibility to make and maintain contracts between Stations and local entities that can provide the services here under described is from SATA's Financial and Logistic areas, always considering the quality of the services and reasonable prices.

The contract shall define the prices to be paid by SATA; for each Station shall be issued a list of all the local contracted entities; when requiring the services, Stations shall follow the list from the lowest to the most expensive service. All other passengers' expenses besides the referred in the contract should be absorbed by the passenger.

Whenever applicable, the Station Manager or his representative should verify (in the hotels and restaurants) the quality of the service level rendered to the passengers.

In irregular situations, the Station Manager or his representative may decide to absorb some passengers' expenses, taking into consideration the involved costs and SATA commercial interest. These costs shall be duly justified.

Note: Stations should keep a **file containing** the names of the passengers to whom extra expenses were paid, in order to prevent possible attempts of receiving refunds of posterior costs.

1. Meals

When local conditions do not permit to offer meals to the passengers, SATA's Financial and Logistic areas shall establish the mentioned contracts with other entities, in order to guarantee the quality of the rendered services. The surface transportation between the airport and the building where meals will be served, shall also be granted.

| Meal | Description | Value Class Y | Value Class C |
|-----------------|--|---------------|---------------|
| Lunch or Dinner | Economy Class: Soup, one main course with meat or fish, bread, one drink (wine, beer or juice) and one coffee. | €10 | €12 |
| | Executive or Comfort Class: Soup, one main course with meat or fish, bread, drinks (wine, beer or juice), dessert and one coffee. | | |
| Breakfast | Economy Class: Coffee (or tea), juice, one sandwich and a piece of cake. | €5 | €7 |
| | Executive or Comfort Class: At passengers' choice. | | |
| Light meal | Economy Class: One drink and one sandwich or, alternatively a piece of cake. | €4,50 | €7 |
| | Executive or Comfort Class: At passengers' choice. | | |

1.1. Procedures

Take in consideration the following rules:

- To be offered a meal, each passenger (or in some cases, a group of passengers) shall be given a voucher duly signed and stamped by SATA (S4 mod. 056);

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- △
- In some exceptional cases, where the above mentioned procedure it is not possible, SATA may pay directly to the passenger, against presentation of the respective invoice. In this case, passenger must be informed of the reimbursement value.
The reimbursement shall be effectuated in cash (whenever possible) or by bank transfer, through an Indemnity document (mod. 126 SATA Internacional) or a Payment Note (electronic mod. IM-SMV-009) informing the Finance Department about the elements needed for the bank transfer, as in the referred documents.
 - In all vouchers, both for a restaurant or a hotel (when the meal is served in a hotel) is mandatory to write down the maximum value paid by SATA (as established in point 1. Meals here above) for each meal/passenger. Passengers must be informed accordingly.

2. Accommodation

- △
- For the hotel accommodation, each passenger (or in some cases, a group of passengers) shall be given a voucher duly signed and stamped by SATA or its representative (mod. IM-SCO-014).

In some exceptional cases, where the above mentioned procedure it is not possible, SATA may pay directly to the passenger, against presentation of the respective invoice (as established in point 1.1. Meals here above).

Note: In order to provide a faster assistance to a group of passengers requiring hotel accommodation, SATA also authorizes the use of the electronic collective hotel voucher mod. IM-SCO- 014 (available only for national airports).

3. Surface transportation

- △
- For the surface transportation, each passenger (or in some cases, a group of passengers) shall be given a voucher duly signed and stamped by SATA or its representative (mod. IM-SCO-010).

In some exceptional cases, where the above mentioned procedure it is not possible, SATA may pay directly to the passenger, against presentation of the respective invoice (as established in point 1.1. Meals here above).

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7.9. Compensation

Passengers holding a reduced fare ticket, not available, in a direct or indirect way, to the general public (**ID, AD, RG, DG**) are not entitled to compensation.

This sub-chapter defines the value of the indemnities to be paid to the passengers, in case of flight irregularity:

| Flight | Compensation | |
|----------------------------|--------------|-------------------------------------|
| | Cash | MCO (valid only for transportation) |
| Up to 1500 km | €250 | €300 |
| From 1500 km up to 3500 km | €400 | €450 |
| More than 3500 km | €600 | €650 |

As the payment through MCO has more interest for SATA, this option must be **offered first**. If the passenger accepts this option, he must sign a quittance receipt (S4 mod.048; or the electronic receipt IM-SMV-010), which confirms his agreement to the SATA proposal and avoid any responsibility to the Airline, or even further compensations.

In case the rerouting to the final destination is offered and the arrival time does not exceed the arrival time of the flight affected by the irregularity in:

| Flight | Hours |
|----------------------------|-------|
| Up to 1500 km | 2 |
| From 1500 km up to 3500 km | 3 |
| More than 3500 km | 4 |

The compensation above mentioned **will be reduced to 50%** (in cash or MCO - not refundable).

1. Procedures

Whenever possible, compensation payment will take place in the airport (according to Station's availability).

In case it is not possible the immediate payment in the airport, it will be made by the though the Accountable Department. For that:

1. The station involved shall immediately send to the Accountable Department, the oversold report (Electronic mod. IM-SMV-001), duly signed by the stations manager or it's representative, together with a copy of the indemnity/refund document (S4 mod. 106), correctly filled, including passenger's bank information;
2. In case the passenger is not in possession of the necessary elements, he/ she shall send them later to Customer Care, as defined in the indemnity/refund document, and the Customer Care Service will send the bank information to the Accountable Department.

7 – PASSENGER IRREGULARITIES

7.10. Death of passenger

In the eventually of a passenger's death in SATA offices, on ground or on board a SATA aircraft, special discretion shall be used. The identity of the dead person must not be communicated to the press.

1. Death on board the aircraft

In the eventually of a passenger dies on board an aircraft the following procedures must be applied:

| Action | Description |
|------------------------|---|
| Flight Captain | |
| 1 | Immediately inform next station en route, indicating the apparent reason for death. |
| 2 | <p>Prepare a report in triplicate, with the following elements:</p> <ul style="list-style-type: none"> • Name, sex, nationality, date of birth, address, station of origin, station of destination; • Circumstances of death occurrence; • Flight altitude and time of death; • If passenger was in the company of relatives and/or friends; • Passenger had been accepted as ill or reduced mobility; • Passenger was travelling with a purpose of receiving medical or surgical treatment; • Other relevant information. <p>Give two copies to the Station Manager, at arrival</p> |
| Station Manager | |
| 3 | <p>After collecting the Captain report, inform:</p> <ul style="list-style-type: none"> • The Airport Authority, giving the information collected; • Passengers Service and Quality area. |
| 4 | <p>The Airport Authority or the Airline Station Manager shall inform:</p> <ul style="list-style-type: none"> • Sanitary authority; • Police authorities; • Customs authorities. |
| 5 | Collaborate in all formalities in a way that the aircraft is available in the quickest possible time. |
| 6 | With the consent of the competent local authorities, deliver the checked and cabin baggage to the escort or responsible person. |
| 7 | <p>In case the passenger is travelling alone, or there is nobody waiting for him at the arrival, a complete list shall be elaborated in triplicate, indicating the weight of each bag and its detailed content. This list will be elaborated together with the Police and Customs authorities, when applicable. It must be duly signed by the referred authorities and the Airline Station Manager and distributed as follows:</p> <ul style="list-style-type: none"> • Police authorities; • Customs authorities. (when necessary); • Station file. |
| 8 | Seal passenger's baggage and give it to the competent authorities. |

7 – PASSENGER IRREGULARITIES

Passengers Service and Quality will be responsible for informing the family of the dead person.

2. Death on ground

In the eventuality of a passenger dies at a Station, before embarkation or after disembarkation from a SATA flight, the Station Manager should:

| Action | Description |
|--------|--|
| 1 | Inform: <ul style="list-style-type: none"> • Sanitary authority (or the person in charge of); • Other Airport Authorities (Passport control, Customs, Police) related to the formalities already done or supposed to be done by the passenger; • Passenger Service and Quality Department; • Close relatives, if possible via the Passenger Service and Quality Department.. |
| 2 | Collaborate in all formalities. |
| 3 | In reference to the baggage, act accordingly to Action 7 , above. |
| 4 | Prepare a report, as soon as possible and send it to the Passengers Service and Quality Department, containing the following information: <ul style="list-style-type: none"> • Flight number and date; • Station where the death occurred; • Passenger's full name, nationality, date of birth, sex and address; • If the passenger has been accepted as ill or with reduced mobility; • Boarding station and station of destination of the dead passenger; • Death detailed circumstances; • Time of death; • Procedure adopted by the competent authorities and place where the body is; • Copies of the obit certificate or legal-medical report, if required. |

7.11. Accidents with passengers

1. Accidents on board

In case an accident occurs on board an aircraft, the Captain should immediately inform the Station of the nearest landing, describing the situation.

The Station Manager will take all the necessary actions in order to give an adequate assistance to the specific kind of accident.

On ground, the Captain will deliver a report filled in duplicate, describing the circumstances of the occurrence.

The Station Manager will forward a copy of the report to the Passengers Service and Quality department.

2. Accidents on ground

In the eventually a passengers suffers an accident at a Station, before or after disembark from a SATA flight, the Dispatcher indicated by the Supervisor on duty shall:

| Action | Description |
|--------|---|
| 1 | Call a nurse, at stations where this service is available. |
| 2 | Escort the passenger to the hospital, whenever possible and desirable. |
| 3 | Immediately fill in the appropriate report of the accident to the Insurance Company and send it to the Station Manager at the term of 24 hours. |
| 4 | Elaborate a traffic report and send it to the Station Manager. |

The Station Manager will forward a copy of the report referred in **Action 4, to the Passengers Service and Quality Department.**

If the passenger refuses going to the hospital, he must declare **it in writing.**

7.12. Claims and praises management system

Besides the claims and praises handed over in writing by SATA clients, this system considers also the negative or positive considerations verbally presented directly to SATA employees, who shall register them in a blank sheet indicating the passenger's contact, whenever possible a valid electronic address, and it must be sent by co-mail to the Customer Care service (see item 1. Reception and sending).

All the SATA clients' information are considered as an opportunity to improve our services, this is the reason why it is fundamental to register and treat them, in a way that SATA can learn his client's wishes and adapt his services to them.

SGTRE treats all type of claims and commendations referred to Passenger Service and Quality except in what concerns baggage irregularities.

SGTRE assures the clients an answer from the SATA Group Companies and produces information that make possible the adoption of advanced practices, according to the desired high level of our services.

1. Reception and sending

Claims and commendations are received in the various SATA departments which should send them in the quickest possible way to:

| | |
|-----------|--|
| Address | Customer Care Centro de Serviço ao Cliente SATA Edifício PT Av. Infante D. Henrique (Torre Sul) 1º andar 9501-903 Ponta Delgada |
| Email | customer.care@sata.pt |
| Fax | 351 296 288 631 |
| Telephone | 707 22 72 82 |

The employee who receives a claim or a commendation should register the department name, his own name and date of reception.

2. Classification/Register

Customer Care will receive, register and classifies the commendations and the claims according to the facts described by the client.

For statistics purpose, the commendations and the claims should be classified according to the subject and its positive or negative aspect. They must also be separated according to the SATA Group Company to which they belong. This information should be registered in the CRM (Customer Relations Management).

3. Process

A file in the CSC and CRM shall be opened for each commendation or claim, according to the following procedures:

| Action | Description |
|----------------------------|--|
| Suggestions/Praises | |
| 1 | A thankful letter will be sent to the claimer. |

7 – PASSENGER IRREGULARITIES

| | |
|----------|---|
| 2 | The involved services shall be informed accordingly. |
| 3 | The fact shall be publicized in the Company as appropriate. |

| Claims | |
|---------------|--|
| 1 | A letter should be sent to the claimer, informing that the claim has been received and its analyses are being processed. |
| 2 | The departments involved in the claim will be asked to send information that permit a correct clarification of the claim. |
| 3 | The involved departments shall send an answer to the Customer Care with all relevant information. This information from the Departments is extremely important, because: <ul style="list-style-type: none"> • Permits to know the employees point of view; • Permits to clear up the facts; • Permits the leadership to have a better follow up of his team performance; • Permits the correction of smaller and bigger details that are in the origin of the claim. |
| 4 | Customer Care will analyse the necessity of asking to the services referred in Action 3 above, the missing information. |
| 5 | A report should be prepared, containing the date of the reception of the information given by the involved departments. |
| 6 | When the Customer Care has collected all the necessary information, the complete process will be sent to the Passengers Service and Quality Department. |

4. Answers

The answers to claiming passengers will be sent by the Passengers Service and Quality Department.

In case of a monetary compensation, the SPQ Department will ask the Financial Department the issuance and sending of the respective cheque, or the Bank transference.

Whenever the Board of Directors wishes to subscribe the answer to the passenger, they shall mention the fact in the claim sent to the Customer Care or SPQ area.

If necessary, SATA may ask the SPQ area, copy of the answers sent to the clients.

5. Overbooking and denied boarding

The denied boarding situations, due to overbooking, are considered claims and the message/report produced by the Station where the irregularity occurred constitute the written register.

In the particular case of denied boarding due to overbooking, the rules contained in this Manual should be observed (see PHM 7.5.).

7 – PASSENGER IRREGULARITIES

6. Dates

| | Steps | Limit dates |
|---|---|--|
| △ | Send the claim to the Customer Care. | Day of reception. |
| | Send a letter to the claimer, informing the reception. | 1 working day, after reception. |
| | Ask the involved services the necessary information. | 3 working days, after reception. |
| | Answer from the Departments. | 5 working days, after reception of the information request. |
| | Send the complete process to the SPQ area. | Immediately after the reception of all relevant information. |
| | Answer to the claimer and ask the SPQ area for the cheque issuance or bank transfer (when applicable). | 15 working days, after the claim reception. |
| | Issue and send the cheque or the bank transfer (when applicable), and send a confirming copy to the SPQ area in order to close the process. | 10 days, after the reception of the request from SPQ area. |

⊗

△ **7. Claims book**

All SATA offices (ticketing offices, cargo terminals, duly signed with SATA logos and employees) in Portuguese territory shall be provided with a claims book and a notice to clients fixed in a visible place. In the airports where SATA has more than one counter, may exist only one claims book, centralized in one fixed counter (in this case counters are considered sub divisions of one same party). The control of the claim books stock is each counter or department responsibility, and it is necessary to ask them to the Passengers Service and Quality Department some time in advance. Each department shall maintain an archive of these books for a 3 years period, counted from the closure date (last claim).

△

Important note: The presentation of the claims book may not be denied to a client that asks for it, apart from unexpected reasons, such as the book closure (no more sheets available). In this case, the client shall be informed accordingly and suggested to fill the claim in a blank sheet, assuring that it will have the same procedure that the book sheets would have, that means the sent to INAC via fax, a copy to the passenger and the original to the Passengers Service and Quality.

7 – PASSENGER IRREGULARITIES

| Action | Procedure |
|--------|---|
| 1 | The claiming book shall be given when asked by the passenger , and not offered by SATA employees. In case the client shows a claiming intention (and after trying to solve the problem) the FlyGreener Card should be shown, suggesting the electronic address customer.care@sata.pt or the contact available at our website www.sata.pt .In any way, if the client shows interest in writing in the claims book, it must not be denied (see note above). |
| 2 | Before the passenger starts the form completion, the employee shall advise him to read the instructions , described in the first page of the claims book. |
| 3 | The client must be informed that he can fill one sheet for each subject (it is not permitted to use a second sheet for continuing the same claim). The client shall be concise and objective and if necessary he may add some elements before the claim is sent to INAC. |
| 4 | When the client finalizes his claim, the employee should verify if the contacts field is duly filled and detach the original and one copy from the respective book . The triplicate must stay in the book. |
| 5 | The duplicate should be given to the passenger. |
| 6 | The original shall immediately be sent to INAC via fax (this was agreed with INAC, in order to satisfy the 5 working days period imposed by the law). INAC fax number is: 21 842 35 82. |
| 7 | The original of the claim and the copy of the report of the fax sending, shall be sent to the “Customer Care” Department via internal mail. (see point 1. reception and sending). |
| 8 | “Customer Care” should send the original to INAC , via mail, in the same day it was received in that department, treating the claim as defined in point 3. Process. |
| 9 | SPQ will answer to the client in the same way that it would be done if the claim was presented in the claim form, but a copy of the answer to the client must be given to INAC. |

Non compliance with the procedures above defined may constitute a countermanding and a fine up to €30.000.

8 - DEPARTURE

8. Departure

8.1. Boarding procedures

1. Boarding time

Boarding time is locally established according to:

- Airport infrastructure;
- Type of aircraft;
- Parking position;
- Number of loading bridges, aircraft stairs or available buses, when applicable;
- Number of checked passengers;
- Type of flight;
- Extra security measures.

The boarding time will be established in a way that permits the departure according to the STD (or ETD in case of irregularities).

The boarding starting is decided by the crew in coordination with the dispatcher or the authorized SATA ground staff, as applicable.

2. Missing passengers

When a passenger is missing at the boarding time:

- Check the name of the passenger;
- Assure that the passenger is not on board;
- Check for any check-in error;
- Check if the passenger is retained in a security or customs control;
- Make a nominal call on board, at the boarding gate and in the terminal (see PHM 8.2.);
- Check if the passenger was through-checked in another station, if yes, check the arrival of his incoming flight;
- Check if any baggage was checked in

If the passenger does not have any checked baggage:

- Offload him in the system; and
- Advise crew and Load Control;

If the passenger has checked baggage:

- Identify and offload the baggage ; and
- Offload him in the system;
- Special cases may be analysed by the flight Commander who will decide to offload the checked baggage.

3. Boarding sequence

Passengers will be boarded the in the following sequence:

1. DEPA and INAD with escort;
2. Passengers needing special assistance;
3. Reduced mobility passengers;
4. Transit passengers;
5. Expectant mothers and families with small children;
6. Other economy class passengers;
7. Executive class passengers



8 - DEPARTURE

VIP and Executive passengers may board at their own convenience.

Flights with **two cabin classes**: board passengers simultaneously by both aircraft doors. Executive class passengers shall board, at last, separately from the economy class passengers.

Full Economy flights: board passengers by the various aircraft doors, separated according to their seats on board.

Free Seating flights: board passengers by the various aircraft doors or only by one, as convenient.

Boarding through **fingers**: passengers whose seats on board are further from the door, shall board in first place. This procedure has a significant efficacy on boarding, keeping aisles clear.

4. Procedures

During the boarding process **passenger safety** must be observed according to the following procedures:

| Action | Procedures |
|--|--|
| 1 | Make the boarding announcement (see PHM 8.2. /1.). |
| 2 | Start boarding according 3. Boarding sequence, above. |
| 3 | Salute the passenger, request and check the boarding passes: flight number, seat number on board and correct flight coupon or electronic ticket number. Check if the passenger name registered in the boarding pass corresponds to his/ her documents (passport or other ID document). |
| 4 | Check cabin baggage and remove excessive carry-on baggage (see PHM 5.). |
| 5 | If the passenger travels with an animal, check if the excess baggage coupon is attached to the passenger coupon. |
| 6 | Check if passengers with excess baggage indication in the boarding card have done the due payment. |
| 7 | Detach the boarding pass stub and hand it over to the passenger. <ul style="list-style-type: none"> The number of boarding passes must be equal to the number of passengers on the load sheet and to the number of passengers boarded; The passengers count at the boarding gate must coincide with the mandatory head count on board. |
| 8 | Avoid overcrowded stairs, loading bridges or boarding gates. |
| 9 | If boarding is done by bus, make sure they are not overloaded. When board is done by bus, assure that priority passengers do not board in the same bus of the other passengers, once that, at the aircraft door will not be possible to board them first. |
| 10 | If passengers walk from the gate to the aircraft, at least one member of the ground staff shall escort them on the apron. Attention shall be paid to the weather conditions and Safety rules. |
| 11 | Say good bye to the passengers, if possible use passenger family name, and wish a pleasant flight. |
| 12 | Make a second boarding announcement throughout boarding. |
| Note: In case of missing passengers, make a individual announcement using missing passengers' names. | |

8 - DEPARTURE

8.2. Loudspeaker announcements

All loudspeaker announcements made in the airport terminal must be made in a clear and slow way, in order to permit a comprehensible hearing. For this purpose, the most trained staff shall be selected to make those announcements

All announcements, even the announcements addressed to a Portuguese passenger shall be made in Portuguese and in English.

Detailed information to passengers, in case of irregularities, shall never be done through the loudspeaker, but personally, by the respective responsible person.

Note: Some airports have an automatic loudspeaker system and the automatic announcements made in those airports may have a different wording.

1. Boarding announcements

| Type of call | Example in English | Example in Portuguese |
|---|---|--|
| <i>Announcement for cabin baggage when flights are full</i> | "Could we have your attention please: SATA Internacional welcomes all passengers travelling on flight ... to This flight will be boarding shortly on gate number 3. At this time we would like to remind all passengers that for your safety and comfort, all carry-on baggage must be able to be stowed in authorized areas on-board the aircraft. If you are uncertain of the limits please check with the sizing unit located at the boarding gate or contact any of our staff who will be pleased to assist you." | "A vossa atenção por favor: a SATA Internacional dá as boas vindas a todos os passageiros do seu voo ... com destino a Este voo vai iniciar, em breve, o embarque na porta número 3. Neste momento gostaríamos de relembrar que, para segurança e conforto de todos os passageiros, toda a bagagem de mão terá de caber nas áreas autorizadas a bordo do avião. Se tem dúvida sobre as limitações utilize os medidores disponíveis na porta de embarque ou contacte qualquer dos nossos colaboradores que terão todo o prazer em assisti-lo." |
| <i>First call -30 min (STD)</i> | "Good morning/ afternoon/ evening, could we have your attention please: we are now boarding SATA Internacional flight ... destination ... at gate ... We kindly request all passengers to have their <u>paper or mobile (*)</u> boarding passes and passport/ identity cards ready for gate control. <u>Passengers in transit (*)</u> , passengers traveling with children, passengers with special needs <u>and passengers with mobile boarding pass (*)</u> should board first for greater comfort. SATA Internacional wishes you a very pleasant flight." (*) when applicable | Bom dia/ Boa tarde/ Boa noite, a vossa atenção por favor: Vamos dar início ao embarque do voo SATA Internacional nº ... com destino a ... na porta nº ... Pedimos a todos os passageiros a apresentação do cartão de embarque, <u>em papel ou no telemóvel (*)</u> , juntamente com o BI ou passaporte. <u>Os passageiros em trânsito (*)</u> , os passageiros que viajam com crianças, os passageiros com necessidade de assistência especial <u>e os passageiros com cartão de embarque no telemóvel (*)</u> têm prioridade no embarque. A SATA Internacional deseja a todos uma agradável viagem. (*) quando aplicável |
| <i>Last call -20 min (STD)</i> | "Could we have your attention please: Last call of SATA Internacional flight ... to we kindly request all passengers of flight ... to proceed to gate number ... for immediate boarding. Thank you." | "A vossa atenção por favor: Srs. Passageiros do voo SATA Internacional nº ... com destino a ..., queiram por favor dirigir-se com a máxima urgência à porta nº, para embarque imediato. Obrigado (a)." |
| <i>Individual call for passengers missing at gate -13 min (STD)</i> | Your attention please: Passenger Mr(s) ... on SATA Internacional flight nº ... destination ... please proceed to gate ... for immediate boarding. Thank you. | "A vossa atenção por favor: Pedimos ao (à) passageiro (a) Sr. (a) ... a viajar no voo SATA Internacional nº ... com destino a ... o favor de embarcar com a máxima urgência na porta ... Obrigado (a)." |

8 - DEPARTURE

2. Irregularities

| Type of call | Example in English | Example in Portuguese |
|--|---|---|
| <p><i>Flight delay superior to 15 min.</i></p> <p><i>Delay /</i></p> <p><i>New delay information (when applicable)</i></p> <p><i>The announcement should be made every 30 min.</i></p> <p><i>and</i></p> <p><i>20 min. before the flight STD or as soon as the delay was known</i></p> | <p>“Could we have your attention please: SATA Internacional regrets to announce that flight ... to ... is/ is still delayed due to:</p> <ul style="list-style-type: none"> • Lack of bus • Lack of available gate • Failure of computer system • Late release of the aircraft • Failure of the baggage handling system • Passenger accommodation on stretcher • Change of aircraft due to... • Legal impositions concerning not scheduled crew reduction • Legal impositions concerning the mandatory crew rest • Weather conditions at departure/ destination airport (specify) • Aircraft technical problems • Strike (specify the service and country) • Air traffic restrictions at departure/ destination airport (specify) • Late arrival of the aircraft (specify why) • Congestion in the registration area and security zone <p>New information will be given at ...; or Departure is expected at ...; or We will start boarding in a few moments (if applicable). SATA Internacional do apologize for any inconvenience caused and thank you for your understanding.</p> | <p>A vossa atenção por favor: A SATA Internacional lamenta informar que o seu voo ... com destino a ... está/ continua atrasado devido a:</p> <ul style="list-style-type: none"> • Falta de autocarros • Falta de porta de embarque disponível • Falha de sistema informático • Demora na preparação da aeronave para o voo • Paragem no sistema de tratamento de bagagem • Acomodação de passageiro em maca • Troca de aeronave • Imposições legais no que concerne a redução não prevista de tripulação • Imposições legais no que concerne ao descanso obrigatório de tripulação • Condições meteorológicas no aeroporto de partida / destino • Avaria registada no avião • Greve (especificar o serviço e o país) • Restrições do tráfego aéreo no aeroporto de partida/ destino (especificar) • Chegada tardia da aeronave (motivo) • Congestionamento na zona de registo/ zona de segurança <p>Novas informações serão dadas às ...; ou A partida está prevista para as ..., ou Daremos início ao embarque dentro de momentos (se aplicável). A SATA Internacional pede deste já desculpa pelo incómodo.</p> |
| <p><i>Cancellation</i></p> | <p>“Could we have your attention please: SATA Internacional regrets to announce that flight ... to ... has been cancelled due to:</p> <ul style="list-style-type: none"> • Weather conditions at departure/ destination airport (specify) • Aircraft technical problems • Strike (specify the service and country) • Air traffic restrictions at departure/ destination airport (specify) • Late arrival of the aircraft (specify why) • Legal impositions concerning not scheduled crew reduction • Legal impositions concerning the mandatory crew rest <p>Passengers are requested to contact the ticketing office staff. SATA Internacional do apologize for any inconvenience caused and thank you for your understanding.</p> | <p>A vossa atenção por favor: A SATA Internacional lamenta informar que o seu voo ... com destino a ... está cancelado devido a:</p> <ul style="list-style-type: none"> • Condições meteorológicas no aeroporto de partida / destino • Avaria registada no avião • Greve (especificar o serviço e o país) • Restrições do tráfego aéreo no aeroporto de partida/ destino (especificar) • Chegada tardia da aeronave (especificar o motivo) • Imposições legais no que concerne a redução não prevista de tripulação • Imposições legais no que concerne ao descanso obrigatório de tripulação <p>Solicita-se que os passageiros contactem o balcão de vendas da companhia. A SATA Internacional pede deste já desculpa pelo incómodo.</p> |

3. Individual call of passengers

- Mr./Mrs. ..., passenger on SATA Internacional flight ... is requested to contact (contact urgently) check-in counter number... / SATA Internacional counter.
- Sr./Sra. ..., passageiro/a da SATA Internacional voo ... com destino a ... queira comparecer (comparecer com urgência) no balcão de check-in número .../ no Balcão da SATA Internacional.

9- SERVICE ON BOARD

9. Service on Board

9.1. Meals

1. Exceptions

For Charter flights different regulation may be applied, so regulation in points 2, 3, and 4 here under, may not be considered for charters.

2. Meals

Specialised caterers with certified quality service are responsible for furnishing the meals and refreshments.

Meals available on board are according to the meal plan, which is periodically elaborated and according to the characteristics of each line.

2.1. Executive Class or Comfort/economy Class

Although meals served in both classes respect quality standards defined by SATA, the ones served on executive class have a more careful composition and presentation.

2.2. Medium hall flights / long hall flights

△ On medium hall flights – Class Y – Sandwiches (except for flights between Lisbon and Madeira Archipelago - only appetizers shall be served).

On long hall flights – complete meal + 2nd cafeteria service*

*served only on flights longer than 6 hours

3. Special meals

Passengers wishing a special meal shall previous make the request, at the moment of flight reservation.

Note: Once that in some airports it is not possible to furnish all the types of meals referred here bellow, it will be necessary to wait for the **confirmation** of the meal request.

| Code | Description |
|----------------------|-----------------------------------|
| Economy Class | |
| AVML | VEGETARIAN HINDU MEAL |
| BBML | BABY MEAL |
| CHML | CHILD MEAL |
| DBML | DIABETIC MEAL |
| GFML | GLUTEN INTOLERANT MEAL |
| VGML | VEGETARIAN VEGAN MEAL |
| SPML | SPECIAL MEAL (each case analyses) |

9- SERVICE ON BOARD

| Executive Class | |
|------------------------|---|
| All previous and: | |
| △ | BLML BLAND MEAL |
| | FPML FRUIT PLATTER MEAL |
| | HNML HINDU MEAL |
| | KSML KOSHER MEAL |
| | LCML LOW CALORIE MEAL |
| △ | LFML LOW FAT MEAL |
| | LSML LOW SALT MEAL |
| | MOML MOSLEM MEAL |
| | NLML NON LACTOSE MEAL |
| | SFML SEAFOOD MEAL |
| | VLML VEGETARIAN MEAL (LACTO-OVO) |
| | VOML VEGETARIAN ORIENTAL MEAL |

4. Beverages

Alcoholic beverages service differs, essentially, between classes. In executive class a selection of the best brands of aperitifs, wines, sparkling wines, liquors and spirits, are served free of charges.

In economy class the only free beverages are, juices, wine and beer when accompanying the meal, however, alcoholic beverages are available against payment.

Note: Charter flights may be subject to different regulation, depending on the tour operator agreement.

4.1 Restrictions

Specific legislation exists and defines restrictions for alcoholic beverages consume on board.

9.2. Sales on board

1. Sales

Sales are no longer available on board SATA International flights.

9.3. Service to children

“Satinhas” is the name of the mascot that is the symbol and the image of the service we have to offer to children and their accompanying adults.

This package of objects and services aims to assure the entertainment and a special attention to the younger passengers, in order to gain their fidelity to the carrier. Pleasing this group of young passengers it is easier to make a good impression among all the other passengers with the special attention we give to children.

1. Tag Card to attach at aircraft seat (mod. 5070)

It is a re-useful blue card with the following objectives: to make easier to the cabin crew to localise and identify the children and to make evident to all passengers importance that children have for SATA.

2. Aircraft’s log book (mod. 5068)

Aircraft’s log book permits that children collect logs of all travels made on SATA. Having boxes to fill in with travel description (keeping them busy for a while), aims to arise the pleaser for travel, especially on board our company.

Technical and cabin crew are asked to participate in signing these documents (during flight or, if not possible, after landing).

3. Books to colour and colour pencils

These books with several images of “Satinhas” aim to entertain and occupy children mainly between 3 and 10 years of age.

4. Looping magazine

Looping magazine is pressed every four months and includes several interesting articles, highlights about SATA destinations, curiosities and recreation for older children. Passengers between 8 and 14 years of age are the target of this magazine.



10. Service on Board

10.1. Activities before the aircraft arrival

Before the aircraft arrival:

- Verify the total passengers on board; determine the number of buses needed, when applicable;
- Verify the special assistance cases and prepare the assistance;
- Confirm the total of transit passengers and prepare the transit cards, using different cards for the different cabin classes, when applicable (see PHM 10.3.);
- Confirm the total number of transfer passengers with the Passengers transfer message-PTM, if applicable (see PHM 10.4.);
- Verify the ETA; if flight is delayed, prepare short connections (see PHM 10.4. /4.);
- Verify if there are any particular messages and prepare the hand over to the passengers.

10 - DISEMBARKATION

10.2. Disembarkation procedures

1. Disembarkation sequence

Passengers shall disembark in the following sequence:

- △
1. VIPs and Executive class passengers;
 2. Economy class passengers;
 3. Unaccompanied minors (UM);
 4. Passengers with reduced mobility;
 5. DEPA and INAD escorted

Flights with **two classes of service**: disembark simultaneous by the different aircraft doors. Executive class passengers shall disembark first and separated from the Economy class passengers.

2. Procedures

Disembarkation shall begin only after information from the ground staff in charge of the assistance.

Disembarkation must take in consideration the **passenger's safety** and observe the following procedures:

△

| Action | Procedures |
|--------|---|
| 1 | Welcome the passengers with kindness. |
| 2 | If disembarkation is by bus, they should not be overloaded. |
| 3 | If passengers have to walk on the apron, at least one element of ground staff should escort passengers. Take into consideration the weather conditions and the safety rules on the apron . |
| 4 | Inform the passengers of the baggage delivery area. |
| 5 | Whenever possible, Ground staff should stay in the baggage delivery area to provide information to passengers. |
| 6 | Assist passengers with reduced mobility or families with children. |
| 7 | Unaccompanied minors (UM) shall stay under the custody of SATA or <i>handling agent</i> until handed over to the person mentioned in the UM assistance Information (S4 mod. 031 or electronic IM-SMV-007). |
| 8 | Give information to the passengers, including information concerning immigration and customs clearance. |
| 9 | Assist passengers with baggage irregularities (see PHM 11.). |
| 10 | For transit passengers see PHM 10.3. |
| 11 | For transfer passengers see PHM 10.4. |

10.3. Transit passengers

1. Procedures

Transit passengers shall be subject to the following procedures:

| Action | Procedures |
|--|--|
| 1 | Call the transit passengers by the flight number and destination. |
| 2 | Give transit cards to all passengers, including babies. Give similar cards for each flight (distinguish between cabin classes, when applicable). |
| 3 | Indicate the transit lounge. |
| 4 | Give information to passengers (STD or ETD of the next flight leg, boarding gate, etc.) |
| 5 | Board the transit passengers before the local passengers. |
| Transit passengers on board | |
| 6 | Confirm the total number of transit passengers on board the aircraft. |
| 7 | Hand over to the gate assistant, the transit cards related to the passengers that stayed on board the aircraft. |
| 8 | The number of transit passengers shall be equal to the number of transit cards received at the boarding gate. |
| <p>Note: When permitted (by the flight Commander, Coordination supervisor, immigration, etc.) the following transit passengers shall stay on board the aircraft:</p> <ul style="list-style-type: none"> • Passengers needing special assistance (UMs, passengers with reduced mobility, DEPA and INAD with escort, etc.); • Passengers with small children; • Pregnant; • Stretcher cases and respective escorts. | |

10.4. Transfer passengers

1. Passengers through-checked

Passengers through checked to the next flight, shall be directed to the appropriate departure gate and informed about the estimated boarding time.

2. Passengers with through-checked baggage

Passengers with baggage through checked to the next flight shall be directed to the transfer counter, when applicable the appropriate check-in counter. Follow the procedures described in PHM 2.2.. Pay attention to the destination shown **on the bag tags**.

3. Passengers without through check-in

Passengers with a connecting flight shall be directed to the transfer counter or to the appropriate check-in counter, for check-in procedures.

4. Quick transfer

In case PTM message shows passengers in connection to flights that have reduced connecting time (ex: due to delay of the arrival flight), and **only for passengers whose baggage has been registered to the next flight, or passengers without checked baggage**, the check-in will be in the next departure flight and issued a respective boarding pass.

Contact passengers at arrival; detach the flight coupon correspondent to the departure flight and direct passengers to the boarding gate.

Note: Always verify the STD/ETD of the departure flight.

11. Baggage Irregularities

11.1. Generalities and guidelines

1. Assistance guidelines

Baggage irregularities cause grand inconvenience to SATA passengers and to the Airline. Our clients whose baggage suffered an irregularity are very comprehensively disappointed and nervous and at that moment with a very negative image of our Company, so their assistance must be specially care.

Taking in consideration the characteristics of the situation, special attention shall be given to the following guidelines:

- Listen the client attentively;
- Answer all the questions;
- Be proactive in the dialog with the passenger;
- Follow up all the process;
- Keep the client informed about the process development;
- Avoid sending the client to other counter or department;
- Whenever possible, accept the claim immediately – asking the passenger to present a written claim it is not equivalent to try solving the problem at the moment.

2. Responsibility

a) SATA, as the majority of the other airlines in the world, is not responsible for the loss, damage or delay in the delivery of the following articles:

- Animals;
- Arms;
- Fragile articles;
- Perishable articles (food, frozen articles, etc.);
- Drinks;
- Keys;
- Money, jewellery or values;
- Important documents, unique or business;
- Audio/video equipment;
- Electronic equipment;
- Medical equipment;
- Musical instruments;
- Cameras or photographic material;
- Informatics (hardware or software);
- Medicines;
- Samples or commercial catalogues;
- Art oeuvres, antiques or collection articles;
- Glasses and lends;
- Passports, personal identities, tickets or credit cards;
- Watches;
- Mobile phones and accessories;
- Glasses and crystal.

b) When baggage is received by the passenger and there is no claim registered, is understood that the baggage has been delivered in good condition and according to the contract of transportation, SATA will not be responsible for any claim made by the passenger after leaving the airport.

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c) In any case, the passenger has the legal right to present a claim (that should be accepted, whenever possible, at the airport of disembark) within the following dates:

- In case of damaged checked baggage – **7 days** counted from the date that the baggage was delivered to the passenger (in this case SATA may not assume any responsibility); The claim must be presented **in writing**;
- In case of lost checked baggage – **21 days** counted from the date of the flight (in this case SATA may not assume any responsibility); The claim must be presented **in writing**;

d) When the dates referred in the last paragraph expire it is not possible to present any claim.

e) The processes must be kept in the office for a minimum **period of 2 years and half**.

△ | f) The airline companies are responsible for the damage, loss or delay, up to the maximum value of 1131SDR – Special Drawing Rights, as defined by the International Monetary Fund – approximately EUR1200 (changeable according to the fluctuation of a currency group).

3. Baggage irregularities statistics

Each Station is responsible for monthly printing the reports resuming the baggage irregularities occurred in that Station (MSL Report). This report should be kept for any eventual Airline necessity.

Stations should send to PDLSGSP, in the beginning of each month, a message with the following data, referred to the previous month:

- Total number of AHL processes and number of bags involved;
- Total number of DPR processes and number of bags involved;
- Total number of OHD processes;
- Total costs with baggage deliver.

Passengers Service and Quality Department will produce a global statistic with those indicators.

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11.2. Lost checked baggage

- In this chapter the lost baggage will be referred as AHL (Advise if Holding);
- The lost baggage process shall be opened by the last Company that carried the passenger until a stopover point or his last destination;
- The baggage lost shall be reported by the passenger before he leaves the airport. When the passenger presents the claim later on, the claim must be accepted if presented **until a maximum time of 21 days**, counted from the date of the flight. The claim must be presented in writing, stating that the passenger did not present any claim in the airport immediately after the arrival.



1. Initial procedures

| Action | Description |
|--------|---|
| 1 | Apologize. |
| 2 | <p>Ask for the baggage claim tags:</p> <ul style="list-style-type: none"> • Verify the destination; • Compare the passenger's claim tag with the tags of the baggage eventually received. <p>Note: in case the passenger is not in possession of the claim tag of the missing baggage, this fact should be mentioned in the lost process.</p> |
| 3 | <p>Make a local complete search:</p> <ul style="list-style-type: none"> • Verify if there is any baggage left in the baggage delivery area; • Verify if there is any baggage left in the aircraft holes; • Verify among the transfer baggage; • Verify in the cargo services; • Verify if there is any baggage retained at customs. |
| 4 | <p>Insert the baggage tag number in the WM/WT (World Management/World Tracer) system. If the baggage is already found, inform the passenger accordingly.</p> |
| 5 | <p>Open the AHL process in the WM/WT system, according to the last operating carrier.</p> <p>Note: In case of impossibility to access the WM/WT system, a PIR- Property Irregularity Report (S4 mod. 032), shall be filled in and signed by the employee and by the passenger, who will keep a copy and the baggage claim tags. The process must be inserted in the WM/WT system as soon as possible.</p> |

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| | |
|----------|--|
| | <p>Points to be observed:</p> <ul style="list-style-type: none"> • Weight the received baggage; • Compare the baggage weight with the weight indicated in the flight coupon (baggage tags or boarding pass); • Verify if a limited release tag has been issued and why; • Verify if the passenger travelled in economy or executive class; • Ask the passenger if he is a SATA Imagine member. In affirmative case enter the type (Blue, Silver or Gold Sky) and card number (example: .FL Y SYLVERSKY 6351); • Ask the passenger for the maximum possible information, in order to better identify the missing baggage (ex: brand, labels or addresses, externals characteristics). <p>Help the passenger when identifying the baggage type in the IATA Baggage Chart – Very important details for the lost baggage tracing.</p> |
| 6 | Explain to the passenger the actions that will be taken to recover the missing baggage. |
| 7 | After completion of the process and have the respective number in the WM/WT system, print the process resume (PIR) in duplicate. For legal reasons, both copies shall be signed by the passenger and by the employee. |
| 8 | <p>Hand over the following elements to the passenger:</p> <ul style="list-style-type: none"> • Baggage irregularity folder (OD-SMV-016) with the baggage tags fixed in the inner part, for an eventual verification; Instead of the Baggage irregularity folder (OD-SMV-016), international Handling Agents should hand over to passengers the Missing Luggage Information letter (OD-SMV-042); • Printing of the resume of the process (PIR), duly signed by the passenger and by the employee; • List of the lost or damaged articles (S4 mod. 041 or electronic mod. IM-SMV-013). <p>Note 1: in this phase the passenger shall be informed about the procedures related to the process, as well as the rules and contacts shown in the outside part of the baggage irregularity folder.</p> <p>Note 2: inform the passenger that he must present the list of lost articles if the baggage is not found during the next 48 hours.</p> |
| 9 | End the service with cordial compliments and apologizing again. |

2. Cash advance in case of temporary loss

- △ a) For adult passengers and children older than 2 years (for infant, please check the below note) whose checked baggage is lost and comply with the following conditions:
1. Have lost all their baggage or in case of partial loss if it is proved that the missing baggage have first necessity articles (personal hygienic articles, some clothes, etc.); and
 2. Passengers leaving far from the airport where the baggage irregularity occurred; and
 3. The cash advance may not be superior to the amount paid in case of permanent loss; and
 4. Against presentation of the invoice or receipt of all purchases;

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b) The refund of all the expenses made when buying first necessity articles, will be done according to passengers' class or SATA Imagine category and up to the following limits:

Passengers' class C (at least at 1 Grupo SATA flight) and Goldsky

- Lost for more than 24 hours (or less when a night is involved) – EUR 80;
- From the 2nd until the 4th day – EUR 40 each day;
- Up to a maximum of EUR 200.

Passengers' class Y, Blue and Silversky

- Lost for more than 24 hours (or less when a night is involved) – EUR 60;
- From the 2nd until the 4th day – EUR 30 each day;
- Up to a maximum of EUR 150.

Note: 50% of the above compensation values should be considered for infant passengers.

c) The cash advance will be paid to the passenger upon signing a receipt (electronic mod. IM-SMV-010) in duplicate, distributed as follows:

- Original – to accountable department (together with the copy of the process and the receipt of the cash advance payment, S4 mod. 049; or electronic mod. IM-SMV-009);
- Copy – to the passenger.

d) The information about the cash advance payment shall be registered in the process – In case of total loss, the cash advance value will be **deducted from the final value to be paid**.

e) In case the cash advance cannot be paid to the passenger at the moment he presents the invoices/receipts, the Station will fill out a payment note (S4 mod. 049 SATA Internacional; or electronic mod. IM-SMV-009) informing the Accountable Department, about the following elements needed for a bank transfer:

- **NIB, bank name and name of the account titular** – transfers in Portugal;
- **IBAN, bank name, BIC/SWIFT, Sort Code and name of the account titular** - transfers to Europe and to the rest of the world;
- **The elements above referred plus the BLZ** – transfers to Germany;
- **Account number, bank name, ABA Nr, routing and account titular** – transfers to EUA and Canada.

At passenger request, payment may be made by cheque.

3. Search procedures

a) Each Station is responsible for the **systematic and frequent search** in the **WM/WT** message area (Action File), taking in consideration the grand inconvenience that lost baggage causes to passengers and to SATA.

b) In case the baggage is still missing after the 3rd day and the passenger has not yet sent list of contents duly filled, the Lost and Found Section shall contact him.

Note: The list of lost, pilfered or damaged articles presented by the passenger, shall confirm the previous information (ex: baggage type and colour identification details, complete address and telephone number).

c) Insert the list of lost articles in the WM/WT system.

d) Contact the passenger **each time a match message arrives**, in order to verify the possibilities of the found baggage be the missing baggage.

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e) In positive case the found baggage OHD (On Hand Baggage), shall be asked to the respective station via a ROH (Request on Hand Baggage) message.

f) After the baggage reception, the process must be closed in the WMWT system, via a CAH (Close AHL).

g) In case the baggage is still missing after the 5th day, the process will be transferred to the Central Tracing Department (PDLLZSP); at this time, the Station where the process was opened shall send to the referred department the list of lost, pilfered or damaged articles (S4 mod. 041 or electronic mod. IM-SMV-013) dully filled with a description of the articles and respective unit price, as well as any relevant information for the process.

4. Lost baggage delivery

a) Once the baggage is found it will be sent, free of charge, in any Carrier flight, to the nearest airport to the passenger's address (whenever necessary, the passenger may be asked which airport is the nearest).

b) The delivery at passenger's address will be done up to a limit of 50 km away from the airport mentioned in a) above. In case the passenger's address is further than 50 km from the airport, the baggage, in accordance with the passenger, may be sent by bus or train. In exceptional conditions the Station Manager may authorize deliveries to places further than established.

c) Passengers flying in executive class and frequent flyer passengers -Gold Sky, will always have their **baggage delivered to their addresses**, independent of the distance from the airport. (always taking in consideration the nearest airport to the passenger's address).

d) The station that receives the baggage to forward to the passenger, shall contact him according to the instructions given by the Station of origin. All signs of damage or pilferage shall be registered, for the case that the passenger decides to present a new claim. In this case a DPR process shall be opened.

e) When there is some baggage retained in the Customs, try to liberate it in the quickest possible way. When it is not possible, the passenger shall be informed about this **Customs imposition** and his presence requested. If asked by the passenger, a refund of the expenses of the transportation to the airport shall be made. This refund will be made against presentation of the respective receipt and according to the limits referred in b).

f) When the baggage transportation is in charge of one third party, a note of payment shall be filled (S4 mod. 049; or electronic mod. IM-SMV-009), which shall be sent to Accountable Department, together with the correspondent invoice/receipt. For procedures and filling instructions see point 2-e) here above.

5. Baggage Central Tracing procedures (PDLLZSP)

The Baggage Central Tracing is in charge of trying to find baggage in the most advanced way, in respect of the processes that are still open at the end of the 5th day. This Service receives the found baggage (OHD) which are sent by the other Stations after the initial 5 days (for procedures see PHM 11.3./1.).

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5.1. Advanced tracing procedures

| Action | Description |
|--------|---|
| 1 | Analyse the process and look for additional information, not included in it, for collecting that additional information, the passenger and other entities or stations should be contacted. Confirm all the process elements. |
| 2 | Follow up of the tracing in a deeper and systematic way. |
| 3 | Reception of the documents sent by the process issuing Station, according to 3. Tracing procedures in g), above. |
| 4 | In case the baggage is found at this step, Central Tracing Service will deliver the baggage to the passenger, being intermediate between the involved Stations. |
| 5 | Assure the baggage delivery (see 4. Lost baggage delivery, above). |
| 6 | <p>In case the baggage was not found 35 days after the date the process was opened, it will be considered definitely lost for indemnity purposes. From this date, the following elements shall be sent to Customer Care:</p> <ul style="list-style-type: none"> • Copy of the AHL process; • List of the lost, pilfered or damaged articles (S4 mod. 041 or electronic mod. IM-SMV-013); • Brief description, comments and any other relevant information related to the process. |
| 7 | In case the baggage was found after the time referred in Action 6 in this table, all the procedures to deliver the baggage to the passenger shall be executed (see 4. Delivery of lost baggage, above), calling the attention of Customer Care and the Passengers Service and Quality Department. |

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11.3. Found checked baggage

There are 3 categories of found checked baggage:

- *Baggage found without a tag*
- *Baggage found with a tag whose final destination is the same where the baggage is found*
- *Baggage found with a tag whose destination is different from the airport where the baggage is found*

1. Procedures for found baggage

| Action | Description |
|--------|---|
| 1 | Open a OHD process (or QOH – Quick on Hand) in the quickest possible way, identifying and reporting the maximum possible information that could help to identify the baggage (ex: brand, labels or addresses, external characteristics), even in the cases where baggage was retained in the Customs . |
| 2 | Verify if baggage is identified with the passenger's contact, what would permit an immediate telephone contact to the passenger. |
| 3 | In case the baggage has no tag neither identification , whenever possible, its contents shall be verified and immediately inserted in the OHD process. |

Baggage not claimed after 48h:

- The baggage shall be opened and the contents list inserted in the OHD process;
- In case there are some perishable articles inside the baggage, they must be taken out from the bag and destroyed.

Baggage not claimed after 5 days:

- Try for the last time find a baggage whose characteristics are similar (match);
- In negative case, baggage should be sent to the Baggage Central Tracing PDLLZSP);
- In case it is an OHD from other airline, the baggage should be sent, after 5 days, to the Baggage Central tracing (LZ) of the other airline.

2. Sending of found baggage

If the found baggage is coincident to any process of lost baggage from other station, having been requested, or not, via a ROH (Request On Hand Baggage) message:

| Action | Description |
|--------|--|
| 1 | Verify the most adequate flights, taking into consideration the required specific procedures, such as en route security and customs control. |

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| | |
|----------|---|
| 2 | <p>Fill the RUSH tag, according to the adequate model for the specific route:</p> <ul style="list-style-type: none"> • Within EU – RUSH tag with a green border (SP mod. 095); • With final destination or intermediate points out of EU –RUSH with a red border (S4 mod. 107). |
| 3 | <p>Send a FOH (Forward On Hand Baggage) message, indicating the weight, flights route, in the field SI- supplementary information- to the final destination station, to the intermediate stations, to <i>Load Control</i>, to Ramp Service and Station Supervisor.</p> |
| 4 | <p>Send the baggage to the Station where the lost baggage process was opened. Note: All the security procedures must be observed, as described in the Security Manual.</p> |

Note: Avoid sending the baggage via stations where customs control is needed; when that is not possible, send a message to the local Lost and Found department asking their collaboration for the customs procedures.

3. Baggage left behind in the airport of origin

Due to the limits of payload and space on board the aircraft, some baggage may be left behind in the airport of departure, in such cases **specific procedures**, different from the ones mentioned in this chapter, will be applied, giving special attention to the baggage delivery efficacy and speed.

In these cases the following procedures should apply:

| Action | Description |
|---------------|--|
| 1 | Collect the tag numbers of the left behind baggage. |
| 2 | Weight the baggage. |
| 3 | Send a message in free format, indicating the number of pieces, weight and reason for the left behind situation. This message shall go to the baggage station of destination. |
| 4 | Choose the most adequate connections, only in SATA Group flights . |
| 5 | Baggage must be tagged with RUSH tags or MINI-RUSH tags (mod. 804). |
| 6 | Send a FWD (Forward Found Baggage) message, to the final destination station, to the intermediate stations to the Load Control and to the Ramp department, indicating, in the supplementary information field (SI), the number of pieces, tag numbers and baggage weight, as well as the reason why the baggage was left behind. |

Note: Rush baggage will be subject to security control, as defined in the Security Manual.

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11.4. Damaged and pilfered checked baggage

1. Acceptance of complaints

Passengers shall report damages in their baggage to the Lost and Found Service at the **airport of disembarkation**:

- a) Immediately after the discovery of the damage **before leaving the airport**, verbally and according to the following procedures:
- b)

| Action | Description |
|--------|--|
| 1 | Verify if the baggage has a limited release tag, specifying the type of damage, which is being reported by the passenger . <ul style="list-style-type: none"> • If yes, go to action 2; • If not, go to action 3. |
| 2 | SATA shall decline responsibility and inform the passenger about the reasons for this action. In this case, the procedure ended. |
| 3 | Ask apology to the passenger. |
| 4 | Inspect and weight the baggage in the presence of the passenger, identifying the damage and including all these elements in the process. Note: In case baggage presents minor damages , such as a crush in the extremities, scratches, light stains, loss of detectable accessories, or other superficial damages, passenger shall be informed that SATA considers these subjects as normal baggage use up and it is not possible to accept this kind of claim. This information is also available to passengers on the following notice: OD-SMV-033. |
| 5 | In case of major damage, passenger shall be requested to verify the baggage contents. If the passenger claims damage or pilferage, immediately ask him to fill the form List of baggage contents (S4 mod. 041 or electronic mod. IM-SMV-013), whenever possible, indicating the article's value. |
| 6 | Issue a DPR (Damaged/Pilfered Report), by filling the respective areas in the WM system, specifying the damage(s) dimension . Note: In case that WM system is not accessible, a damage and pilferage report shall be filled (S4 mod. 033), duly signed by the airline staff and by the passenger, that will keep a DBR copy as well as the baggage identification tag(s). The process must be registered in the WM system, as soon as possible . |
| 7 | Hand over a copy/resume of the DPR process, signed both by the employee and by the passenger. National Handling Agents should hand over to passengers Damaged Luggage Information Letter (mod. IM-SMV-044); international Handling Agents should hand over to passengers Damaged Luggage Information Letter (mod. OD-SMV-043); |
| 8 | Inform the passenger that he must keep the baggage tags. |
| 9 | Inform the passenger that it is necessary to bring the damage baggage back to the airport in order it can be detailed inspected by the Lost and Found department, which will pronounce about the baggage repair. Note: When the passenger cannot go to the airport (ex: address distance), he must be informed that he can himself ask for a budget for the repair or replacement (in case |

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baggage cannot be repaired), and send the document to the Lost and Found department at the station where the claim occurred. For regularization and settlement see 2. Analysis and regularization here under.

- △ b) After leaving the airport, in **7 days, as maximum**, counted from the day the baggage was delivered to the passenger, he must **in writing only**, according to the following procedures:

| Action | Description |
|--------|---|
| 1 | When in presence of the damaged baggage the employee must verify the damage. |
| 2 | Passenger shall be informed that a Baggage Irregularity Process cannot be accepted once a claim was not presented at the time the bag was delivered to the passenger. |
| 3 | Inform the passenger that he has 7 days, counted from the day the baggage was delivered to him, to give to the Lost and Found department, the written claim together with a copy of the ticket or boarding pass and the baggage tag(s). Note: In case a passenger wishes to write the claim at that moment, a white sheet of paper shall be given to him for that purpose. |
| 4 | After the passenger is gone , the employee will take note of the damage description and other relevant information that can be useful to decide the process. Lost and Found Service together with the Station Manager or his representative will analyse the written claim and the employee notes, in order to decide the damage resolution. Note: Special attention must be given to Executive class passengers and Frequent Flyer passengers, Gold Sky, or damages in bags that can easily be repaired. |
| 5 | Lost and Found Service in the respective station will inform the passenger about the decision referred in Action 4 of this table. |

2. Analysis and settlement

| Action | Procedures |
|--------|--|
| 1 | Delivery of the baggage by the passenger. |
| 2 | Damage valuation. Inform the passenger about the apparent solution to settle the damage: repairing (whenever possible) or replacement (in case that repair is obviously impossible). |

| Repairing | |
|-----------|---|
| 3 | In case that it is possible to repair the baggage, the value to be paid by SATA will never exceed the maximum limit for baggage replacement (see 4. Baggage table with the maximum indemnity for damaged and lost checked baggage , here bellow) and after applying the devaluation inherent to the use (see 4. Table with de rate for articles devaluation , here bellow). |
| 4 | In case SATA services have sent the baggage for repair, the passenger shall be contacted in order to collect the baggage in the Lost and Found Section where the process was issued. In case of impossibility, act in the same way that is described in PHM 11.2./4., paying attention to the total value involved . |

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| Replacement | |
|---|---|
| 5 | <p>There are three ways for the replacement of damage baggage:</p> <ol style="list-style-type: none"> 1. Valuation from the Lost and Found Section at the time the baggage was presented by the passenger, which indicates that baggage cannot be repaired; or; 2. After SATA has tried the repair, realised that it was not possible; or 3. The passenger shows a declaration from one credited shop stating that repair is not possible. <p>Note: At the time this declaration is issued, an estimated price for the replacement of a similar baggage shall be asked for</p> |
| 6 | In any replacement situation and whenever possible, damaged baggage shall stay in possession of the Station. |
| 7 | The indemnity decision should take in consideration the limits established in 4. Baggage table for maximum indemnity for damaged and lost checked baggage and Table with de rate for articles devaluation here bellow. In same particular circumstances of high commercial interest, the Station Manager may decide higher values than the ones referred in this table, justifying his decision. |
| Indemnity for damaged or lost articles | |
| 8 | When there are some articles missing and the baggage weight was the same that has been registered at station of origin , in principle there will be no indemnity. However, good sense must prevail, paying attention to the type of articles or other circumstances (ex.: Possible differences of the weighting machines) |
| 9 | Values to be paid, must be calculated taking into consideration the Baggage table for maximum indemnity for damaged and lost checked baggage and the Table with de rate for articles devaluation , (see 4. here bellow). In same particular circumstances of high commercial interest, the Station Manager may decide higher values than the ones referred in this table, justifying his decision. |
| 10 | Inform the passenger about the value that will be paid, clarifying that the value is less than the value the passenger proposed, but those are medium market values, subject to a small devaluation, due to the normal use of the articles. |
| 11 | Whenever possible and physically applicable, the damaged articles shall be given to the Lost and Found Service. |

3. Payments

There are two ways for the settlement of the indemnities:

1. Ready money at the Station where the processed occurred;
 2. Bank transference or a cheque from the Airline Financial Department.
- In any of the above mentioned situation, a payment form must be issued (S4 mod. 049; or electronic mod. IM-SMV-009), that will be sent to the Financial Department;
 - In case of Bank transference, the instructions referred in PHM 11.2/2 parag. e), must be observed;
 - In case of payments done at the Station, a quittance receipt should be issued (electronic Mod. IM-SMV-010), signed by the passenger.

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Payments made by **another Station** can be made only if authorization from the Station where the process occurred has been granted, in a way that prevents a double payment. The Station that settled the payment should register this information in the Irregularity baggage process and close it, or inform the issuance Station.

4. Tables

Note: for calculating the total value for the settlement, shall be taken in consideration the value shown in the **Baggage table with the maximum indemnity for damaged and lost checked baggage**, and the rate shown in **Table with de rate for articles devaluation** (ex: a passenger with a damaged bag, claims the fault of a coat two years old: €125,00 x 0,80 = €100,00).

This final **value will always be compared with the value that the passenger asks and paid the smaller value**. (in the example above, the passenger declared that the cost of the coat was €60,00, this is the value that must be paid, as it is the lower value - **without devaluation tax**).

In case that the articles **are not included in this table**, Lost and Found service should contact Passengers Service and Quality Department, in order to define a reference value.

Baggage table for maximum indemnity for damaged and lost checked baggage

| Article description | Weight (kg) | Market price |
|----------------------------|-------------|--------------|
| Man article | | |
| Pair of boots | 1,45 | €65,00 |
| Pair lightweight trousers | 0,62 | €60,00 |
| Jeans | 0,70 | €50,00 |
| Winter trousers | 0,90 | €50,00 |
| Pair heavy trousers | 0,80 | €50,00 |
| Bathing trunks | 0,17 | €30,00 |
| Pair of shorts | 0,20 | €30,00 |
| Shirt | 0,23 | €50,00 |
| Sweater | 0,34 | €70,00 |
| Sports jacket | 1,36 | €125 |
| Leather jacket | 2,00 | €200 |
| Raincoat | 0,90 | €80 |
| Belt | 0,80 | €40 |
| Pair underwear | 0,13 | €8 |
| Business suit | 1,87 | €250 |
| Lightweight suit | 1,59 | €200 |
| Tie | 0,03 | €20 |
| Shaving kit and toiletries | 1,36 | €90 |
| Handkerchief | 0,02 | €4 |
| Pair socks | 0,10 | €5 |
| Perfume | 0,5 | €40 |
| Pyjama | 0,45 | €35 |
| Dressing gown | 0,70 | €35 |
| Sandals | 0,65 | €30 |

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| | | |
|----------------------------|------|------|
| Snickers/Sport shoes | 0,75 | €50 |
| Walking shoes | 1,20 | €60 |
| Lightweight shoes | 0,77 | €50 |
| Overcoat | 1,50 | €100 |
| T-shirt | 0,12 | €18 |
| Ladies' articles | | |
| Toiletries and cosmetics | 1,36 | €125 |
| Bikini | 0,16 | €45 |
| Boots | 1,40 | €65 |
| Pair cotton trousers | 0,28 | €40 |
| Shirt | 0,23 | €38 |
| Sweater | 0,23 | €35 |
| Cardigan sweater | 0,42 | €40 |
| Jacket | 0,50 | €70 |
| Leather jacket | 2,00 | €200 |
| Flip-flop sandals | 0,23 | €7 |
| Panty girdle | 0,11 | €30 |
| Pair tights | 0,02 | €10 |
| Pair underpants | 0,04 | €6 |
| Swimsuit | 0,20 | €45 |
| Lightweight suit | 0,91 | €175 |
| Lightweight trouser suit | 1,02 | €190 |
| Scarf | 0,02 | €9 |
| Jumpsuit | 0,42 | €60 |
| Handbag | 0,28 | €45 |
| Hosiery | 0,02 | €6 |
| Small hat | 0,14 | €20 |
| Perfume | 0,5 | €50 |
| Housecoat | 0,23 | €40 |
| Skirt | 0,34 | €40 |
| Sandals | 0,28 | €45 |
| Sport shoes/snickers | 0,75 | €45 |
| Lightweight shoes | 0,57 | €50 |
| Walking shoes | 0,68 | €35 |
| Brassiere (Bra) | 0,06 | €25 |
| Dress | 0,65 | €55 |
| Dress and jacket | 0,77 | €155 |
| Night-dress | 0,12 | €150 |
| Children's articles | | |
| Toiletries | 0,30 | €50 |
| Trousers | 0,14 | €35 |
| Sweater | 0,12 | €35 |
| Coat | 0,25 | €35 |
| Hat | 0,05 | €10 |
| Slippers | 0,12 | €7 |
| Belt | 0,05 | €10 |
| Bathing suit | 0,10 | €25 |
| Socks | 0,02 | €3 |

11 – BAGGAGE IRREGULARITIES

| | | |
|-------------------------|------|-----|
| Pyjamas | 0,25 | €15 |
| House robe | 0,15 | €30 |
| Skirt | 0,05 | €35 |
| Sandals | 0,12 | €30 |
| Sport shoes/snickers | 0,12 | €35 |
| Shoes | 0,12 | €35 |
| T-shirt | 0,05 | €15 |
| Dress | 0,10 | €40 |
| Babies' articles | | |
| Toiletries | 0,30 | €50 |
| Trousers | 0,14 | €20 |
| Sweater | 0,12 | €20 |
| Coat | 0,25 | €35 |
| Hat | 0,05 | €5 |
| Blanket | 0,15 | €30 |
| Diapers (package) | 0,75 | €16 |
| Socks | 0,02 | €1 |
| Pyjamas or baby grows | 0,25 | €10 |
| Skirt | 0,05 | €20 |
| Shoes | 0,12 | €20 |
| T-shirt | 0,05 | €10 |
| Dress | 0,10 | €30 |
| Mixed articles | | |
| Music tape | 0,10 | €10 |
| Movie tape | 0,20 | €20 |
| Music CD | 0,10 | €15 |
| DVD | 0,10 | €28 |
| Knife | 0,18 | €20 |
| Umbrella | 0,30 | €15 |
| Book (paperback) | 0,30 | €30 |
| Book (hard cover) | 0,50 | €40 |
| Electric razor | 0,40 | €65 |
| Hairdryer | 0,40 | €45 |
| Large towel | 0,80 | €30 |
| Small towel | 0,40 | €15 |




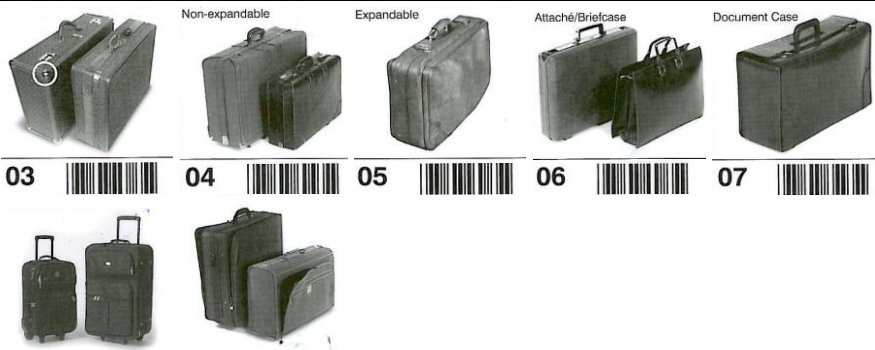

















Note: for calculating the total value for the settlement, shall be taken in consideration the value shown in the **Baggage table with the maximum indemnity for damaged and lost checked baggage**, and the rate shown in **Table with de rate for articles devaluation** (ex: a passenger with a bag type 01 damaged or loss 16 months old: €200,00 x 0,90= €180,00).

This final **value will always be compared with the value that the passenger asks and paid the smaller value**. (in the example above, the passenger declared that the cost of the bag was €70,00, this is the value that must be paid, as it is the lower value - **without devaluation tax**).

















In case that the articles **are not included in this table**, Lost and Found service should contact Passengers Service Area and Quality in order to define a reference value.

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Baggage table for maximum indemnity for damaged and lost checked baggage

| Type | Weight (kg) | Max. Value | Image |
|-------------------------|-------------|------------|---|
| 01/02 | 5,00 | €200,00 |  <p>Hard Shell Hard Shell</p> <p>01  02 </p> |
| 03/04/05/06/07 22/23 | 3,00 | €150,00 |  <p>Non-expandable Expandable Attaché/Briefcase Document Case</p> <p>03  04  05  06  07 </p> <p>22  23 </p> |
| 08/09 | 0,90 | €40,00 |  <p>Military Style bag</p> <p>08  09 </p> |
| 11/52 | 7,00 | €200,00 |  <p>Sample/ Display Case</p> <p>11  52 </p> |
| 20 | 1,50 | €90,00 |  <p>Hanging/Folding</p> <p>20 </p> |
| 27 | 0,60 | €30,00 |  <p>27 </p> |

11 – BAGGAGE IRREGULARITIES

| | | | | |
|------------------------|-------------|----------------|---|---|
| <p>29/25/56</p> | <p>1,00</p> | <p>€75,00</p> | <p>Cosmetic/Beauty Case</p>  <p>29  25  56 </p> | |
| <p>57</p> | <p>2,00</p> | <p>€200,00</p> | <p>Kennel/Pet Container</p>  <p>57 </p> | |
| <p>58</p> | <p>1,00</p> | <p>€50,00</p> | <p>Ice Chest/Cooler/ Plastic Storage Container</p>  <p>58 </p> | |
| <p>59</p> | <p>6,00</p> | <p>€50,00</p> | <p>Tool/Tackle Box</p>  <p>59 </p> | |
| <p>61</p> | <p>4,00</p> | <p>€140,00</p> | <p>Large size firearms cases</p> | <p>Firearms</p>  <p>61 </p> |
| | <p>2,00</p> | <p>€75,00</p> | <p>Small size firearms cases</p> | |
| <p>62</p> | <p>3,00</p> | <p>€200,00</p> | <p>Golf Bag and or Clubs</p>  <p>62 </p> | |
| <p>63</p> | <p>6,00</p> | <p>€300,00</p> | <p>Bicycle and/or accessories</p>  <p>63 </p> | |
| <p>64</p> | <p>1,00</p> | <p>€25</p> | <p>Sleeping bag</p> | |

△

11 – BAGGAGE IRREGULARITIES









| | | | | |
|----|------|---------|---|--|
| | 7,00 | €70 | Camping tent |  <p>Sleeping bag/ Bed roll/Tent (Describe Item)</p> |
| | | | | 64  |
| 65 | 8,00 | €300,00 |  | 65  |
| 70 | 8,00 | €200,00 | <p>Stroller/Pram/ Baby Carriage</p>  | 70  |
| 71 | 5,00 | €125 | <p>Child/Infant Car Seat</p>  | 71  |

Table with rate for articles devaluation

| Age | Payable Value | | |
|-------------------|--------------------------------------|----------------------|----------------|
| | Suitcases and bags (10% per year) | Clothes and shoes | Mixed articles |
| Until 1 year | 100% | 80% | 75% |
| Less than 2 years | 90% | | |
| Less than 3 years | 80% | | |
| Less than 4 years | 70% | | |
| Less than 5 years | 60% | | |
| Less than 6 years | 50% | | |
| Less than 7 years | 40% | | |
| Less than 8 years | 30% | | |
| More than 8 years | 20% | | |

11 – BAGGAGE IRREGULARITIES

5. Specific procedures for pilfered checked baggage

In all cases of claims presented due to pilfered checked baggage, the passenger shall be informed that the process will be communicated to police, as well as all the details that the passenger referred.

5.1. Acceptance of pilfered checked baggage claims

The claims related to pilfered checked baggage should be reported to the Lost and Found Department at the **airport of disembark**:

1. **Before leaving the airport**, verbally and according to the procedures described in 1. Acceptance of damaged/pilfered checked baggage a), above, except for some particular cases that should be managed according to good sense for this kind of situation.

Special attention shall be given to the following procedures:

- Verify and register in the process if baggage was originally protected with a safety lock, a padlock or plastic cover;
- Verify if there is any violation sign (ex: extensive cuts);
- Weight the baggage and ask the passenger to **immediately** fill a list of contents (S4 mod. 041or electronic mod. IM-SMV-013). These elements will be registered in the process.

2. After leaving the airport, in a **maximum period of 7 days**, counted from the date the baggage was delivered to the passenger, **only in writing**, and according to the following procedures:

Note: taking in consideration that sometimes the pilferage **is not visible** at the moment the baggage is delivered to the passenger, special attention and understanding shall be given to the acceptance of these claims.
Special attention shall also be given to **the delivery of lost baggage**. If there are any signs of damage or pilferage, the situation shall be registered in the process, for preventing a further claim from the passenger. In this case a **DPR process shall be opened**.

| Action | Description |
|--------|--|
| 1 | The passenger must be informed that baggage claims should be presented before leaving the airport. In any way, taking in consideration the gravity of the situation should be referred that all efforts will be carried out in order to solve the problem. |
| 2 | For the pilfered checked baggage cases, it is considered as claim , the simple presentation of the contents list (S4 mod. 041or electronic mod. IM-SMV-013), dully filled in conjunction with the ticket cover or boarding card and baggage claim tag(s). |
| 3 | Inform the passenger, that if any article was recuperated, until 30 days after having presented his written claim, the process will be sent to the Passengers Service and Quality Department that will send a written answer to the passenger. |

5.2. Another procedures of the Lost and Found Department

Both cases mentioned in 5.1.acceptance of pilfered checked baggage claims above, should be handled by Lost and Found Department that will, immediately after the passenger's contact, take the following action:

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| Action | Description |
|--------|--|
| 1 | <p>Send an Alleged Pilferage message to all Lost and Found Services of the Stations and Airlines involved in the passenger's trip with copy to the Station Managers, Ramp Services, SATA Security Departments and SATA Passengers Service and Quality Department.</p> <p>This messages will be sent in free text and shall contain the following elements:</p> <ul style="list-style-type: none"> • DPR number (when applicable and according to 5.1. acceptance of pilfered checked baggage claims, above); • Name of passenger; • Flights and dates; • Number of the pilfered baggage claim tag; • Baggage type and colour; • Description and value of the missing articles; • Any other relevant information given by the passenger. |
| 2 | <p>Fill the Pilfered baggage report (electronic document IM-SMV-011), which is according to the nº 7 Additional Security Procedure of INAC, duly signed by the employee. This report shall be sent to Airport Directors and Chief Police (PSP) of the involved airports. This report will be sent to the referred entities by SATA, whenever it is not possible to hand it over directly.</p> |
| 3 | <p>If any article was recuperated, until 30 days after the claim was presented, the process will be sent to Customer Care and after answered to the passenger.</p> |



11.5. Cabin baggage and other articles

1. Definition

This chapter refers to cabin baggage and other articles, which being passengers' property have been lost, found or damaged on board a SATA aircraft or in SATA offices.

2. Lost

SATA is not responsible for the lost of cabin baggage or other passenger's articles. In any case all possible, efforts shall be made in order to recuperate them, according to the following procedures:

| Action | Description |
|--------|--|
| 1 | Verify if the article has been found (ex: apron staff, passengers assistance or local Police (PSP)) |
| 2 | If the article was not found, the following elements should be registered: <ul style="list-style-type: none"> • Passenger's name; • Passenger's contact ; • Description of the missing articles ; • Possible place and date of loss. |
| 3 | If needed, a message shall be sent to the stations en route, which shall make all efforts to find the objects and give a subsequent answer. |
| 4 | If 7 days after the process was initiated, the missing article was not found, passenger should be informed and the process will be closed. |

3. Finds

a) All the objects found on board SATA aircrafts or in SATA offices or on board aircrafts of other companies handled by SATA without any local representative at the airport where the fact occurred, should immediately be sent to the SATA Lost and Found Department. The SATA employee that found the object(s) does not have any right to it. SATA or the handled airline will have the rights given by law.

b) The objects found in places that do not belong to SATA or handled airlines, must be given to local Police (PSP). In the airports where SATA is the director entity, these articles will be under the Airline responsibility.

c) In case that cabin baggage or other passenger's articles are found, the following procedures shall be followed:

| Action | Description |
|--------|--|
| 1 | Immediate delivery to the Lost and Found Department. |
| 2 | Insert in the WM, in the RFP (Report of Found Property) the information related to found articles. |
| 3 | Identify the item (type of article, flight number and date), or attach to the article the WM |



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| | |
|----------|---|
| | print with the respective identification number. |
| 4 | The found articles will be delivered to the owners against their identification and signature in the document used to identify the item referred in Action 3 . In case the owner indicates another person to receive the article, shall be asked for his signature, his full name and his identification card number and registered in the WM system. |
| 5 | In case of valuable articles, cabin baggage or identification documents a notification shall be sent to the local police. |

Notes:

- The articles subject to customs duty, will be kept by customs department, if so is required. A detailed report shall be registered in the WM system;
- **1 year later**, counted from the date the article was found and if not claimed by the owner, this article becomes SATA property. For that purpose, the date on which the object became SATA property should be written in the respective article tag;
- SATA should decide, at its own discretion, what to do with all those objects.

4. Damages

a) SATA is responsible for damage caused to the passenger's articles when it is proved that is a result of gross negligence of its employees (ex: liquids spilled by cabin staff on board) or deficiencies of the on board material (ex: chairs with saliencies or dirt in the cabin baggage compartments).

b) The cabin staff on board will fill a DBR (S4 mod. 445) in quadruplicate, with the Purser and passenger signature. The original and two copies of the DBR shall be handed over to the passenger for the settlement of the occurrence in the SATA Lost and Found Department of the destination station. The fourth copy of the DBR will be attached to the flight report.

c) SATA Lost and Found Department at the station of destination should receive the DBR copies from the passenger, register the information in the WM system, and proceed to the repair, replacement or indemnity, according to PHM 11.4. /2.

11.6. Crew, ID or AD passenger's baggage

1. AD's, ID's of other airlines or SATA staff with ID00S1 tickets (in service)

For these passengers, baggage irregularities are handled in the same way as any irregularity with baggage of a regular passenger, according to PHM Chapter 11.

2. SATA staff with ID00R1 or ID00R2

According to SATA Transport Facilities Regulation, employees travelling with this transport facility code do not pay fare; therefore, there will be no SATA liability and no compensation in case of:

- Definitive Loss of luggage;
- Damaged or pilfered luggage;
- Door-to-door transport for lost luggage;
- Reimbursement of first need articles (interim expenses) due to delay of baggage.

Nevertheless, in case of lost luggage, a file shall be open in order to try to locate the luggage. Damaged luggage files shall not be issued, except in case of alleged pilfered luggage and just to carry out the procedures defined in section 5, Chapter 11.4.

3. SATA staff with ID90, 75, 50, 25, 10, etc.

According to SATA Transport Facilities Regulation, employees travelling with these transport facilities codes paid a portion of the fare, thus, SATA liability in case of luggage irregularities shall have a direct relation with the percentage portion of the ticket that was paid. Therefore, for example, an employee that has benefit from a 90% discount (ID90) shall have the following rights:

- 10% of the reference values defined in case of definitive loss of luggage, as in Chapter 11.1;
- 10% of the reference values defined in case of damage or pilfered luggage, as in Chapter 11.4;
- 10% of the reference values defined in case of baggage delay and interim expenses reimbursement, as in Chapter 11.2;

Luggage shall not be delivered door-to-door in case of temporary loss.

4. Crew on duty

Treatment identical to that defined in item 1 (above), except as regards the replacement of damaged luggage that should be settled by DOV/steward's office.