

## Passenger Check-in Desk Procedures

Please meet at Passenger Check-in tables at 8:45 am – for procedures review

### Boarding Cards:

- Desk Leader to hold stack of boarding cards and hand out in numerical order.
- If starting on time (weather permitting) **USE** chart at the end of this document to mark approximate flight times for the first 75 cards, then check.
- Don't get too far ahead in case flights get behind.

### Check-in times:

Check-in time they were told	Time they can check-in
9:30	After 9:00
10:30	After 10:00
11:30	After 11:00
12:30	After 12:00
1:30	After 1:00
2:30	After 2:00

- If passengers arrive too far in advance, ask them to come back at the appointed time, above

### Passenger List:

- All passengers should have pre-registered online
- 3 check-in stations will have copies of the same passenger list of names
- List is alphabetical by time slot + last name

If name is not on list, ask if they registered online

#### YES - pre-registered

- check by first name
- if no luck, check "no-fly" list (some registrations may have been cancelled as ineligible).
- if insistent they pre-registered, add name to list

#### NO - did not pre-register

- explain flights are sold out
- If they are trying to substitute a passenger for one who isn't showing up, explain flights were overbooked anticipating a % of no-shows
- "We are flying as many as we are safely able"
- Give them a Young Eagles Brochure

- There may be situations where a woman registered a girl, not realizing she had to also register herself to fly. If the girl is young and seems nervous, you can add her. Play it by ear, according to whether flights are on schedule or not.

### Steps to check in a passenger:

- 1 Find name on registration list** – put a check-mark or highlight the name
- 2 Ask to see each person** who is flying
  - Ensure each is female. (Males may not fly)
  - If any seem younger than 7, ask the girl how old she is. Website specifies 8 – 25 y/o.
  - If under 7, tell parent they are too young – (come back next year!)
- 3 Obtain Waivers** – have each passenger submit a signed + dated waiver
  - If they already have signed waiver, use that one
  - If not, provide blank waiver and ask them to fill out
  - If under age of 18, waiver must be signed by parent or guardian
  - Save Waivers in secure envelope
- 4 Give pink wristband** – make sure to see they put it on (ask parent to help)
  - Dispose of tabs in garbage
- 5 Ask Leader for one Boarding Card for each passenger**

## Passenger Check-in Desk Procedures

### 6 On Registration List – mark:

1. **WRITE Boarding Card # on registration list beside name**
2. checkmark under waiver obtained

### 7 On Boarding Cards – fill in:

1. Passenger name
2. Ask for weight in pounds. (*If they ask why? Explain pilots will use to factor balance in plane for safety*).
3. Initial Waiver signed box
4. Enter approx. flight time – refer to chart, below

### Provide Next Steps for passengers:

- **Give boarding card** to each passenger
- Share approx. flight time based on Boarding Card
- Instruct they receive a safety briefing prior to flight – point to the safety briefing location
- If all the seats are full, ask them to wait until the next briefing
- Instruct they need to get stamp on Boarding Card after receiving safety briefing
- To board flight - instruct passengers to proceed to flight staging area 10 minutes before their approximate flight time and to line up in Boarding card number
- Invite them to enjoy the activities and exhibits

### Flight times:

- If weather looks good – Use chart on left
- If weather is in question – Desk Leader to consult with Lesley or Jeff about adjusting schedule
- When boarding card **#72 is issued** – check if still on schedule / adjust as recommended
- Periodically check with Jeff/Lesley or staging line to see if flight times chart needs adjustment

On Schedule	
Boarding Card Numbers	Approximate Flight Time
1-24	10:00 am
26-48	10:35 am
49-72	11:10 am
73-96	11:45 pm
97-120	12:20 pm
121-144	12:55 pm
145-168	1:30 pm
169-192	2:05 pm
193-216	2:40 pm
217-240	3:15 pm

Adjusted Schedule	
Boarding Card Numbers	Approximate Flight Time
1-24	
26-48	
49-72	
73-96	
97-120	
121-144	
145-168	
169-192	
193-216	
217-240	