

26/02/2002 disabled

UNACCOMPANIED MINORS

1. INTRODUCTION

- 1.1 Special handling instructions apply to the carriage of children under the age of 12 years and, **at the request of the parent / guardian, to young passengers of at least 12 years of age but under 16 years old who are not accompanied.** (Such children are considered to be unaccompanied unless they are travelling with another passenger of 16 years of age or over).
- 1.2 Children having attained the age of 5 years but who are **under 12 years of age** are regarded as unaccompanied minors (UM's). (Such children are not considered to be unaccompanied minors when they are accompanied by another passenger of 16 years of age or over). Children, however, of at least 12 years of age, but under 16 years old are regarded as young passengers (YP's) and this category must not be taken into account when determining whether the totals above have been exceeded.
- 1.3 Children **under 5 years** of age may not be accepted for travel unaccompanied unless accompanied by an escort.

2. DEFINITIONS

- "infant" - a passenger who has not reached his or her second birthday.
- "child" - a passenger who has reached his or her second birthday but not his or her twelfth birthday.
- "unaccompanied minor" - is a child between the age of 5 to under the age of 12 years of age travelling alone, not accompanied by an adult 16 years or older.
- "young person" - is a child between the age of 12 and under 16 years of age travelling alone, not accompanied by an adult 16 years or older.
- "escort" - an adult 16 years and older required for passengers under 5 years of age travelling alone on SA flights only.



3. GENERAL

- 3.1 Requests for an escort must be channelled through the SA Airlink Control Office.
- 3.2 All unaccompanied minors travelling on SA Airlink must be in possession of the written consent (see reverse of last coupon on unaccompanied minor ticket) of their parents or guardians authorising them to travel. Ground staff must ensure that this is signed prior to the child being accepted for check-in.
- 3.3 The abbreviation code for unaccompanied minors is "UM" and will be used in all traffic reference to unaccompanied minors.
- 3.4 All unaccompanied minors, when travelling on regional services, must be in possession of a valid passport, visas and health documents and comply with all other stipulated requirements.
- 3.5 Staff shall not undertake to put parents or guardians in touch with other passengers for the purpose of taking care of unaccompanied minors, nor must staff, when travelling on duty or on staff rebate, undertake to look after unaccompanied minors.
- 3.6 SA Airlink does not accept responsibility for the unaccompanied minors prior to them being checked in at the airport of departure or after delivery to their nominated custodian on arrival at their destination.
- 3.7 In every instance a responsible adult must escort unaccompanied minors to the airport.
- 3.8 SA Airlink accepts a major responsibility when it undertakes the carriage of unaccompanied minors and it is most important to exercise the greatest care and discretion in the handling of this category of passengers at all times.
- 3.9 A child will always require a seat. Irrespective of any indication in the Name Element, when children are travelling, information must also be included in the Supplementary Service Element of reservations messages as an OSI item. In the OSI item, use the code 'CHD' (Children) preceded by the respective number of children and the age.

Example:

4OSI SA 1CHD 1FLINTSTONE/PEBBLES 08YRS YCL

4OSI SA 2CHD 2SIMPSON/BART/LISA 08/11YRS YCL



4. POLICY ON SPECIAL TREATMENT PASSENGERS (SPECIFICALLY UNACCOMPANIED MINORS)

- 4.1 Due to the nature of SA Airlink operation - in that air transportation of a superior quality and quantity is being provided, particularly linking smaller communities to the major hubs - a wide spectrum of passengers are being carried. The passengers range from corporate to leisure and during the holiday seasons an extensive amount of family traffic is apparent. Children attending boarding school and during holidays commuting between school and their homes constitute a fair amount of passengers carried.
- 4.2 The seating capacity of the Jetstream 41 aircraft (29 seats) allows us to carry two unaccompanied minors (UM's) or passengers with a disability (PAU's) on any flight. As there is a continuous requirement to carry more than two UM's, SA Airlink developed a Standard Operating Procedure (SOP).
- 4.3 In accordance with the attached SOP, a maximum of four UM's on the Jetstream 41 aircraft may be carried. Limitations also forms part of the SOP and at no time will aviation safety be jeopardised in any form whatsoever. From the SOP it is also apparent that extremely strict control is to be exercised by senior management of SA Airlink on any authority given to carry more than two UM's.
- 4.4 The above shall be complied with at all times.

5. STANDARD OPERATING PROCEDURE FOR THE CARRIAGE OF INFANTS AND/OR UNACCOMPANIED MINORS AND/OR PASSENGERS WITH A DISABILITY

5.1 INTRODUCTION

- (1) In terms of Civil Aviation Regulations 1997, the Company is normally restricted to a maximum of two (2) unaccompanied minors (UM's) or passengers with a disability (PAU's) in any combination. From time to time however, there is a requirement for the company to carry more than two (2) UM's on any one particular flight. Should this occur, the following Standard Operating Procedure is to be adhered to.

NOTE: Before more than two (2) UM's and/or PAU's are allowed to be carried on a Particular flight, dispensation in accordance with this Standard Operating Procedure (SOP) has to be obtained.



5.2 APPLICABILITY

- (1) Dispensation in terms of this SOP will only be considered by Manager Aviation Safety & Quality (or the designated official in his/her absence) in the following cases (in all cases all other avenues (rescheduling of reservation etc.) should be pursued before dispensation is applied for)
 - a) Where the UM's are all part of the same family and the number of UM's exceed two children. Should the family constitute more than four UM's, the group should be split into two and travel on two separate flights.
 - b) Where, due to technical and / or operational matters, a change in flight schedules is dictated at short notice and additional passengers have to be accommodated on another flight or a rescheduled flight (this may have the effect of the combination of passengers having a compliment of UM's exceeding two).
 - c) Where a UM reservation is confirmed by SAA central reservations and / or a travel agent without prior permission from the Company's control office as should be the case, and this confirmed reservation then causes more than two UM's to then be confirmed for a particular flight. Should this scenario occur, the reservation agency committing this transgression should be advised in writing by the Company of such a transgression.
 - d) In compassionate cases, where in the opinion of the Company, granting dispensation to carry more than two UM's is justified.

5.3 PROCEDURE

- (1) Application In applying for a dispensation to carry more than two UM's, the relevant application form (see Annex A) is to be used. Upon first telephonically advising Manager Aviation Safety & Quality of the requirement for dispensation, this form is to be completed by the control office and faxed to Manager Aviation Safety & Quality.
- (2) Consideration Manager Aviation Safety & Quality shall consider the application for dispensation taking the following into account as well as applying the guidelines stipulated below.
 - a. The validity of the request taking paragraph 2 above into consideration,



- b. The overall situation taking into account the following and the combined effect of the following:
- i. The type of flight (flight duration etc)
 - ii. Total number of passengers and their composition
 - iii. The number and ages of the UM's to be carried;
 - iv. The composition and experience of the flight deck crew and the cabin attendant(s)

NOTE 1: In considering the above the following should be applied:

- Two UM's of any age combination may be carried at any time on any flight;
- When three UM's are carried, the minimum age combination allowable would be 10, 8 and <8 years of age;
- When four UM's are carried, the minimum age combination allowable would be 11, 9, 8 and <8 years of age;
- When a flight is full (29 passengers total) the total number of UM's is to be restricted to three;
- For flights with up to 23 passengers, four UM's may be carried;
- Four UM's may be carried on flight sectors of up to 1 hour 45 minutes (planned) duration;
- Flight sectors of between 1 hour 45 minutes (planned) and 3 hours duration is restricted to three UM's;
- Flight sectors in excess of 3 hours (planned) duration is restricted to two UM's;
- When connecting or through flights are undertaken, the duration of the longest flight sector shall be used for determining the criteria of the previous three restrictions.

NOTE 2: The following is to be adhered to:

- When a PAU who can assist himself or herself is carried, only one other PAU or UM may be carried (there is thus no dispensation allowable for PAU's or when one or two PAU's are carried. The limitation of two per flight is to be observed in all cases.



- This dispensation is not applicable to any aircraft type other than the Jetstream 41 aircraft;
 - Any other aircraft types of less than 20 seats not specified in this SOP are restricted to one UM or PAU.
 - UM's with a disability (classifying such an UM as a PAU as well) should be treated as a PAU and the restriction of a maximum total of only two UM / PAU passengers shall then apply.
- c. Should Manager Aviation Safety & Quality find the request for dispensation to be justified and allowable in terms of the above criteria and any other applicable factors, he or she shall approve the application in writing and ensure that the following authorities, departments and persons are advised by fax prior to departure:
- i. Civil Aviation Authority,
 - ii. Chief Executive Officer,
 - iii. Director Operations
 - iv. Chief Pilot;
 - v. SA Airlink Control Office, and,
 - vi. SA Airlink OCC.
- d. OCC shall advise the following:
- i. The pilot-in-command (telephonically and by hard copy on sign-on)
 - ii. The departure and arrival station of the affected flight (by fax)

NOTE: Should time constraints be of such a nature that written documentation cannot be made available in time to concerned parties or in the case of communications failure, verbal authority may be given by Manager Aviation Safety & Quality and all concerned parties listed in paragraphs c and d above shall be informed verbally. The required documentation shall be processed at the earliest opportunity.



- (3) Should Manager Aviation Safety & Quality not be available for any reason whatsoever, the application shall be considered and approved / disapproved only by one of the following (in order of precedence)
- a. Chief Pilot
 - b. Operations Director
 - c. Chief Executive Officer

NOTE: No other person shall be allowed to consider an application for dispensation unless an amendment to this SOP has been affected and approved in writing by the Commissioner for Civil Aviation.

5.4 RECORDS

Manager Aviation Safety & Quality shall keep records of all dispensations given in terms of this SOP for a period of at least 12 months.

6. RESERVATIONS

All reservations should be on a request basis (segment action code 'NN').

For connecting journeys, reservations should be made only for immediate continuous space, i.e. no connections involving an overnight stop at the transfer point. If a lengthy transit has to be made, advance arrangements for the safe custody of the child must be made by the carrying airline.

Space for all segments must be confirmed.

In reservations messages, the unaccompanied minor must be indicated in an SSR item with the SSR code "UMNR". Use the code "UM", followed by the age (two numeric) of the unaccompanied minor.

The reservations procedures relevant to unaccompanied minors are outlined in the AXSRES Reservation's manual.

7. CHANGE IN ITINERARY

Authority for travel is given for a specific flight. If there is any deviation from the itinerary or change in the circumstances, authority for acceptance must be re-obtained.



8. SEATING OF UNACCOMPANIED MINORS

- 8.1 All unaccompanied minors will be pre-seated by the Control Office.
- 8.2 Children of 2 years and older must in all cases occupy separate seats. Under no circumstances will such children be conveyed on the laps of other passengers in order to provide accommodation for extra passengers.
- 8.3 Children – whether accompanied or not – may under no circumstances be seated adjacent to emergency exits.
- 8.4 Unaccompanied minors must be seated together in row 8 on the J41 and row 3 on the ERJ.
- 8.5 Avoid seating unaccompanied minors next to male passengers.
- 8.6 The child's escort must always be seated next to the child.

9. NOTIFICATION OF UNACCOMPANIED MINORS BOOKED TO TRAVEL

Mechanised stations must draw information concerning "UM" travel from the AXSRES System.

List in reservations mode: VSCSA8123 / 14JAN / UMR

Or in DCS mode: *SA8123 / 14JAN / JNB * PA

Or @ P / * UMR

10. REFRESHMENTS / MEAL EN ROUTE

Ticketing and check-in agents must inform clients effecting reservations / check-in in favour of unaccompanied minors who will have to stop over at airports during meal periods to ensure that the unaccompanied minors are in possession of sufficient funds to enable the ground staff at these airports to arrange for the unaccompanied minors to partake of meal, etc.

NOTE:

This is not applicable where the airline is responsible for refreshments; meals and accommodation in accordance with the instructions governing interline or delayed passengers.

11. ESCORTS

All requests for an escort must be directed through the SA Airlink Control Office. The applicable fare of 50% of the full "Y" class as return booked by the SA Airlink control office.



12. HANDLING ADVICE

In order to give advice to airlines regarding the unaccompanied minors and to indemnify them, booking offices must use a Handling Advice (see example below).

A copy of a Handling Advice should be sent to all the airlines involved on the reservation at each boarding point.

On interline journeys, a copy should be forwarded to the airline(s) at the interline transfer point(s).

Example:

13. ISSUING OF TICKETS

No ticket can be issued for an unaccompanied minor until such time as the unaccompanied minor has been confirmed on all flights in the PNR i.e. the SSR item must read "HK" or "KK". If the SSR UMNR status does not read "HK" or "KK" it means that the passenger has not been confirmed. Should the status read "NO" it indicates that the passenger cannot be accepted as a UMNR on the flight in question.