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## UNACCOMPANIED MINORS

Airnorth requires that passengers are able to travel independently. We do not assume responsibility for assistance and close supervision of children, particularly on services that operate without a cabin attendant. Children requiring close supervision may not be regarded as able to travel independently on the basis that they may cause a disruption or endanger themselves or others if travelling unaccompanied.

An Unaccompanied minor (UMNR) is a child who has passed their 5<sup>th</sup> birthday but has not yet reached their 12<sup>th</sup> birthday and is travelling without the supervision of a person aged 16 years or over. Children under the age of 5 are not permitted to travel unaccompanied.

Where the child is travelling with its mother, who is under the age of 16, the minimum age requirement for the person travelling with the child is waived. Airnorth may request evidence or confirmation of the relationship. A child aged between 12- 15 years of age may be accepted for travel as an unaccompanied minor at the request of their parent or guardian.

All travel requests for unaccompanied minors must be accompanied with a completed Unaccompanied Minors Form. The form must be completed by a parent or guardian of the child prior to travel and will be provided during check in.

### **Unaccompanied Minor requirements**

Airnorth requires that an unaccompanied minor is able to:

- Communicate confidently with Cabin Attendants;
- Understand and follow directions (particularly in the event of an emergency)
- Feed themselves without assistance
- Attend to their own toileting needs without assistance; and
- Feel reasonably comfortable and secure in travelling alone.

### **Reservations**

A child is eligible for acceptance for travel as an unaccompanied minor provided that:

- All segments of the itinerary are confirmed prior to departure;
- There are no connections booked that include an overnight stop over;
- All connections on Airnorth flights are booked on the earliest available flight to that destination;
- Where a connection to another carrier is required, the unaccompanied child is collected by an adult (advised in writing to Airnorth) and transferred to the alternate carrier.
- Where the child is transferred from another carrier to Airnorth, Airnorth has received in writing, by the parent or guardian, the details of the adult responsible for the care and supervision of the child while in transit.

## Reservations Process

When creating a booking Reservations Consultants must include the following information in the PNR (passenger name record).

- Reference code: UMNR
- Complete OSI fields containing the following details:
  - Parent / guardian details (name, address, phone and relationship to child)
  - Transit supervisor details (name, address, phone and relationship to child)
  - Sender / receiver details (name, address, phone and relationship to child)
  - Childs age and permanent address

Amendments to a booking for an UMNR can only be made by:

- The parent / guardian who paid for the ticket
- The travel agent or company handling the booking
- Airport staff in the event of a delay or disruption

## Check In Process

Parents or guardians are required to have the minor at the airport no later than 60 mins prior to the scheduled departure of the flight for domestic services and 90 mins prior to the scheduled departure for international services.

The UMNR form can be collected from the ticketing desk or Customer Service Officer (dependent on which airport you are travelling from) and is to be completed during check in.

Upon check in the Customer Service Officer will:

- Check the UMNR Form has been correctly completed and confirm receivers details;
- Check all the details are correctly entered into the PNR
- Check for any special requirements (ie no soft drinks etc)
- Check if the Minor has travelled before.
- Staple the boarding pass to the completed UMNR form
- Place a copy of the UMNR Form to the post flight checklist
- Arrange a time for collection of the UMNR for international services.
- Ensure the Cabin Attendant or First Officer is advised of the carriage of the UMNR

## Seating

Unaccompanied minors should be seated as follows:

**Fairchild Metro 23** – forward aisle seat – supervised by the First Officer

**Embraer 120** – forward aisle seat – supervised by the Cabin Attendant

**Embraer 170** – rear aisle seat – supervised by Cabin Attendant 2

## Identification

Airnorth may request proof of age at check-in. Children between the ages of 12 and 15, travelling alone will be required to produce identification at check in. Exceptions from the identification requirements are given for children and infants travelling:

- with an adult or
- as part of an organised group



For group travel, the adult responsible for and travelling with the group is to present a letter from the organisation (for example, school or sporting group) that includes the purpose of the trip, name, date of birth and gender of the responsible adult, plus names, date of birth and gender of each of the children.

**Parents and Guardians**

Parents and Guardians are not to leave the terminal until the flight has departed. The receiver of the child will be required to produce photographic identification to collect the UMNR.