

Staff Traveler Procedures for Cabin Crew

Background

Improvements in our Staff Travel Program require that new onboard procedures be put in place to accommodate Staff Travelers—both from Norse and other airlines.

General

Procedure for: Upgrades to the Premium Cabin

Norse Employees traveling on Company Business (positioning crew, office staff traveling for meetings, etc.) may be upgraded to a seat in the Premium Cabin free of charge (\$0) after all revenue passengers have been offered the opportunity to upgrade. Staff Travelers traveling for Leisure (personal travel) may upgrade to Premium for \$50.

Employees on Company Business (Complimentary)

Employees traveling for Company business who desire an upgrade to Premium shall write their employee number and hire date on their boarding pass. Upon boarding, the Employee shall hand their boarding pass to a crew member and identify themselves as a Norse Employee traveling for Company Business.

After the “upgrade” PA is made and revenue passengers have been given ample opportunity to upgrade, the Purser may offer any open Premium seats to Norse Employees traveling on Company business, in hire date order (employees with earlier hire date should be offered an upgrade first).

Staff Travelers (from Norse and other airlines) on Leisure/Personal Travel (\$50)

After upgrades for Employees on Company Business are processed, Staff Travelers (from Norse or other airlines) traveling for personal reasons/leisure may upgrade to Premium for the discounted price of \$50 by selling them the “**UPGRADE STAFF**” option in the OBT. The “UPGRADE STAFF” option can be found under “UPGRADES” in the OBT. Staff Travelers traveling for personal reasons/leisure shall make themselves known to the crew and offered the upgrade on a first-come, first-served basis. The crew member processing the upgrade must verify the passenger is a Staff Traveler by checking the “Cabin Service Area” report or asking for the Staff Traveler’s airline ID.

If upgraded, the Employee/Staff Traveler shall sit in the seat specified by the Cabin Crew. If no seat is specified, a seat shall be occupied that provides revenue passengers with the most comfortable experience.

Premium Upgrades shall not be offered to Staff Travelers if they are not dress code compliant or wearing/displaying any markings/insignias identifying them as a Staff Traveler (e.g., crew uniform pieces, Company ID, airline logos, pins). Baggage with markings/insignias must be stowed in the Economy cabin. Also, upgrades should not be offered if it may compromise the comfort and service provided to revenue passengers.

The Commander retains the final authority regarding the movement of passengers between cabins.

Procedure for: 20% Discount on Café and Boutique items for Staff Travelers

Staff Travelers who display a valid airline ID are eligible for a 20% discount on Cafe and Boutique items except Boutique alcohol and tobacco.

Procedure for: Offering leftover meals to Staff Travelers

After the “extra meals,” PA is made and revenue passengers have been given ample opportunity to purchase a meal, the Purser (or their designee) shall offer leftover meals to Staff Travelers who did not receive a meal. The Purser will look for standby passengers on the “Cabin Service Area” report to identify the Staff Travelers. Crew food items may also be offered to Staff Travelers if the rest of the crew has confirmed they will not be consumed. It is permissible to provide complimentary drinks to Staff Travelers out of the big bottles only.